



THE SANOVIV GUIDE



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WELCOME

We at Sanoviv Medical Institute are delighted for the opportunity to help you in your health journey. We have compiled this Sanoviv Guide to provide key information that you need to know when preparing for a trip to Sanoviv, along with answers to commonly asked questions. Please feel free to contact your admissions coordinator (the individual who sent you this Guide) if you have additional questions after reading this document. We look forward to being of further service to you!

PLANNING YOUR TRIP TO SANOVIV

Medical guests and their companions usually fly into the San Diego (SAN) or Tijuana (TIJ) airports. Pick-up locations for additional forms of transportation are on page 4 of this guide. A Sanoviv driver will pick you up at your pick-up location and take you to our medical facility. After your stay at Sanoviv, you will be returned to your pick-up location by our drivers. Please make sure you have the proper documents necessary to cross the border. Each guest must bring a current, valid Passport, and Visa if applicable. (If your eligibility to enter the US is uncertain, we recommend that you arrange to depart from the Tijuana airport. Otherwise, we will take you to the border, then you will need to walk across the border and take a taxi to your desired location.)

Remember to notify your credit card company that you will be traveling to Mexico, to avoid any declined charges for incidentals/add-ons. You may also want to check with your cellular company if you want the ability to use mobile services in Mexico. (Please note: mobile phones may only be used in your private room or the communications center. They may not be used in any other areas.)

MAKING TRAVEL ARRANGEMENTS

Please notify your admissions coordinator of your travel plans. On your arrival day, please plan to arrive at your pick-up location between the hours of 8:30 am and 1:00 pm. There are no treatments or therapies scheduled on your arrival or departure days. On your departure day, please schedule your transportation to depart from San Diego after 12:00 noon, since you will need to leave Sanoviv several hours prior to a scheduled departure. (Departure times from Sanoviv will be posted at the front desk each evening for the following day.)

PACKING GUIDELINES

Packing for your Sanoviv experience is easy. We provide you with natural-fiber clothing to wear during your stay, as well as essential toiletries, so there are just a few things you need to bring with you. Please note that baggage is limited to 1 main piece of luggage per person, plus one 1 personal bag. For most guests, a small carry on bag is all that you will need.

Here is a suggested list of **items you should bring** for your stay at Sanoviv:

- Passport / Travel Documents (upon entering Mexico, you will stop at the immigration office for a travel permit, there is a fee of approximately \$42/person for the permit. They accept credit cards.)
- Bathing Suit
- Corrective glasses or contact lenses
- Undergarments for your stay (washer/dryer is available to wash as needed)
- Street clothes for your arrival and departure days
- Prescribed medications and supplements you currently use (in original containers) – enough for the length of your stay
- Shoes for walking or other fitness activities
- Sleepwear
- U.S Currency / Credit cards
- Personal care items (For your convenience, Sanoviv provides shampoo, conditioner, bodywash, toothpaste, toothbrush, and floss)
- Wristwatch

There are some **optional items** you may want to bring as well:

- Camera (if you use your cell phone as a camera, it must be in Airplane Mode)
- Lip Balm
- Hat, plastic hair clips, headbands, etc
- Personal razor and shaving cream
- Facial cream, lotion, sun screen (unscented)
- Reading material
- Sunglasses
- Binoculars (guests sometimes see dolphins, whales, birds, etc.)
- Blow dryer (if needed)

At Sanoviv, we have spared no expense to create a relaxing, low-toxin, healing environment, providing a unique setting to achieve health and wellness for the mind and body. To preserve this environment, every measure is taken to prevent the introduction of toxins and stressors which may be detrimental to your health and others. We ask for your assistance to **not bring** the following:

- No tobacco products – Smoking is strictly prohibited in the rooms, balconies, grounds, and all other areas of the facility – both indoors and outside. Vaping is also prohibited. Anyone smoking will be fined \$1000 and will forfeit the remainder of their stay at Sanoviv.
- No alcoholic beverages (not permitted anywhere at Sanoviv)
- No cannabis-related product (CBD/THC) – these are not legal to bring across the border
- No cosmetics and perfume, or any other scented personal care products
- No acrylic nails or nail polish - some tests cannot be done if you have acrylic nails or polish
- No food items. Fruits or vegetables cannot be carried across the border. Outside food or beverages are not permitted in the Sanoviv vans.

