

City Guide: Querétaro



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Discovering Querétaro

Bienvenidos! Welcome!

Whether you are a veteran or a novice, relocation can be both an exciting and challenging experience. This Dwellworks resource guide is intended to provide important information to consider as you relocate to Querétaro. Your assigned Destination Services Consultant will assist you as you transition into your new community. Additionally, your consultant will expand on the topics covered in this guide according to the guidelines of your authorized program.

The city of Querétaro has played an important role in Mexican history since before the Mexican Independence from Spain. Founded in 1531, it became the third colonial city in the continent after a battle between the Spanish and the natives. Today, Querétaro is known for its colonial architecture and beauty, particularly the historic downtown, which is filled with aqueducts, temples, mansions, and palaces that mark the passing of time throughout this city.

On behalf of the Dwellworks team, we welcome you to Querétaro and hope you will find this information helpful.

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Orientation

Located in North-Central Mexico in a region known as *Bajío*, Querétaro borders the states of San Luis Potosí to the north, Guanajuato to the west, Hidalgo to the east, Mexico to the southeast, and Michoacán to the southwest.

Querétaro has developed as a major industrial center in Mexico; several factors have contributed to its fast-growing economy: it is an industrial cluster, conveniently close to Mexico City and a junction for the Mexican highway system. The boom in tourism to San Miguel de Allende in Guanajuato has also helped put Querétaro on the map for travelers.

Important business sectors in Querétaro include: automotive, aeronautic, food, commerce, research and development, wine production, glass, tourism, and universities. The quality of life in Querétaro is considered one of the highest in the country, mainly due to low crime rates and low unemployment.

City Design and Layout

Querétaro is divided into 18 municipalities and is one of the smallest states in Mexico. The Metropolitan Region of Querétaro includes the city itself as well as surrounding areas, such as Corregidora, El Marqués, and Huimilpan. The city and metropolitan area total nearly one million people, creating a high-density area with the city of Querétaro at the center.

Highways

There are two types of highways: *libres* (free) or *de cuota* (toll). To facilitate travel through toll roads, you can purchase fast pass, which you paste on your windshield to allow immediate access to the toll road through a system of electronic payment at the checkpoints. If you do not have a fast pass, you can still pay the toll in cash at the end of the route.



Helpful Hint: For more information on acquiring a fast pass please visit: www.idmexico.com.mx/idmexico.

The main roads that connect the city of Querétaro were originally the highways to other states like Mexico and San Luis Potosí. As the city began to grow, these highways were trapped in the middle of Querétaro's metropolitan area and became the main roads. The following are frequently traveled highways inside the municipality of Santiago de Querétaro:

- + **Bldv. Bernardo Quintana:** runs through the east of Querétaro connecting the northern and southern parts of the city
- + **Av. 5 de Febrero:** located with the western limit of the city; also runs from north to south
- + **Highway to Mexico City:** connects the southwestern and southeastern parts of the city
- + **Avenida Universidad:** runs east to west across the middle of the city

The two freeways that relieve traffic from inside the city are:

- + **Libramiento Sur-Poniente:** goes from the municipality of Corregidora to Blvd. Bernardo Quintana, and serves as the southern limit of Querétaro’s metropolitan area
- + **Anillo Vial Junípero Serra:** connects Blvd. Bernardo Quintana to Juriquilla, as well as the Querétaro-San Luis Potosí and Querétaro-San Miguel de Allende highways. This is considered the northern limit of the metropolitan area

Frequently travelled highways to exit Querétaro

- + Autopista Mexico – Querétaro
- + Autopista Querétaro – San Luis Potosi
- + Autopista Querétaro – Guanajuato

Weather

Querétaro has an average annual temperature of 64°F, and is mostly warm and dry year-round. The dry season in Querétaro is during the months of November to April. The temperature ranges between 75°F and 84°F. The nights during the dry season drop down to around 45°F.

The rainy season takes place during the summer months (May to October); usually the rainfalls are very strong, but brief. The temperature ranges between 79°F and 88°F during this time, with dry afternoons and cool mornings. The temperature at night usually drops to around 52°F to 57°F.

Season	Description	Average High	Average Low
Spring	Warm	29°C (84°F)	12.5°C (54.5°F)
Summer	Hot and rainy	27°C (80°F)	14°C (57°F)
Fall	Rainy	25°C (77°F)	10.5°C (50.9°F)
Winter	Cold and dry	24°C (75°F)	7.5°C (45.4°F)

Time Zone

Querétaro falls in the Central Time Zone (GMT/UTC-6 during Standard Time and GMT/UTC-5 during Daylight Savings Time).

