

## Frequently Asked Questions.

### Owner Services.

#### **I have recently purchased a unit in Canabay that is still under construction. Can I enjoy the amenities as an owner?**

Of course! You just need to visit the Canabay office with a copy of your purchase agreement and the Canabay Declaration, signed by you and a representative of the developer. Our Customer Service team will guide you through the process of registering as an owner, enabling you to enjoy the Canabay amenities within a maximum of 72 hours.

#### **Where can I register as an owner or resident?**

Upon presentation of your purchase agreement and the Canabay Declaration, signed by you and a representative of the developer, our **Customer Service** team will guide you through the digital identity registration process at the security offices of PROSEGUDOM, located at the main entrance of Canabay.

Afterwards, you will be presented with a Welcome Letter containing basic information on the operation of the resort, as well as instructions on how to download the Canabay.

#### **What documents do I need to register as an owner or resident?**



- ✓ Application form fully completed.
- ✓ 2x2 inch photograph (can be digital with a white background)
- ✓ ID card or passport.
- ✓ Purchase agreement duly signed and registered at Canabay.
- ✓ Canabay Declaration duly signed and registered at Canabay.

#### **Where can I pick up my owner or resident card?**

If you wish to acquire your Canabay owner or resident card, we advise that it is "DIGITAL" and can be viewed through the Canabay app, which can be downloaded free of charge from the Play Store and Apple Store. Our **Customer Service** team is readily available to provide guidance and support with utilizing this digital tool.

Additionally, a proximity card or digital reader for your vehicle can also be requested.

#### **"How do I register for the Canabay application?"**

To register for the Canabay application, simply download the app, request access, and enter your name, surname, identification document, and additional information. You will receive access to the app within a maximum of 72 hours, allowing you to take advantage of the many benefits offered to Canabay owners and residents

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### How many owner identification cards can I request?

Owners listed on the sales contract may request identification for their Family Unit (ascendants and/or descendants under the age of 24 who reside with the owner). The owner must provide proof of family unit.

### When does my digital owner ID card expire?

Your digital owner or resident ID card does not expire. As long as you are an owner or resident of Canabay, it will remain active as long as you are part of the Canabay community.

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### Can I request an ID card for a short-term tenant?

As an owner, you can request ID cards for your tenants with rental contracts of 2 months or more. For access to tenants with rents less than 2 months, the owner must request an access ticket through the email [servicios@canabay.com](mailto:servicios@canabay.com) or through our app.

### How can I request access for my guests?

You must send a request to the access department through the email [servicios@canabay.com](mailto:servicios@canabay.com) where they will assist you immediately with your request or to the number 809-299-1282.

Owner's guests can access through the main gate with the QR code that will be sent to the requester once the owner host sends an email to [servicios@canabay.com](mailto:servicios@canabay.com) requesting access, 24 hours before the arrival of the guest, indicating the unit, date of stay, and photo of the guest's/guests' document and vehicle registration.

### How do I request access for a guest with less than 24 hours notice?

Access for owner's guests with less than 24 hours notice will require a call to the mobile number 809-299-1282. You will also be asked to send an email to [servicios@canabay.com](mailto:servicios@canabay.com) requesting access, indicating the unit, date of stay, and photo of the guest's/guests' document and vehicle registration.

### I have just been handed over the unit. Where can I contract my basic services and what do I need to do so?

Upon receiving your unit, you should proceed to contract services, including payment of connection charges and deposits.

- Electricity: Consorcio Energético Punta Cana Macao (CPEM)
- Water: Canabay S.R.L [admin@canabay.com](mailto:admin@canabay.com)
- Telecommunications: Activa Cable Phone and Internet

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The Customer Service team can help you with service activation if desired.

### What are the requirements to request the connection of the water service in Canabay?

To be able to connect the water service, you must go to our administrative office with the notified sales contract, the Canabay Protective Regulation notified, pay the bond corresponding to your unit, and the connection fee for this concept.

### How many types of maintenance fees are there, and which one do I need to pay?

In Canabay, there are two maintenance fees. The Canabay Resort fee that depends on Canabay administration and the condominium fee that depends on the condominium administration.

### How are the Canabay maintenance fees calculated?

The maintenance fees imposed on each property are calculated by dividing the common expenses among the total number of properties. The square meters of the unit and its type of use are taken into account.

## Canabay Lifestyle

### What experiences does Canabay offer?

Canabay offers premium experiences that are carefully incorporated and authorized by Canabay but managed independently from Canabay administration. These include Experiential Dining, Sport & Leisure, Wellness, Thrilling Nightlife, and Day Beach Club.

- **ORO Club Nightclub.** ORO Nightclub at Hard Rock Hotel is the most exclusive nightclub in the Dominican Republic. With a capacity for 1000 people and 33 VIP tables. It offers the perfect setting for guests to experience a luxurious and vibrant night in Punta Cana

Open Friday and Saturday: 11:00 PM to 04:00 AM

- **Hard Rock Casino.** 4,459 square meters, 25 gaming tables and 440 slot machines Poker Room, Blackjack, Craps, Roulette, Baccarat and VIP Room with a variety of table games and high limit slot machines.

Open daily from 6:00 PM to 11:00PM

- **Montserrat Restaurant.** Named after the island of Montserrat in the West Indies, home of the studio where rock & roll history was made in the 70s and 80s. An American Moderna Food concept with the highest quality meats brought directly from Chicago, hand-picked and aged for 21 days. It also specializes in fresh, local fish and live lobsters.