In addition, we recommend that you **leave behind** the following:

- Jewelry, other than watches and wedding bands
- Electronic devices - this is your time to unplug, reduce EMF exposure, and focus on healing
- Work and Worries - please leave these stressors at home

PICK-UP LOCATIONS

Below is a partial list of locations where we can pick you up. Please note that these locations are not affiliated with Sanoviv and are only offered as suggestions. Please turn on your cell phone for last minute instructions on where to meet your driver. For questions, call 801-954-7600.

- **Airport** arrivals in San Diego (SAN) or Tijuana (TIJ): Meet your driver at the baggage carousel, or outside curb, as instructed by your admissions coordinator or your driver. Turn on your phone for last-minute instructions.

- **Hotels** in San Diego: Meet in the Lobby of the hotel.

HOTEL NAME	HOTEL ADDRESS	TELEPHONE NUMBER
Baymont Inn & Suites	719 Ash St	619-232-2525
Best Western Bay Side Inn	555 West Ash Street	619-233-7500
Embassy Suites SD Bay Downtown	601 Pacific Highway	619-239-2400
Found Hotel	505 W. Grape Street	619-230-1600
Hampton Inn	1531 Pacific Highway	619-233-8408
Hilton Garden Inn Bayside	2137 Pacific Highway	619-696-6300
Holiday Inn Bayside	4875 N. Harbor Drive	619-224-3621
Hotel Indigo Gaslamp Quarter	509 9th Ave	619-727-4000
La Pensione Hotel	606 W. Date Street	619-236-8000
La Quinta Inn	2380 Moore St, Old Town	619-291-9100
Manchester Grand Hyatt San Diego	One Market Place	619-232-1234
Marriott Marquis	333 W Harbor Drive	619-234-1500
Porto Vista Hotel	1835 Columbia St.	619-544-0164
Ramada by Wyndham – SD Airport	1403 Rosecrans St.	619-880-4854
Residence Inn by Marriott	1747 Pacific Hwy	619-338-8200
Sheraton San Diego Hotel & Marina	1380 Harbor Island Drive	619-291-2900
Travelodge by Wyndham	3275 Rosecrans Street	619-436-4990
Urban Boutique Hotel	1654 Columbia St.	619-232-3400
Wyndham San Diego Bayside	1355 N Harbor Drive	619-232-3861

- **Parking Areas:** Meet in the reception area.

San Diego Airport Parking Co.	2771 Kurtz Street	619-574-1177
Aladdin Airport Parking	2548 Kettner Blvd	619-696-7434
Border Station Parking (San Ysidro)	4570 Camino De La Plz	619-428-9477

- **Train Station:** Meet in the waiting room.

San Diego Downtown (Santa Fe)	1050 Kettner Blvd	800-872-7245
-- for Amtrak or Pacific Surfliner		

- **Bus Station:** Meet near the baggage claim area.

Greyhound	1313 National Ave	619-515-1100
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FREQUENTLY ASKED QUESTIONS

» Where is Sanoviv located?

Sanoviv is located on the Baja Pacific Coast of Mexico, near Rosarito Beach. It is approximately 40 minutes south of San Diego, California. Our physical address is below. (Please do not mail anything here.)

Km 39 Carretera libre Tijuana-Ensenada,
Playas De Rosarito, B.C., Mexico, 22712

» How will I find my driver upon arrival?

The driver will be holding a recognizable sign at the pick-up location. If you experience an unexpected travel change, or you cannot find our driver within 30 minutes of your pick-up time, please call 801-954-7600 for assistance. Sometimes border crossings can delay our drivers. Also, please be aware that the shuttle may be picking up other Sanoviv guests near your arrival time.

» Do I need to bring my medical records?

For guests on a medical program, if you have important medical records that you haven't already provided, we suggest that you bring them with you. The most pertinent records include recent imaging or diagnostic tests.

» Should I bring my current medications and supplements?

Yes. Please keep them in their original containers and bring enough for your entire visit, but no more than what is needed. Following your medical evaluation, medications or supplements may be adjusted or eliminated by your Sanoviv doctor. Do not change medications unless instructed by your doctor. It's a good idea to bring a copy of your prescriptions, and a note from your practitioner with a supplement list, in case you are asked for these documents at the border. Please note that some supplements or medications are illegal in Mexico. Please do not jeopardize our drivers and other guests by attempting to bring them.