Daylight Saving Time begins at 2:00 a.m. local time on the first Sunday of April, and falls back to Standard Time at the same time on the last Sunday of October.

Neighborhood Overview

Campanario is the most exclusive area in Querétaro. It has a beautiful golf club with artificial lakes, parks, and a luxurious residential neighborhood. The streets are wide and the houses are only divided by bushes, creating a sense of openness. This neighborhood is highly secure, and the location is very convenient as it is in the high section of Bernardo Quintana, five minutes away from the commercial areas and schools.

On the lower parts of Campanario you will find the Sierra Azul apartments with a unique view of the city of Querétaro. Expats are usually attracted to the properties here as they are very modern and have nice common areas like the gym and pool.

Jurica is a gated community with large houses built in Mexican contemporary style with domes and Catalan vaults. The lots vary from 500 square meters all the way to 2,000 square meters; the concept of this community is country, so the streets are cobble stone. These particular characteristics make for a great view when passing through the main avenue of Jurica. Although this neighborhood is over 20 years old, it has two new residential areas with modern houses.

Juriquilla is filled with modern, private residential areas with minimalistic houses, a club area, and pools. There are also apartment compounds for small families or executives, with amenities such as tennis courts, party rooms, and pools. Some developments in Juriquilla are not inside gated communities; however, they are considered very safe places to live in. These include: Villas del Mesón, San Francisco Juriquilla, and La Rica.

There is a golf club next to the Hotel Misión Juriquilla which is very typical of this area, as well as the Plaza de Toros (bull ring) in Provincia Juriquilla.

Both Juriquilla and Jurica are premiering the new mall "Antea," the largest in Latin America with department stores such as Palacio de Hierro, Liverpool, H&M, and many other fashion stores for all ages, as well as movie theaters and restaurants.

Rinconada Alamos is located in the heart of Querétaro, five minutes away from the historical center. It is a private residential area with 24 hour surveillance. The houses are built in Mexican contemporary and modern style. Inside there is a nice clubhouse with a pool, gym, and tennis courts. Rinconada Alamos is located near banks, schools, and stores like Plaza del Parque and Plaza Boulevares, making it a very attractive location.

Central Park is the newest part of Querétaro with five modern, tall buildings. Three of those are residential buildings with either two or three bedroom apartments, and amenities such as pools, a gym, and a business lounge for executives. The other two are modern office buildings located on Boulevard Bernardo Quintana, five minutes away from Arcos de Querétaro. Around these buildings there are many private residential neighborhoods known as **Centro Sur**, each with pools and party rooms.

Travel

Getting In

Querétaro is 218 kilometers (136 miles) from Mexico City, which is a little less than a three hour drive. It is about a two hour drive from Toluca, the capital city of the state of Mexico.

By Plane

The airport that serves the city of Querétaro and metropolitan area is the Aeropuerto Intercontinental de Querétaro. Most of the flights are domestic; however, there are some flights to Dallas and Houston. An alternative is the Benito Juárez International Airport in Mexico City. There are executive and first class bus services directly from the airport gates to the bus terminal at Querétaro.

By Bus

You can travel to Querétaro on a luxury bus from Mexico City – the trip takes about two hours. You can also take a bus directly from the airport or from the Northern Bus Terminal in Mexico City. Buses run all day from Mexico City to Querétaro at least once per hour.

The bus companies offering the highest quality executive services are ETN and Primera Plus (www.primeraplus.com.mx).

Getting Around

There are several options for traveling via public transportation. We recommend you do not use public transportation, however in case you do, be sure to ride with caution, keeping in mind that it can be crowded, arrive sporadically, and sometimes be unsafe.

By Taxi

It is advised that you never take a taxi from the street; rather, you should call a taxi company to send a taxi to your location. There are many safe taxi companies throughout the city. Some of these companies include:

Companies	Telephone
Radio Taxi	(442) 245 5853
Radio Taxi Imperio	(442) 223 5094
Taxi Mix	(442) 221 3314

There is also the smart-phone app UBER, which allows you to request a ride from safe taxis all over the city. Once requested, you'll get picked up in minutes. Rather than pay the taxi driver directly, you pay through the app using your credit card or PayPal account, thereby eliminating the need to carry cash. When you arrive at your location, UBER sends you an email with the receipt for that ride.