Open daily from 6:00 PM to 11:00PM

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- **The Rock SPA.** Whether exercising, relaxing or having fun, owners and guests enjoy different levels of wellness experiences with incredible discounts.

Open daily from 9:00 AM to 6:00PM

- **Racquet Club.** Canabay Racquet Club features two tennis courts and two padel courts, all with artificial grass. Club members will enjoy playing in the Caribbean sun or at night under perfect lighting.

Open daily from 8:00 AM to 6:00PM

- **Golf Course.** The Hard Rock Golf Club Canabay features an 18-hole championship golf course designed by the Nicklaus group. With a length of 7,253 yards from the back tees, you'll find all the challenges you want. This par 72 course offers an impressive collection of challenges for the ability of each player, regardless of their level of skill or experience. A course filled with stunning landscapes of local flora and fauna.

Open daily from 6:00 AM to 6:00PM

- **The Beach Club.** With its 11,000 square meters and a long list of services, the Beach Club is the social center of Canabay, an elegant and exclusive place only for members and partners where they meet and enjoy the infinity pool, panoramic terrace, library for special events, and of course private beach.

Open daily from 9:00 AM to 6:00 PM

### Are there plans to incorporate more experiences in Canabay?

Owners and visitors can enjoy through memberships or paid services the exclusivity, quality of service and design offered by its amenities and real estate projects.

In this sense, Canabay is working to incorporate Premium Lifestyle category amenities, including twelve premium retail stores, and a "Fusion" Market-Restaurant.

### How can I access the Hard Rock Golf Club at Canabay?

When owners purchase a unit in Canabay, they do not gain the right of servitude or property over the golf course.

The privileges of using the property of Hard Rock Golf Club at Canabay are subject to obtaining a membership, whose conditions are in the documents of the Hard Rock Golf Club at Canabay Membership Plan. You can request information about this from our **Customer Service** department.

### Can I purchase a tee time for the Hard Rock Golf Club at Canabay?

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Through the Customer Service team, you can get preferential Tee Times. US\$150 for morning times and US\$90 for afternoon times.

### **Can I purchase a Day Pass for the Hard Rock Golf Club at Canabay?**

Through Canabay's Customer Service team, you can obtain Day Passes at preferential prices.

- ✓ Day Pass → US\$ 114 adults – US\$ 57 Kids (10.00 am / 6.00 pm)
- ✓ Night Pass → US\$ 83 adults – US\$ 39 Kids (6.00 pm / 2.00 am)
- ✓ Day Pass (hole day) → US\$ 172 adults - US\$ 72 Kids (10.00 am / 2.00 am)

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### **How can I Access The Beach Club at Canabay?**

When owners purchase a unit in Canabay, they do not gain the right of servitude or property over the Beach Club.

The privileges of using the property of the Beach Club at Canabay are subject to obtaining a membership, whose conditions are in the DOCUMENTS of the BEACH CLUB MEMBERSHIP PLAN.

### **How much does a membership for the Beach Club at Canabay cost?**

The owner can purchase annual membership for the beach club for US\$500 per year.

### **Can I transfer my membership to a family member or friend?**

Memberships are non-transferable, personal and for the exclusive use of the holder of the said membership, and therefore cannot be transferred to any third party.

### **How many memberships can I obtain per apartment for the Beach Club at Canabay?**

Owners can purchase up to five annual memberships per unit for the beach club at US\$ 500 each.

### **Can I request more than five memberships per apartment for the Beach Club at Canabay?**

To obtain additional memberships, please contact the Customer Service team directly, who will analyze your case with the utmost care.

### **Can I purchase a Day Pass for The Beach Club at Canabay?**

For all our visitors and tenants, we have a Day Pass consumable of 35usd per person, which you can apply to food and beverages. Other promotions or discounts offered by the Beach Club are not cumulative with the Day Pass.

### **How can I practice tennis or padel in the Racquet Club?**

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The Racquet Club is open to any tennis or padel enthusiast.

You can make your reservations directly to the Racquet Club offices to check the availability of the courts from 8.00am to 8.00pm by contacting 809 710 4997.

Canabay owners and residents can make their reservations through the **Customer Service** team at 809 299 6773 or directly through the Canabay administration office.

## Servicios Inmobiliarios

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### Are there any restrictions when selling or renting my apartment?

Canabay's internal Real Estate Agency is the official brokerage agency for the sale, resale and rental of real estate properties in Canabay.

You should contact Canabay's Real Estate Agency to comply with Article 5.10.2 "Right of First Refusal"

### Can I rent my apartment without using the services of the Real Estate Agency?

If at any time the owner decides to offer their property for rent and the Canabay Real Estate Agency requires it, they must sign a brokerage agreement with the agency and join the Rental Management Program managed by the Internal Agency of Canabay.

### Why is there a Rental Management Program managed by the Internal Agency of Canabay?

To ensure compliance with the exclusivity, quality and service standards that differentiate this community and with the objective of generating the highest return on properties, an official Rental Management Program has been designed

### Can I hire another manager that is not the Internal Real Estate Agency?

In order to offer all our owners, the possibility of including their real estate units in our official platform and to achieve the growth, development and consolidation of Canabay as one of the most important Premium Lifestyle destinations in Punta Cana, we have homologated a series of Authorized Managers with whom you can contract with the greatest guarantees.