

frequently asked questions



GENERAL

HOW BIG IS THE MANDARINA COMMUNITY?

Mandarina encompasses 636 acres or 265 hectares of oceanfront property.

HOW MANY HOTELS AND HOTEL ROOMS WILL BE ON THE PROPERTY?

There will be two hotels within Mandarinà. One&Only Mandarinà, which opened in November 2020 featuring 105 hotel rooms, and Rosewood Mandarinà, which is currently in development and will feature approximately 140 hotel rooms.

WHAT AMENITIES MAY GUESTS OF BOTH HOTELS, AS WELL AS RESIDENTS OF MANDARINA, HAVE ACCESS TO?

Hotel guests will be given access to their respective hotel's amenities. Hotel guests may also enjoy Mandarinà Polo & Equestrian Club and Canalan Beach Club, as well as activities offered by Mandarinà Experiences, subject to availability.

Residents in Mandarinà will be given access to their affiliated hotel's amenities, subject to availability, and exclusive access and rates to Canalan Beach Club, Mandarinà Polo & Equestrian Club and Mandarinà Experiences through the Club Mandarinà Membership. Consumption will be billed separately and will be based on the Club benefits.

HOW FAR IS THE NEAREST AIRPORT?

It is currently one hour and 10 minutes drive from Mandarinà to the Puerto Vallarta International Airport. A new highway connection is set to open soon, shortening the drive to approximately 45 minutes.

HOW FAR IS MANDARINA FROM DOWNTOWN PUERTO VALLARTA, SAYULITA AND PUNTA MITA?

Mandarina is located one hour and 25 minutes from downtown Puerto Vallarta, 20 minutes from Sayulita and 40 minutes from Punta Mita.

WHAT TYPE OF SECURITY WILL THE PROPERTY PROVIDE?

A strict security policy is established at the entrance to Mandarinà. Once inside the main gate, residents and guests will be able to move freely throughout the property, with various security team members throughout the property.

WHERE IS THE NEAREST SUPERMARKET?

There are several markets located within 15 minutes of Mandarinà in Sayulita, San Pancho and Guayabitos. International chain stores, such as Walmart and Mega, are located 50 minutes away in Bucerias.

WHO ARE THE DEVELOPERS OF MANDARINA?

RLH Properties is the owner and developer of Mandarinà, including One&Only Mandarinà, One&Only Mandarinà Private Homes, Rosewood Mandarinà, Rosewood Residences Mandarinà, Canalan Beach Club and Mandarinà Polo & Equestrian Club. RLH Properties is a leading Mexico City-based, publicly listed company focused on the acquisition, development and asset management of luxury and ultra-luxury hotels, resorts and branded residences. Established in Mexico City in 2013, RLH Properties is funded primarily by pension funds, institutional investors, Mexican family offices and the management team. RLH Properties has a current portfolio that includes One&Only Mandarinà, Rosewood Mayakoba, Banyan Tree Mayakoba, Andaz Mayakoba, El Camaleón PGA Tour Golf Course, Four Seasons Mexico City, Rosewood Villa Magna, Bless Hotel Madrid, Rosewood Residences Mayakoba, Fairmont Heritage Place Mayakoba, Fairmont Residences Mayakoba and One&Only Mandarinà Private Homes, in addition to Rosewood Mandarinà and Rosewood Residences Mandarinà, which is currently under development and expected to open in 2024.

WHERE IS THE NEAREST HOSPITAL?

The nearest hospital is CMQ, which is recognized as the leading hospital in Riviera Nayarit. Located in Bucerias, the hospital is a 40-minute drive from Mandarinà.

REAL ESTATE

HOW MANY PRIVATE OWNERSHIP RESIDENCES WILL BE ON THE PROPERTY?

There will be approximately 55 One&Only Private Homes within Mandarin, plus an estimated 100 residences throughout the rest of Mandarin that will include the Rosewood Residences collection.

WHAT HOMES ARE CURRENTLY AVAILABLE FOR SALE?

At this time, One&Only Mandarin Private Homes is offering the first residences available for sale within Mandarin.

WILL THE VILLAS BE DELIVERED FURNISHED? IF SO, IS FURNITURE INCLUDED IN THE PRICE?

Homeowners may choose from three furniture packages curated by One&Only. The cost of a furniture package is not included in the sale price. If owners wish to enter their homes in the One&Only Rental Program, they must acquire a One&Only furniture package. The pre-approved OS&E package is also mandatory for any home in the Rental Program in order for One&Only to properly operate the Private Home to its standards.

CAN I MAKE CHANGES TO THE DESIGN OF MY PRIVATE HOME?

Yes, minor changes are allowed at the expense of the owner and subject to approval by the developer and One&Only. Kindly note that approval is not guaranteed.

CAN I CHANGE OR CHOOSE MY OWN FINISHES?

In order for the community to maintain a unified and consistent appearance, no exterior finishes may be modified. The interior finishes have been carefully selected to meet One&Only's standards and adhere to the branded residences' architectural style. Any request to change an interior finish is at the cost of the homeowner and must be approved by the developer and One&Only, which is not guaranteed.

WHAT TYPE OF APPLIANCES COME WITH EACH VILLA?

Private Homes will feature high-end appliances, such as refrigerators, dishwashers, stoves and washer/dryers by a leading company such as Sub-Zero or an equivalent brand.

WHAT WELLNESS FEATURES ARE INCLUDED IN ONE&ONLY MANDARIN PRIVATE HOMES AND WHAT ARE THE BENEFITS?