By Car

Before driving, it is recommended that you obtain a Mexican driver's license. In order to be issued a Mexican driver's license, you must be at least 18 years of age.

Licenses are issued at the **Centro de atención y trámites:**

Ventanilla Universal (1) in Río Tuxpan 107, Desarrollo San Pablo, CP 76130, Querétaro

Phone: (442) 309 1400


Hours: Monday to Friday from 8:15 a.m. to 1 p.m. and from 4 p.m. to 7 p.m., and Saturdays from 9 a.m. to 12:30 p.m.

You will need to bring with you a copy and the original of the following:

- + Official ID (passport)
- + Proof of residence (telephone or water bill receipt)
- + Proof of payment (fee)
 - + Pay at authorized banks or commercial centers
- + For foreigners it is necessary to present a document that attests to his/her legal stay in the country

Finally, you will need to pass a medical, practical, and theoretical test.

Driving in Mexico can be a challenging experience to foreigners at first. Mexican drivers tend to be more aggressive than drivers in Europe or the United States. You should always be alert and on the lookout for drivers changing lanes or trying to get around you. Keep in mind that people often do not use turn signals and using your turn signal probably will not have any effect on other drivers. So be extra careful, make sure you have enough space to change lanes, and don't expect other drivers to slow down for you.

 **Helpful Hint:** Always be cautious at stop lights and intersections even if you have the right of passage. Pedestrians tend to cross highways and streets at any point, so, regardless of signs, watch out for people crossing.

Rental Cars

Here are several options if you ever need to rent a vehicle:

Companies	Website	Telephone
Avis	www.avis.mx	01800 500 2847
Budget	www.budget.com.mx	01800 462 8343
Europcar	www.europcar.com.mx	01800 201 2084
Sixt	www.sixtmexico.mx	01800 830 1010
Hertz	www.hertz.com/rentacar/car-rental/mexico	01800 709 5000

By Bicycle

There are bicycle tours available around the downtown area with certified tour guides, charged per person. Another option is to visit recreational parks around the city; however, for safety reasons the use of bicycles as a means of transportation around the city is not recommended.

By Foot

Due to the long distances and the expansion of the city, it can be difficult to get around the city on foot. Unless you are moving short distances in the same neighborhood, walking is generally not an option.

Weekend Trips

Querétaro has several destinations nearby where people go to spend their weekends.

- + **San Miguel de Allende** is in the eastern part of the state of Guanajuato. This small, picturesque town has attracted many artists with its beauty and has become a cultural and artistic hub, filled with shops that sell art, handcrafts, furniture, and decorative items. It also features impressive galleries; one attraction is The Fabrica La Aurora, an old textile mill that has been converted into galleries and shops selling art, furnishings, and antiques
- + **Taxco** is located in the state of Guerrero. It is heavily associated with silver – both the mining of it and the crafting of it into jewelry – silverware, and other items. Taxco has a long history dating back to Spanish rule, so it is filled with colonial constructions. The city is located on the top of a mountain, so it is surrounded by beautiful scenery
- + **Querétaro Wine Route** leads you through the semi-desert state of Querétaro vineyards located in the towns of El Marquez, Tequisquiapan, Ezequiel Montes, and Colon, starting with Cavas Freixenet and finishing at Los Rosales. The best way of visiting the region is by car, as you can find attractive accommodation options like the redesigned and refurbished haciendas
- + **Bernal** is located 37 miles away from Querétaro City, is a great place to observe the world's third-largest rock formation. During the spring equinox Bernal receives visitors from all over the world who want to feel close to nature and receive energy from its wonders

Shopping

Shopping Centers

There are shopping malls in most neighborhoods in the city that sell clothing, electronics, and sportswear, in addition to specialty shops and restaurants. Some options for malls include:

Shopping Center	Address
Antea	Carretera Querétaro San Luis Potosi 1240
Plaza Galerias	Av. 5 de Febrero 99, Los Virreyes
Plaza del Parque	Corregidora Norte 691, Parque Industrial
Plaza Boulevares	Blvd. Bernardo Quintana no. 4100, Col. Alamos 3rd Sección

Grocery

Supermarkets

There are many supermarkets available in Querétaro including Wal-Mart, Costco, Sam's Club, Superama, Soriana, Chedraui and Mega Comercial Mexicana. These stores offer the same products plus local produce with a larger selection, in some cases, than you would find in many places in the United States.