» Should I bring a companion with me?

You are welcome to bring a companion with you. The companion shares the same guest suite with the medical patient and provides emotional and physical support. The cost for the companion is \$100.00 per night. In some cases, your doctor may require you to bring a companion. Generally, companions are required for guests with a wheelchair or walker, or who otherwise need additional physical or emotional support. Whenever possible, we recommend that all medical guests have a companion.

» What is included for Companions?

The companion shares the same suite as the medical guest (with a separate bedroom area as needed). The companion also wears the provided Sanoviv detox clothing. All meals are included. A companion can attend all educational classes and use the pool and spa facilities. Non-medical spa therapies may be purchased "a la carte" if desired. (Medical services are not available for companions.) Under normal circumstances, transportation between Sanoviv and San Diego is also included for the companion.

» What amenities are included in my room?

Each room is an oceanfront suite with a balcony overlooking the Pacific Ocean. The guest suite includes a queen-size bed, couch, chair, closet, and a television (limited channels). Some suites include an additional companion room with a single size bed, desk and closet. A large, private bathroom is included in each guest suite. A rebounder and Chi machine are also provided in each room for guests to enjoy. Floor to ceiling windows provide a magnificent view of the ocean. To keep your sleep patterns aligned with the sun, there are no drapes or shades. Windows face directly to the ocean for privacy. To reduce EMF exposure, Wi-Fi is not available in guest rooms.

» Can I leave the premises during my stay?

Sanoviv guests must stay on site to ensure they fully benefit from all the components of their individual program. Companions are also expected to stay on site for the duration of their stay.

» How can I be contacted at Sanoviv?

Each guest suite at Sanoviv has a telephone with voicemail. Friends and family may contact you by calling the Reception Desk at (801) 335-4353 between 8:00 am and 8:00 pm and requesting your room number. (Please, no calls before 6:30 am or after 8:00 pm unless it is an emergency.)

» Can I call friends & family from Sanoviv?

Yes. You can use your cellphone in your guest room. Or, you can use your room phone, but please be aware that external calls have a fee of \$1.00/minute.

» Can I use my phone/electronic devices?

To reduce EMF exposure for our sensitive guests, cellphones/electronic devices are only permitted in your private guest room and our "Communication Center." In all other areas, electronic devices must be 'off' or in airplane mode. Sanoviv is your chance to unplug and enjoy freedom from the constant stress of 24/7 electronic exposure. Therefore, the best place for your phone is in the safe in your room.

» Will I have internet access?

The Communication Center (located in the mansion building) has free Wi-Fi that you may access using a portable electronic device. This room is also equipped with two computers with internet access available for your use. To reduce EMF exposure, Wi-Fi is not available in guest rooms or any other areas of the facility.

»What is the Sanoviv mailing address?

Cards, letters, or medical records may be sent to the following address, where they will be collected, then imported to Mexico to be delivered to Sanoviv. Once the item arrives at the collection facility in San Ysidro, it takes an additional 5-7 business days to arrive at Sanoviv. We cannot accept packages, supplements, or commercial shipments at this address.

Sanoviv Medical Institute
Patient: (patient's name)
4630 Border Village Road #283
San Ysidro, CA 92173

» Are minors permitted at Sanoviv?

Our treatment programs are designed for patients 16 years of age or older. Minors under the age of 16 are generally not permitted at Sanoviv as medical guests, and they may not be companions. Parents of minors (16-17) are responsible for them at all times and must accompany them to every appointment or therapy.

» Are visitors allowed?

In order to preserve the healing environment at Sanoviv and to avoid interruptions to our patient schedules, visitors are permitted only for short daytime visits on Sundays. Prior arrangements must be made with Guest Services.

» Is tipping permitted at Sanoviv?

Tipping our drivers or other staff members is not permitted at Sanoviv. Please do not embarrass our staff by offering them a tip or other gift. When you receive exceptional service, a heartfelt "thank you" will make their day. You can also give them special recognition in the survey provided at the end of your stay.

» How do I prepare for the Sanoviv diet?

