Welcome!

Samson Waters
Vacation Rentals

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

Building: HAI
Unit: M3
Location: HAI building at TAO Residences
Emergencies (9:00-22:00): +52 984 139 4451

Welcome to TAO Residences! Take the first entrance for Tulum Country Club coming from Cancun highway (marked in red).

Make sure to show the security the Tulum Country Club QR code that you receive before your arrival.

This is the main entrance to TAO Residences. Show your TAO QR here and let them know you are going to HAI building.

This is the TAO map. Here you can see where the building is located as well as the pools and common areas.

Walk along this path, make a left when you reach the fountain.

Follow the hallway and take the first elevator up to the 2nd floor.

Unit M3 will be at the end of the hall.

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

ADDITIONAL INFORMATION

PARKING

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

SAFE

The code is 1234A or 1234B and turn the knob.

GARBAGE

Additional trash bags can be found at the bottom of the bins.
To dispose the full trash bags you can find this hut by the entrance.

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

● To ensure you arrive at the correct address, it is essential that you open the provided link using Google Maps. Using any other browser may result in incorrect directions and cause significant delays and inconvenience. We appreciate your careful attention to this instruction.

● Check-in starts at 3:00 p.m., and check-out must be completed by 11:00 a.m. If this is not honored a fee can take place or eviction.

● Parties, gatherings, and any type of functions are strictly prohibited on the property. The condominium has sensors to measure noise levels. After 10:00 p.m., the police may be involved, which could result in eviction.

● Visitors are not allowed.

● Smoking or using drugs in any area of the property and condominium is prohibited. Avoid fines of up to $200 USD.

● Keys and access codes must remain in the possession and responsibility of the primary guest throughout the stay. Keys or codes should never be replicated or shared.

● Pets are not allowed.

● Damage to sheets, towels, pillowcases, bedspreads, sofas, curtains, carpets, walls, furniture will be subject to a replacement charge. Avoid using makeup, blood, toy stains (such as playdough, crayons, etc.), lubricants, hair dye, coffee, wine, vomit, paint, urine, feces, mud, and gum.

● Breakages or damage to the property, furniture, appliances, interiors, and condominium facilities will incur a charge corresponding to the repair or replacement of the pre-inventoried item. This includes intentional or negligent damage. ● Streaming services are not included. Guests must log in with their own accounts and log out upon departure. Guests may not purchase, download, or rent any subscriptions or entertainment from the property's devices. In case you find this please report immediately on the platforms chat.

● Any secured area designated for storage or private use is strictly off-limits to guests. Any attempt and damage caused by opening obviously secured areas will result in fines and possible eviction from the property.

● If the complex where you are staying has an on-site manager or security, all guidelines and requests must be followed. Non-compliance will result in fines or eviction from the property.

● **Important:** Do not throw objects in the toilet. Toilet paper must be disposed of in the trash bin. Damage caused by non-compliance with this rule will lead to malfunctions. Avoid penalties.

● Cleaning upon arrival and departure is included. In case of excessive dirt and/or trash, evidence of parties, or not placing trash in the condominium's bins, a fine will be applied, and it will be reported on your platform profile. All furniture and house inventory have been digitally accounted for and recorded. After your departure, we inspect the property to ensure all items are in good condition. In case of any accident, such as a broken glass or plate, it must be reported for replacement. Missing or damaged items may incur an additional charge.

Thank you for your understanding and cooperation.

During your stay, our assistance service is at your disposal. If you have any questions, comments, or need any type of help, please do not hesitate to let us know.

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

Enjoy your stay!