Markets

You might see open air, mobile neighborhood markets known as "markets on wheels." They are normally held on a specific day of the week in a particular location.

Dining and Nightlife

Querétaro's warm weather and rich culture creates an atmosphere that encourages people to go out and enjoy the city. Querétaro offers a variety of ways to spend your nights in popular restaurants and bars, mainly concentrated in the downtown area, Juriquilla and Av. Constituyentes.

Eating Out

Querétaro has several options for eating out; there are options for budget dining, mid-price dining, and more expensive restaurants. In addition to the great food, you will find striking views of the city's main landmarks and live music in many of these establishments that make for a lively experience. It is highly recommended to make a reservation prior to your visit.

The restaurants and bars around the city offer both regional and international cuisine options. You can find a mixture of Mexican, Spanish, Italian, French, and seafood restaurants for every occasion. Some of the best spots in Querétaro include:

Regional Cuisine

- + **Tikua Sur Este** is located downtown in Ignacio Allende Sur 13, inside a beautiful historical building. The restaurant is rated by locals and tourists as the best place for tasting southeastern Mexican flavors
- + **El Meson de Chucho El Roto** is highly recommended by local people; you can visit this restaurant after taking a walk through the colorful streets of Querétaro's downtown, located in the main plaza
- + **Hotel Spa Dona Urraca** is a hotel located downtown with a colorful patio restaurant that serves Querétaro's local cuisine

International Cuisine

- + **Di Vino Querétaro** is located downtown, offers a romantic atmosphere in addition to its Italian and Mediterranean cuisine. Do not forget to try the variety of selected wines offered by the house
- + **Josecho**; even though its specialty is international cuisine, this restaurant is frequented by "Queretanos" because of its excellent service and familiar atmosphere, especially on weekends
- + **Hank's New Orleans Café and Oyster Bar** offers the best seafood cuisine for a relaxed dinner occasion. It has a bar for people stopping in for a drink, and dining sections both indoors and out with a great view of the Constitution Plaza
- + **Acquedotto 68**: this famous steakhouse offers the best view of the city, as it is located in front of the city's landmark El Acueducto
- + **Argentilia** is one of the most recommended places to try good Argentinian meat. This restaurant is well-known by businessmen and politicians of Querétaro because of its intimate but open spaces

Some helpful websites for finding restaurants all over the city include:

- + www.zonaturistica.com/restaurantes-en/22-Querétaro-mexico.html
- + www.tripadvisor.com/Restaurants-g479232-Querétaro_Central_Mexico_and_Gulf_Coast.html

Tipping

In casual restaurants, where you pay for your order at a counter although food is brought to your table, tipping is uncommon. You are welcome to leave something if you wish, but it is not necessary. In restaurants where you place your order with your waiter/waitress and receive both food and the bill at your table, it is customary to tip around 15%. If you have been unhappy with the service, though, you should leave a 10% tip.



Helpful Hint: In some restaurants, a service charge is added to the bill, normally with larger groups. In any case where a service charge is added or where the menu notes “service included,” you do not need to add any additional tip.

Nightlife

Querétaro has a good selection of night spots for anyone looking for a party well into the morning hours. There are several bars, the most popular of which are Horus, Sirilo, and Le Roy. There are also restaurants like Chuchito Perez where people go for drinks before going out to night clubs. The most frequented clubs include: Silvana, Kaah, Rhodesia, Walther, and Karlotta.

Most clubs charge a cover fee for men and are normally free for women. It is very uncommon to show up at a nightclub in Querétaro before 11 p.m., or even midnight, because you might be there even before the bouncers. These clubs are usually open until six or seven in the morning, which is when people start to leave.

There are also many locally hosted parties that – for a fixed entrance fee – include dinner, drinks, dancing, and usually by the end of the night, a live Mariachi band will show up. These parties are especially popular for Independence Day on September 16th.

Arts and Culture

Museums, Cultural Centers, and Art

The area of historical museums in the colonial center of Querétaro was declared a World Heritage Site by UNESCO in 1996. According to UNESCO, “The old colonial town of Querétaro is unusual in having retained the geometric street plan of the Spanish conquerors side-by-side with the twisting alleys of the Indian quarters. The Otomi, the Tarasco, the Chichimeca, and the Spanish lived together peacefully in the town, which is notable for the many ornate civil and religious Baroque monuments from its golden age in the 17th and 18th centuries.”