The Sanoviv diet is a plant-based, whole foods program that eliminates the most common food allergens (wheat/gluten, dairy, peanuts, shellfish), processed sugars, toxic fats, food additives and preservatives, as well as caffeine and alcohol. We recommend you prepare by doing the following:

1. Increase water intake.
2. Reduce or eliminate soda and processed foods (especially sweets, bakery items, candy, and fast food).
3. Reduce or eliminate caffeine (coffee, non-herbal teas, energy drinks, etc.).
4. Eat a fresh salad every day. Choose dark leafy greens, fresh vegetables in season. Use olive oil and vinegar (or lemon) for dressing.
5. Use healthier oils such as avocado oil, extra virgin olive oil, or grass-fed butter (or ghee). Eliminate highly processed commercial vegetable oils.
6. Reduce pasteurized dairy (milk, cheese, ice cream).

THE SANOVIV DIETARY PROGRAM

The Sanoviv diet is a whole-foods program with a heavy emphasis on vegetables. It eliminates the most common food allergens (wheat/gluten, dairy), processed sugars, toxic fats, food additives and preservatives, as well as caffeine and alcohol. Organic, non-GMO soy may be used on occasion for flavoring or in a fermented form. The Sanoviv diet includes an abundance of both raw and lightly cooked vegetables, green juices, fermented vegetables, sprouts, legumes, nuts and nut milks, seeds and some gluten-free grains. Much of the produce served at Sanoviv comes from our on-site organic garden. The diet features plenty of nourishing superfoods such as wheatgrass, green juices, sprouts, and fermented vegetables. Our diet is low-glycemic and ideal for management of blood sugar disorders. The fruits we use include nutrient-dense berries, apples, pineapple, and other fruits in season, along with dates and figs which are used as natural sweeteners. In addition, animal protein, such as “wild caught” fish, organic, humanely raised poultry, and eggs are included. Menu items are balanced with an abundance of vegetables and fruits to ensure that the diet remains alkaline-forming for the body. The Sanoviv diet is packed with delicious flavors and is designed to teach you sustainable eating habits that you will want to continue at home.

- ✓ Salad Bar buffet is offered daily with lunch; Prepared salads are featured at dinner
- ✓ Lemon water and hot tea are offered throughout the day
- ✓ Bone broth or vegetable mineral broth is offered regularly at lunch and dinner
- ✓ Vegetable selections (cooked and raw) are often based on season, availability, and the Sanoviv garden harvest
- ✓ A healthy dessert is offered on Saturdays
- ✓ Additional shakes and snacks can be ordered by your nutritionist, as needed
- ✓ Every Friday is International Day, where we enjoy dishes from around the world, “Sanoviv Style.” Experience the flavors of Mexico, Italy, France, Greece, Japan, China, South America, and more. This is a great way to learn healthier versions of some traditional, ancestral foods.

» Individualized Dietary Accommodations

Our basic diet is optimal for most of our guests and their companions. However, with approval from your nutritionist and medical doctor, special diets (vegan, vegetarian, detox cleanses, full liquid, and digestive support) may be implemented. Additional accommodations for patients with verified food allergies or specific medical issues, can be ordered by your nutritionist or doctor. Please do not ask your server or kitchen staff for dietary changes. Dietary changes must be ordered by your doctor or nutritionist. This way, we can do our best to accommodate individual needs, while balancing your health requirements. Your nutritionist at Sanoviv will assess your body's nutritional needs soon after your arrival and communicate regularly with your treating doctor and the food services staff to fine-tune your diet as needed during your stay. When you are ready to go home, your nutritionist will provide individualized dietary recommendations for you to follow at home. This helps to continue your healing journey and optimize your health and vitality.

Special Note: Some illnesses (such as Lyme disease) can create *false positive* results on food sensitivity tests (IgG, ALCAT, etc.). For patients with long lists of foods they are trying to avoid, our nutritionists may encourage some foods, not normally eaten, in order to balance the diet. We may not be able to accommodate all requests from guests who have a long list of possible food sensitivities. Our goal is to address the root cause of the illness so that such sensitivities can begin to heal.

SAMPLE WEEKLY MENU

Below is an example of what a weekly menu may look like at Sanoviv. Menu items change each week.

