

Welcome!



Thank you for booking Chac Hal Al,
brought to you by Samson Waters.

Complex: Chac Hal Al - Building D

Unit: 202D

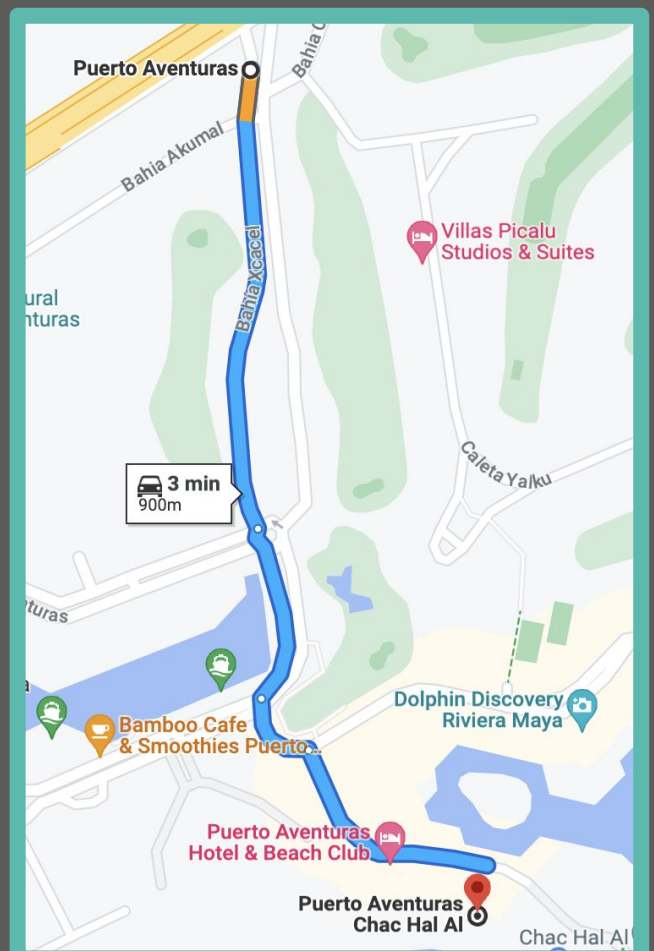
Location: [Chac Hal Al](#)

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



Welcome to Puerto Aventuras! When you arrive to the residential, you must show an identification and mention that you are heading to Chac Hal Al.

After you have passed the main entrance, continue straight and follow the way as shown in the picture. It is only a 3 minute car ride.



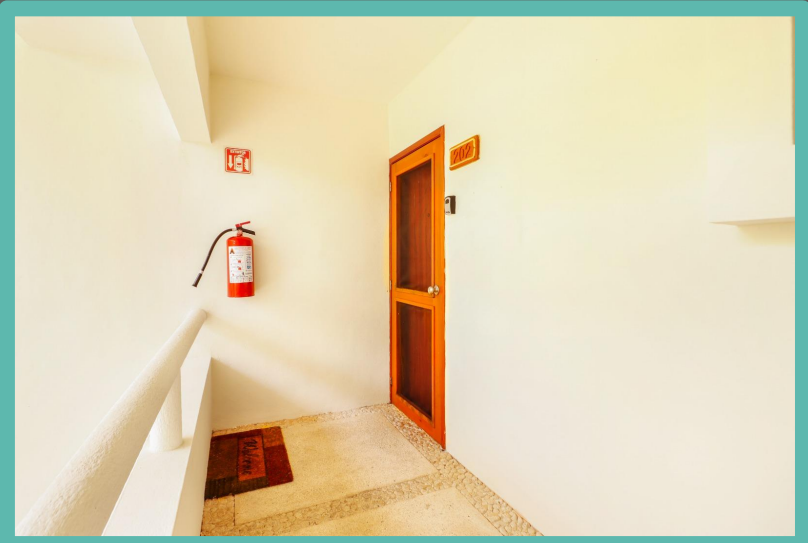


Once you arrive to Chac Hal Al, you will be asked where you will be staying, let them know you are going to unit 202D. They may ask you for an ID.

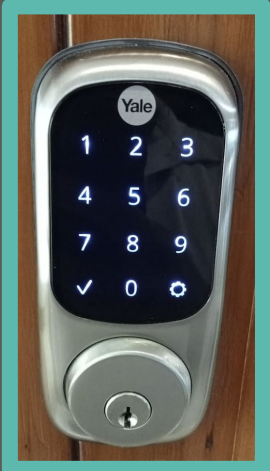
Go to the left and then take a right. You can park in any of the spots you find available. Continue until you find building D.



Once you find building D, go up one floor and turn left. At the end of the hall you will find unit 202D.



The unit has an electronic keypad. Enter the code to access. To lock the door you have to press the "YALE" button.



ADDITIONAL INFORMATION

PARKING

If you have a vehicle, you can park in any of the spots available.

SAFE

The code is 1234# and turn the knob.



GARBAGE

Additional trash bags can be found at the bottom of the bins. The containers to dispose the full trash bags are outside in front of the building.

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 3:00p.m. and the check-out should not be later than 11:00a.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!