Some of the most popular museums in Querétaro are:

- + **Museo de la Zacatecana:** a house built in the 18th Century that now holds many exhibitions from paintings, to furniture, and other historic objects from colonial times
- + **Museo Cerro de las Campanas:** displays Querétaro’s important role throughout the different stages of the Mexican history
- + **Museo de la Restauracion de la Republica:** was built in the 18th Century, originally a convent, it was later turned into a museum, as it served as the last prison of the Emperor Maximiliano de Habsburgo
- + **Casa Pineda Covalin:** is a new type of museum known as a “house-museum” that connects the visitors with Mexican biodiversity, traditions, and modern art

Theaters

Querétaro is considered a city filled with history and culture, as such, it offers a number of theaters, including:

- + **Teatrito la Carcajada:** 5 de Mayo 48, Centro, 76000 Santiago de Querétaro, Qro.
- + **Cineteatro Rosalío Solano:** Calle 16 de Septiembre 44, Centro Historico, 76000 Santiago de Querétaro, Qro.
- + **Corral de Comedias:** Calle Venustiano Carranza 39, Centro, 76000 Santiago de Querétaro, Qro.
- + **Teatro de la Republica:** Teatro de La República, Benito Juárez, Centro, Santiago de Querétaro, Qro.
- + **La Casona del Arbol Teatro & Cocina Show Center:** Calle 5 de Mayo 207, Centro, 76000 Santiago de Querétaro, Qro.

Tourist Attractions

Some tourist destinations in Querétaro include:

- + **San Felipe Neri Temple:** located on Madero Street, just on the outskirts of the historical center, it is one of the more impressive examples of architecture in Querétaro
- + **The Aqueduct:** with 74 arches, The Aqueduct is a landmark of the city. It spans the Bernardo Quintana Boulevard, and is a great symbol of pride for the people of Querétaro
- + **El Cerrito Archeological Site:** a pre-Hispanic religious and political center; here you will find the remains of a pyramid surrounded by ruins of buildings and altars dedicated to deities of several indigenous tribes. Locals also call it *Piramide de El Pueblito*, or the Pyramid of the Little Town
- + **Querétaro Museum of Art** (The Old Convent of San Agustin): founded in 1728 and then restored in 1889 to house government offices, it was one of the most impressive constructions made during the height of the Baroque movement of the 18th century
- + **Museo Regional:** based within the former Convent of San Francisco, one of the most significant colonial buildings in Mexico

Holidays

Legal Holidays are:

- + January 1 – New Year's Day
- + February 25 – Constitution Day
- + March 21 – Benito Juarez's Birthday
- + May 1 – Labor Day
- + September 16 – Mexican Independence Day
- + November 20 – Revolution Day
- + December 25 – Christmas Day

Keep in mind that there are 175 additional holidays celebrated in México, most of them religious. Be sure to show respect for these celebrations. Do not drive your car through a procession.

Some of the non-obligatory holidays which are often taken by banks and many companies include:

- + January 6 – Three King’s Day (Mexican Children receive Christmas gifts)
- + February 24 – Flag Day
- + Thursday & Friday of Holy Week – Easter
- + April 30 – Children’s Day
- + May 5 – Battle of Puebla (In this battle Mexican forces defeated the French interventionist army which later won and placed Maximilian and Carlota as emperors of México)
- + May 10 – Mother’s Day
- + May 15 – Teacher’s Day
- + September 1 – State of the Union Address
- + October 12 – Columbus Day (Dia de la Raza)
- + November 2 – Day of the Dead (This is one of most important religious holidays as it is the day in which people go to the cemetery to honor their dead.)
- + December 12 – Day of the Virgin of Guadalupe (She is the patron saint of México and people make pilgrimages from all of the country to the Basilica of Guadalupe in México City to pay homage.)
- + December 16 – The Christmas Posadas begins

Recreation and Outdoors

Athletics

Querétaro has one of the most modern soccer stadiums in Mexico, Estadio Corregidora. This stadium was built in 1986 for the World Cup hosted by Mexico. Querétaro FC is a first division team that plays there. A very popular sport in the state is bullfighting. The bullring Santa María was built in 1963 and can hold up to 13,000 spectators. Juriquilla is a much smaller bullring; however, it is considered the most beautiful in Mexico.

