

# Welcome!



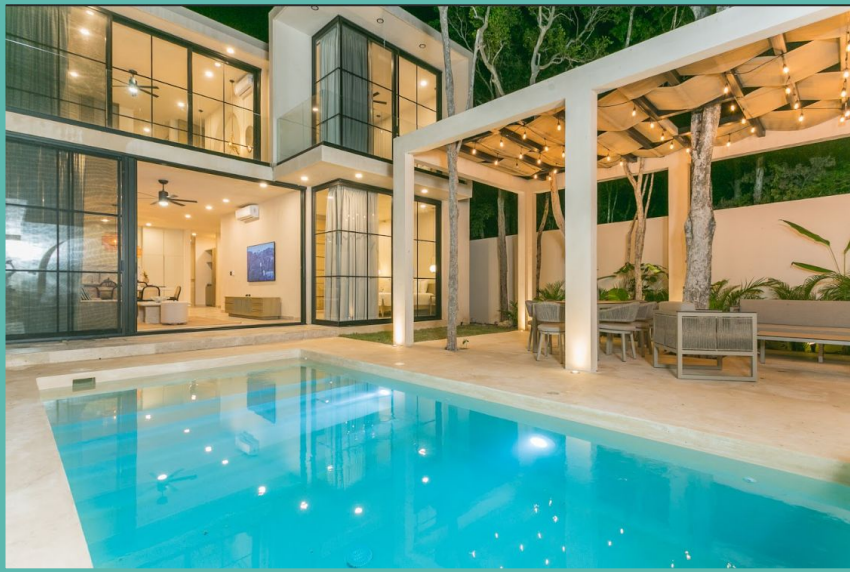
Thank you for booking Villa Águila,  
brought to you by Samson Waters.

**Complex:** Villa Águila

**Unit:** Manzana 13

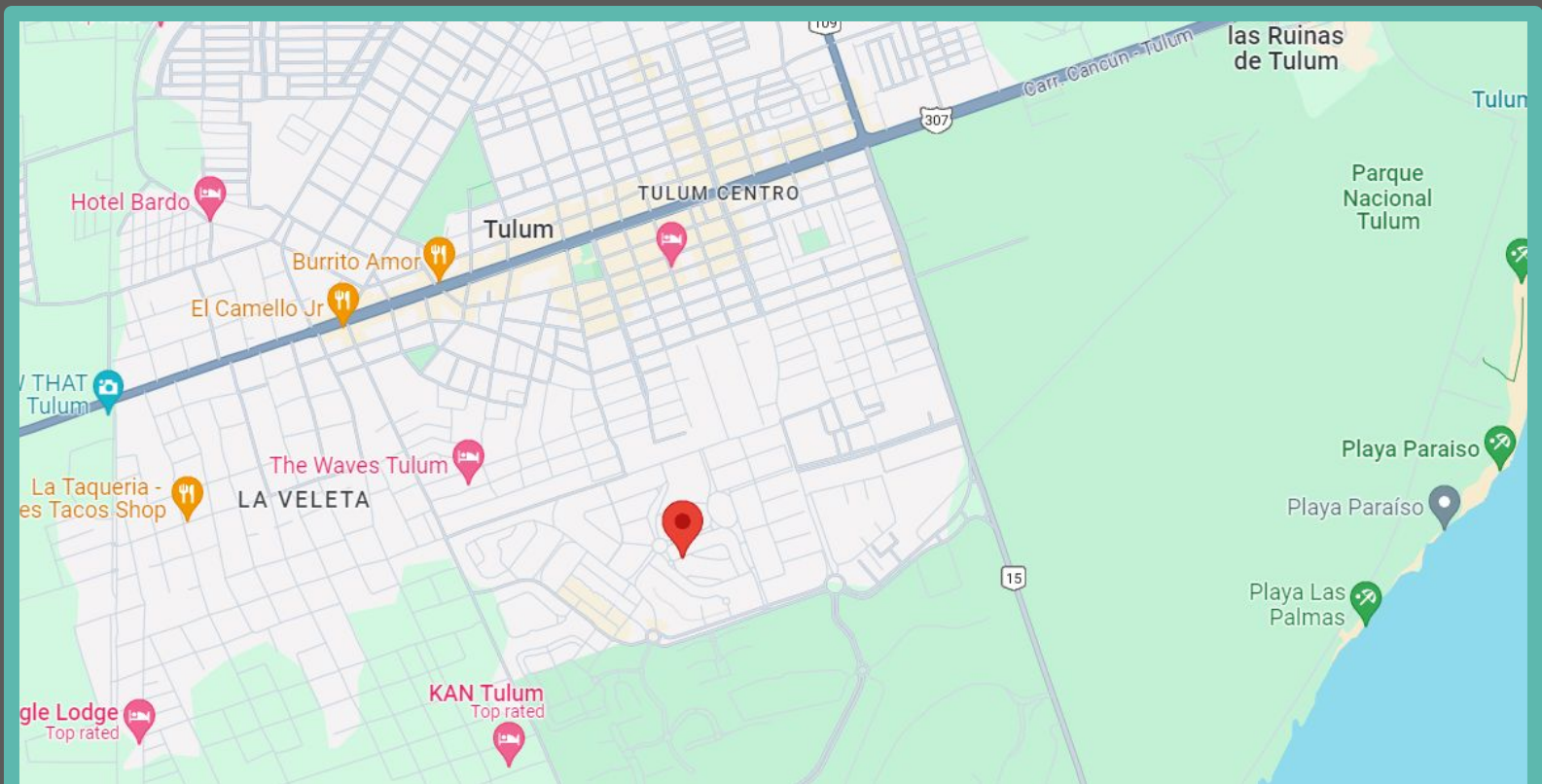
**Location:** [Click here for the location](#)

**Emergencies (9:00-22:00):** +52 984 139 4451



Welcome to Villa Águila!  
Follow these instructions for  
a smooth stay.