Sample Weekly Menu at Sanoviv

Monday	Tuesday	Wednesday	Thursday	Friday <i>INTERNATIONAL DAY*</i>	Saturday	Sunday
6-7:00 am Lemon Water	6-7:00 am Lemon Water	6-7:00 am Lemon Water	6-7:00 am Lemon Water	6-7:00 am Lemon Water	6-7:00 am Lemon Water	6-7:00 am Lemon Water
Breakfast (8:00-9:00 am) Hot Cereal <i>(oatmeal)</i> Salad Bar Condiments: coconut milk, pecan milk, whey & hemp protein Fruit - Blueberries	Vegetable Frittata Steamed Vegetables Fruit: Garden Strawberries	Nutola <i>(grain free granola)</i> Salad Bar Condiments: coconut milk, pecan milk, whey & hemp protein, shredded coconut, walnuts Fruit: Apples & Peaches	Poached Eggs with Pesto & Coconut Tostada Fruit: Orange Slices	Mexican Eggs <i>(tomatoes, green pepper, onions)</i> Guacamole, Salsa Fruit: Papaya	Lime Pudding Smoothie <i>(Avocado, almonds, dates, salt, lime juice, coconut oil, vanilla, ice)</i>	Paleo Pancakes Salad Bar Condiments: nut butter or grass-fed, butter, almonds, coconut, maple syrup Fruit: Banana & strawberries
(10:00 am) Wheatgrass Juice	Wheatgrass Juice	Wheatgrass Juice	Wheatgrass Juice	Wheatgrass Juice	Wheatgrass Juice	Wheatgrass Juice
(11:00 am) Coconut Cacao Bars	Paleo Bread with nut butter or avocado spread	Hummus and <i>(carrots/celery sticks)</i>	Fresh Pineapple <i>(w/shredded coconut)</i>	Jicama Sticks <i>(with Sanoviv Dip)</i>	Coconut Yogurt with fresh Berries	Sanoviv Dip <i>(carrots/celery sticks)</i>
Lunch (1:00-2:00 pm) Mediterranean Lentil Salad <i>(bell pepper, onion, garlic, basil, walnuts, vinegar, olive oil, lemon juice)</i> Salad Bar Buffet	Coconut Lime Chicken with Almond Dipping Sauce <i>Vegetables (green beans & mashed cauliflower)</i> Salad Bar Buffet	Nut Flour Crusted White Fish <i>Vegetables (broccoli and carrots)</i> Salad Bar Buffet	Parchment Salmon <i>(mushroom, onion, sweet potato)</i> <i>Vegetables (red cabbage, chard)</i> Salad Bar Buffet	Chicken Tostadas Rice & Beans Salad Bar Buffet <i>Mexican Vinaigrette Dressing)</i>	Nori Rolls or Rawlioli (vegan entrée) Salad Bar Buffet Healthy Dessert: <i>(avocado chocolate mousse)</i>	Marinated Turkey <i>Vegetables (baked squash, green beans)</i> Salad Bar Buffet
(3:00 pm) Green Juice	Green Juice	Green Juice	Green Juice	Green Juice	Green Juice	Green Juice
(5:00 pm) Beverage Golden Milk	Coconut Water	Hibiscus Iced Tea	Hot Chocolate	Tamarind Water	N/A	N/A
Dinner (6:00-7:00 pm) Fish Kebobs w/Asian Pesto Beet and Carrot Salad	Stuffed Zucchini <i>(quinoa, mirepoix, salt, pepper, coconut aminos)</i> Wild Rice & Arugula Salad Cucumber, Tomato & Basil Salad	Bison Burger on a bed of ribboned vegetables <i>(zucchini, carrots)</i> Veggie Kabobs: <i>chayote, purple sweet potato, mushroom</i> Red Sauerkraut	Roasted Turkey <i>Vegetables: (sweet potato puree, zucchini)</i> Cabbage-Beet Salad Paleo Bread	Gazpacho Soup <i>(onions, cucumbers, grapes, garlic)</i> Coconut Ceviche Tortilla Chips and Salsa	Chicken Stir-Fry <i>(carrots, zucchini, avocado on plate)</i> Brown Rice Spinach Salad <i>(walnuts, blueberries, Asian dressing)</i>	Baked White Fish with Rosemary <i>Vegetables: (mushrooms, asparagus, zucchini, onion)</i> Coconut Risotto

* Every Friday, enjoy dishes from around the world, "Sanoviv Style." Experience the flavors of Mexico, Italy, France, Greece, Japan, China, South America, and more.

Please don't hesitate to contact your admissions coordinator (the person who sent you this document) if you have any questions. We look forward to welcoming you to Sanoviv.