One&Only Mandarin Private Homes features a water purification system, ensuring water is filtered through taps within the residence. Additionally, owners have the option of purchasing additional wellness features offered through Delos, a global wellness pioneer that utilizes evidence-based systems to enhance health and wellbeing. These optional upgrades include the DARWIN Premier wellness ecosystem through the following systems:

- Air Purification: the Delos Air Purification System helps improve air quality by removing allergens, toxins, pathogens, pollen and other pollutants from the air. This system will be installed in the bedrooms, main bathroom and main closet should the owner select this upgrade.
- Circadian Lighting: we spend much of our time indoors with insufficient lighting or prolonged exposure to artificial light, which disrupts our circadian rhythm. DARWIN Premier features Circadian Lighting, which mirrors natural sunlight patterns to help regulate your body's circadian rhythm, energy levels, performance and sleep quality. This Circadian Lighting delivers nature-aligned color temperature and intensity throughout the day and into the evening. This system is featured in the bedrooms only, should the upgrade be selected.

ARE HOMEOWNERS REQUIRED TO PURCHASE INSURANCE?

Homeowners are required to obtain and maintain the following insurance at their own expense:

- Property damage insurance (a certificate of proper insurance shall be required annually by the condominium administration for each Homeowner).
- A third-party liability insurance for the Homeowner's vehicles.
- Insurance covering damages to the Private Home's contents (including furniture, accessories, and equipment) should the owner wish to put their Private Home into the Rental Program.

AMENITIES

HOW LONG IS THE MANDARINA BEACHFRONT, AND ARE THE BEACHES SAFE FOR SWIMMING?

There are two beaches in Mandarinina. Both are swimmable beaches with sandy bottoms. Canalan Beach is one mile long, and Jetty Beach is 650 feet long. At certain times of the year, surfing is also possible at Mandarinina. Some of Mexico's best surf breaks are also within a short 10-minute boat ride from Mandarinina.

HOW MANY BEACH CLUBS ARE ON THE PROPERTY, AND WHAT ACTIVITIES WILL THEY OFFER?

There are three beach clubs: The Jetty Beach Club and Canalan Beach Club, both of which are currently open, as well as Rosewood Beach Club, which will open when the hotel debuts. Each club will offer day beds, lounge chairs, swimming pools, casual dining, cabanas and beach activities.

HOW MANY RESTAURANTS WILL BE AVAILABLE TO RESIDENTS AND GUESTS OF MANDARINA?

There are several casual and fine dining restaurants within the community. One&Only Mandarinina offers distinct dining experiences at Carao, Alma and The Jetty Beach Club. Other dining options within Mandarinina include Allora at Canalan Beach Club, Chukker at Mandarinina Polo & Equestrian Club and the upcoming Rosewood Mandarinina restaurants.

WHAT EQUESTRIAN FACILITIES DOES MANDARINA POLO & EQUESTRIAN CLUB OFFER?

Mandarinina Polo & Equestrian Club features exemplary facilities, including one outdoor arena and one indoor dressage and jumping arena, a world-class polo field, stables and pro shop. The club will host sporting events, as well as children's activities, riding lessons, and more.

IN ADDITION TO EQUESTRIAN AND BEACH ACTIVITIES, WHAT OTHER SPORTS AND ACTIVITIES ARE AVAILABLE WITHIN THE COMMUNITY?

Residents and guests enjoy access to miles of hiking, mountain biking, running and walking trails. The Jungle Course offers an immersive rainforest experience with zip lines and hanging bridges. Other activities include, but are not limited to, tennis, basketball, pickleball, fitness classes, bird watching, and more.

WHAT TREATMENTS AND WELLNESS OFFERINGS DOES ONE&ONLY SPA PROVIDE?

One&Only Spa is situated on 24,000-square-feet of pristine rainforest, with six treatment rooms in the main pavilion. The spa menu includes massages, facials, manicures, pedicures, body wraps, peels and scrubs, all designed to blend ancient traditions and progressive therapies. The spa also features a mud bath, cold plunge pool, salon, yoga palapa, temazcal, sauna, steam bath and fitness studio.

WHAT SPECIAL AMENITIES AND ACTIVITIES WILL BE OFFERED FOR KIDS AT MANDARINA?

The KidsOnly Club, situated on 42,000-square-feet of pristine rainforest, offers an array of activities for children, including treehouses, insect hut, butterfly sanctuary, outdoor amphitheater, nursery, game rooms and a sandbox. Children can set off on their rainforest adventures arranged by the Mandarinina Experiences team, whether enjoying the Jungle Course with zip lines and hanging bridges or a hiking or mountain biking adventure. The Mandarinina Experiences team also offers equipment reservations for flag football, tennis, basketball and pickleball. Children may also enjoy horseback riding lessons and tours at Mandarinina Polo & Equestrian Club.

WILL THERE BE ANY ADULT-ONLY POOLS OR BEACH CLUBS?

Yes, Carao features an adult-only, mountainside swimming pool.

HOW MANY SWIMMING POOLS ARE LOCATED THROUGHOUT THE PROPERTY?

There are numerous swimming pools located at One&Only Mandarinina, including at Carao, Alma, One&Only Spa and The Jetty Beach Club. Additional pools are located at Canalan Beach Club, as well as pools planned at the upcoming Rosewood Mandarinina.

CAN RESIDENTS SET OFF BY BOAT FROM WITHIN MANDARINA?

Yes, The Jetty in front of the community allows for passenger pick-up and drop-off.

HOW FAR IS THE CLOSEST MARINA FOR DOCKING A LARGER YACHT?

La Cruz de Huanacaxtle is approximately a two-hour boat ride or 40-minute drive from Mandarin.

HOW CLOSE IS THE NEAREST GOLF COURSE?

There are currently a number of golf courses within close reach, including Litibu that is located 30 minutes away.

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