The house is located within the  
community of Aldea Zama in Tulum,  
follow the map to find it.





This is house the house looks from the street.

If you have a vehicle, there are parking spaces for several cars right in front of the house.

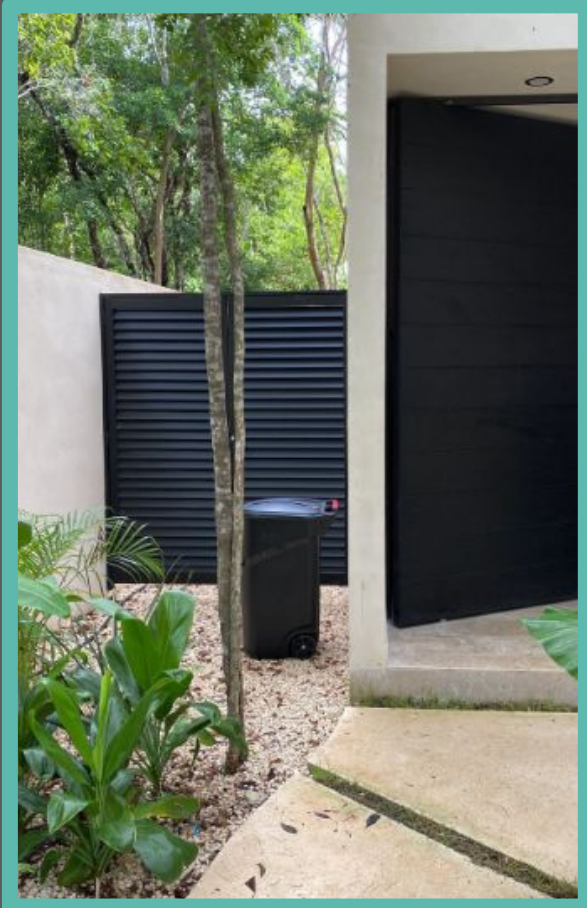


The house has a keypad, to enter the code you have to pass your hand over the screen and when the numbers appear, enter the code and the # key. It will close automatically.

You will receive the code on the day of your arrival through a message on the platform.



## ADDITIONAL INFORMATION



### GARBAGE

Additional trash bags can be found at the bottom of the bins. The containers to dispose the full trash bags is behind the garage door.



### SAFE

You can open it with the code 1234#

### AMENITIES

Please notice we only provide toilet paper, paper towels and dish soap at arrival, after that you must buy as you need.

We provide 1 bath towel and 1 beach towel per person on the reservation and 1 kitchen cloth.



## HOUSE RULES

- The check-in time begins at 4:00 p.m. and the check-out should not be later than 10:00a.m.
- Parties, gatherings and functions of any kind are strictly prohibited on the property. All noise should be limited at 10:00p.m.
- Visitors are not allowed as per complex rules.
- No smoking/Drug use in any area of the property.
- Keys/Access codes are to remain in the possession or knowledge of the primary guest at all times during the stay. The keys/codes should never be replicated or shared and will remain under primary guests' responsibility.
- No pets allowed (You will forfeit your damage deposit if a pet or evidence of its presence is found in the unit).
- Breakage or damage of property must be reported immediately.
- Streaming services are not included, guests must enter their own accounts and sign them off at departure. Guests are not allowed to purchase, download, or rent any subscription or entertainment from any of the property's devices.
- Any area secured as private storage/use is strictly off limits for renting guests. Any attempts to open obviously secured areas will result in fines/eviction from property.
- If the complex where you are staying has an onsite administrator/security desk all guidelines and requests must be adhered to, failure will result in fines/eviction from the property.

**\*\* IMPORTANT: Any breach of the house rules can come with a fine, eviction notice with no refund and report of your profile for the platforms that allow.\*\***

Please note that all of the property inventory has been accounted for and digitally recorded.

Our company is not responsible for belongings left in our properties. Our administration will keep any items found for 72hrs, after this period, the items found and not claimed will be discarded. Claimed items must be collected according to instructions delivered by our administration.

For non-emergency issues message us via the platform and we will get back to you at the soonest.

Please let us know if there's anything we can do to make your stay with us a wonderful, memorable stay. Tours, family excursions, private chefs are all available to be booked through us.



Akumal • Mérida • Playa del Carmen • Puerto Vallarta • Tulum  
• Cabo • Nayarit • Puerto Aventuras • West Canada

*Enjoy your stay!*