

Welcome!



Thank you for booking Santa Mar by TAO,
brought to you by Samson Waters.

Complex: Santa Mar by TAO

Unit: F103

Location: [Santa Mar complex](#)

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



Welcome to Santa Mar! To get to the residential you must enter by the Tulum-Cancún highway in the access marked in red. Follow the path and at the end you will find the complex (marked in pink).

On the side of the buildings you will see the parking lots. Only one space can be used. They are not assigned.





When entering follow the path of tower F.

The hall to unit F103 is right at the beginning on the left hand side.



The door has a keypad.
Enter the code to access.
To close press [Kwikset]

Staying in Santa Mar you will have access to a small club house with direct access to the beach! It is at the end of the street by building "A"



This is a space to relax in front of the sea! You can use all amenities including the bar to make your own drinks!



Follow the stairs and you will find an access to the public beach!

ADDITIONAL INFORMATION

PARKING

If you have a vehicle, there is parking space available in front of the main entrance.
Spots are not assigned.

SAFE

The code is 1234#
You can set your own code



GARBAGE

Additional trash bags can be found at the bottom of the bins.
To dispose the full trash bags you can find the containers outside the complex.



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 4:00p.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!