Parks

Some of the largest and most popular parks in the city include the following:

- + **Bicentennial Park:** is a contemporary and ecological development built to commemorate Mexico’s Independence Bicentennial. It is a fun place for the whole family with interactive museums, outdoor auditoriums, courts, bicycle paths, children’s games, areas for seniors, pedestrian areas, and many green areas
- + **Alameda Hidalgo:** located in downtown Querétaro, opened in 1804 and is the ideal park for taking evening walks through leafy, old trees
- + **Parque Querétaro 2000:** has top of the line facilities where athletes train for Olympic sports. These include an Olympic pool, Tae Kwon Do arena, a gymnasium, football field, baseball field, and a track

Education

Schools

The Mexican public school system is very limited; foreigners coming to Mexico with children generally enroll their kids in private schools. There are a wide variety of options for private schools from religious to non-denominational and same sex, as well as co-ed schools. The schools mentioned below are located close to the residential areas preferred by expatriates.

Private Schools

The bilingual schools in Querétaro include:

- + **John F. Kennedy:** Sabinos No. 272, Jurica. 76100 Querétaro, Qro.
 - International
 - Preschool through high school
 - IB Certification
- + **Thomas Jefferson:** Asteroides 1200, Rancho San Antonio, 76149 Santiago de Querétaro, Qro.
 - International
 - Preschool through high school
- + **Instituto Cumbres y Alpes:** Av Campanario 88, El Campanario, 76146 Santiago de Querétaro, Qro.
 - Catholic for boys or girls
 - Preschool through high school
- + **International School of Querétaro:** Paseo del Mesón 77, Jurica, 76100 Santiago de Querétaro, Qro.
 - International
 - Preschool through high school
- + **Tecnologico de Monterrey:** Epigmenio González 500 Fracc. San Pablo 76130 Querétaro, Qro.
 - International
 - High school and higher education
- + **Universidad Anahuac:** Calle Circuito Universidades No.1 Km. 7 Fraccion 2, El Marqués, 76246 Santiago de Querétaro, Qro.
 - Higher education: Undergraduate, graduate and diplomas
 - Sponsored by the Legionaries of Christ and Regnum Christi

Additional Useful Information

The admissions process starts online and schools require that only parents complete the admission process to ensure confidentiality. Academic documents must be translated, notarized, and certified. It is recommended that transferees start this process as soon as they know that they will be transferred to Mexico. The school calendar goes from August to June with vacations for Christmas and spring break.

Health

Health System

Healthcare in Mexico is usually very good, and in some places it is top of the line. Most doctors and dentists in Mexico today received at least part of their training in the U.S. and continue to travel to the U.S. and Europe for ongoing training.

First-rate hospitals are located in at least every medium to large city throughout Mexico. Healthcare in Mexico is also generally less expensive than what one can expect to pay in the U.S. and other first world countries.

Hospitals

All major hospitals accept well-known health insurance and are staffed with people who speak English. Some of the well-known hospitals include:

- + **Hospital Ángeles:** Bernardo Del Razo No. 21, El Ensueño; Tel. (442) 192 3000
- + **Star Medica:** Blvd. Bernardo Quintana 4060 Col. San Pablo; Tel. (442) 427 8000
- + **Hospital Tec 100:** Prol priv Zaragoza 16-A, Centro; Tel. (442) 477 2222
- + **Hospital San Jose:** Prol. Constituyentes 302, Fracc. El Jacal; Tel. (442) 211 0080

In Case of Emergency

In case of emergency, dial 066, 068, or (442) 229 0669 for the Red Cross, or dial the emergency line for the hospitals listed above.

Safety and Security

At Home

Normally your employer will provide a security briefing prior to your move to Mexico. In some cases they also hire a security specialist to review the property before signing any lease.

Some neighborhoods do offer gated communities, but it is still advised that residents be aware and cautious and realize that break-ins are always a possibility no matter where you go or how good your security is.

On the Streets

Regarding safety, it is recommended to keep a low profile and exercise caution as in any other major city in the world. Be aware of where to go and not to go.

In the Car

In case you are in an accident, do not move your vehicle. Immediately call your company lawyer and insurance agent. Then wait for a police officer.

Use extreme caution at all times; many accidents occur when it rains because the roads are extremely slick and hazardous. Be a cautious driver.


Traffic Tickets: If you are pulled over for a traffic violation, be polite, accept the ticket, and ask where you can pay it (*Donde pago?*) Do not offer a bribe. If you offer a bribe and the policeman does not accept it, you could be required to pay a fine as well as the ticket.

Emergency Contact

- + Emergency (Radio Police) - 066
- + Fire Department - (442) 212 0627

Utilities and Services

Upon moving to Mexico, transferees are generally responsible for arranging their telephone, cable, and Internet. There are several providers that offer different plans.

 **Helpful Hint:** Be flexible and patient, repairs usually take longer than expected.

Telephone

There are only a few companies in Mexico that provide telephone landlines; each has its own offers on plans and prices. The companies you can hire for this service are Telmex, Cablevision, Axtel, Movistar, and Maxcom.

The international telephone country code for Mexico is +52, and the city code for Querétaro is (442). Therefore local telephone numbers have the following format: +52(442) 000-0000. In the case of mobile phones the format is +52-1-(442) 000-0000. If you are making local calls, the +52 or +52-1 prefix should be dropped.

Mobile Phones

Companies that offer mobile plans are Telcel, Iusacell, and Movistar. International calls are very expensive, so most people use internet based telephone or calling cards as an alternative. Roaming charges are also extremely high.

It is recommended that before leaving your home country you contact your cell phone service provider and ask for international coverage. Your provider will be able to activate an international plan for a minimal charge. Upon return to your country, you can cancel the international coverage and the plan charges will be prorated on your bill. The international coverage allows you data usage and reduces the charges for texts and phone calls.

Television

The following are cable television providers in Mexico:

- + Izzi – Apart from watching TV at home, for a small monthly fee, Izzi allows users access to online streaming of their channels on any computer or tablet with their “Veo” application. www.izzi.mx/productos
- + Dish México www.dish.com.mx/#!/home
- + SKY México www.sky.com.mx/sky

Internet

High-speed internet providers include Telmex with its Infinitum product and Izzi, which provides Internet via cable and is usually a bit faster for uploads and downloads. Infinitum users also have access to the Prodigy Wi-Fi access from thousands of hotspots around Mexico. Additionally, many cafes and restaurants in the city have free Wi-Fi for customers.

On-demand Internet providers of streaming media in Mexico are:

- + Netflix
- + Cinopolis Klic
- + Crackle
- + Clarovideo
- + Veo

Yard and Trash Services

Waste collection vehicles make frequent stops around each neighborhood in the city; residents are responsible for leaving their trash bags outside the house before the vehicle passes. It is expected that you give the waste collectors a weekly tip for their services. Unless you live in a gated community, you will need to hire a private company or a gardener to do your lawn.

Gas

A private company usually distributes gas, and the building administration charges the tenants. Houses normally have a private contract with gas companies and receive the service depending on their consumption. Transferees will not need to make these arrangements given that apartments and houses have normally been occupied by previous tenants so there is already a gas company that provides the service. All bills can be paid online, at banks, or even at supermarkets.

Electricity and Water

Water and electricity bills always stay under the landlord's name. The bills are paid every 60 days. The electricity and water companies are government owned; for this reason there is a lot of bureaucracy that can create frustration when dealing with inaccurate invoices or meter readings.



Helpful Hint: Transferees should maintain records showing proof of payment of all services, particularly water and electricity.

Hiring Household Help

It is common for people in Mexico City to hire household help. Many houses and apartments have living space should you choose to hire a live-in maid; however, there is also the option of just having a maid during the day for cooking and cleaning. Many people also hire drivers and gardeners.

Dwellworks does not provide assistance hiring household help; we recommend you talk to the owner of the property to see if he or she can recommend people who have worked in the house or apartment before, or check with other expats from your company who have hired these services. The safest way to hire a maid is through friends who can give you recommendations.

Helpful Words

- + Hello / Hi - Hola
- + See you later - Hasta luego
- + Good Morning, Good Day - Buenos días
- + Good Afternoon - Buenas tardes
- + Good Evening, Good Night - Buenas noches
- + Good Bye - Adiós
- + Yes - Sí
- + No - No
- + Please - Por favor
- + Thank You - Gracias
- + You are welcome - De nada

We hope that you find this information useful. If you have any specific needs or require additional information, please contact your Dwellworks Destination Consultant.

Enjoy yourself and have a wonderful stay in Querétaro!

Juan Salvador Agraz #50
Suite 601
Corporativo Santa Fe 50
Colonia Santa Fe, C.P. 05348