

# Welcome!



Samson  
Waters  
Vacation Rentals

Thank you for booking Luna Maya,  
brought to you by Samson Waters.

*Building:* Viento

*Unit:* 4

*Location:* [Cozumel entre Calle 44 y Av. CTM](#)

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

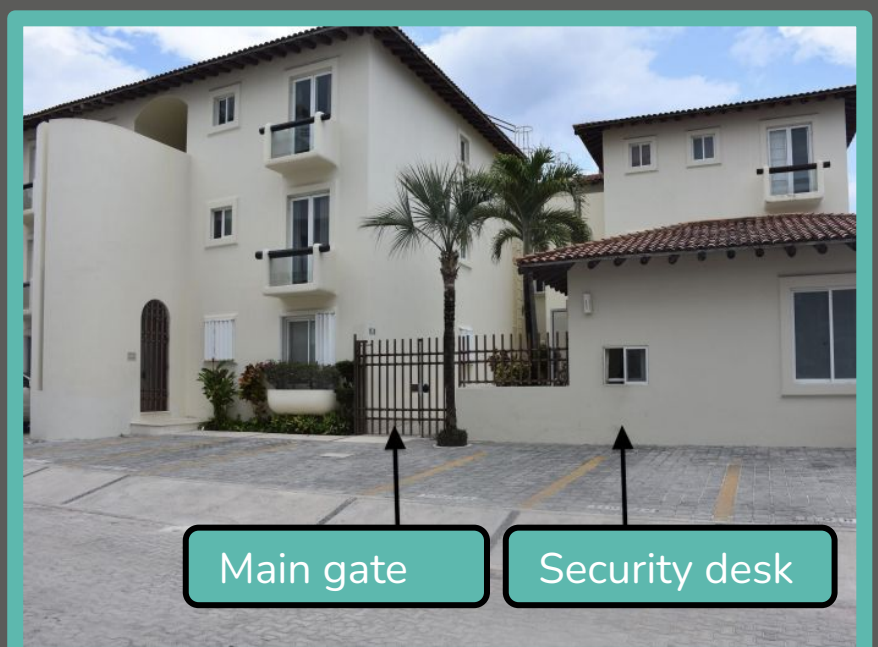


Main entrance

Underground Parking

Welcome to Luna Maya! Turn right from Av. CTM to Cozumel. The security desk is only 40 meters up on the left side. If you have a vehicle you will find the remote control to open the gate inside the unit. The parking garage is located on the left-hand side of Luna Maya Condominium on Av. CTM. Your spot is labeled Viento 4.

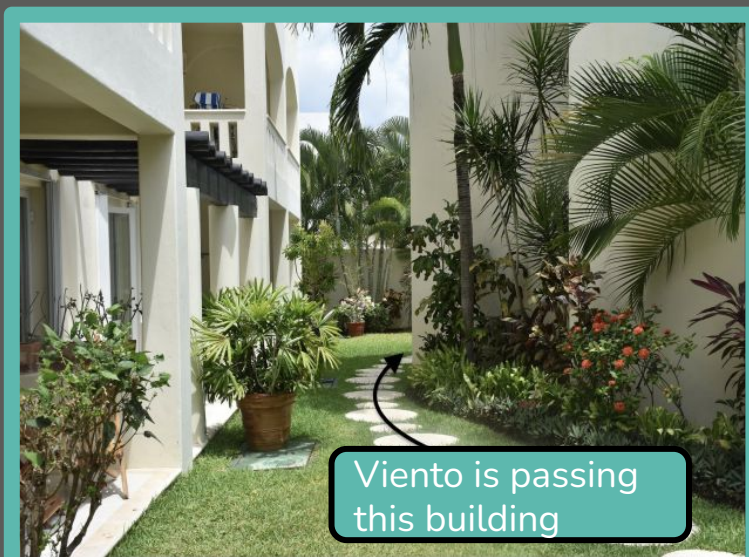
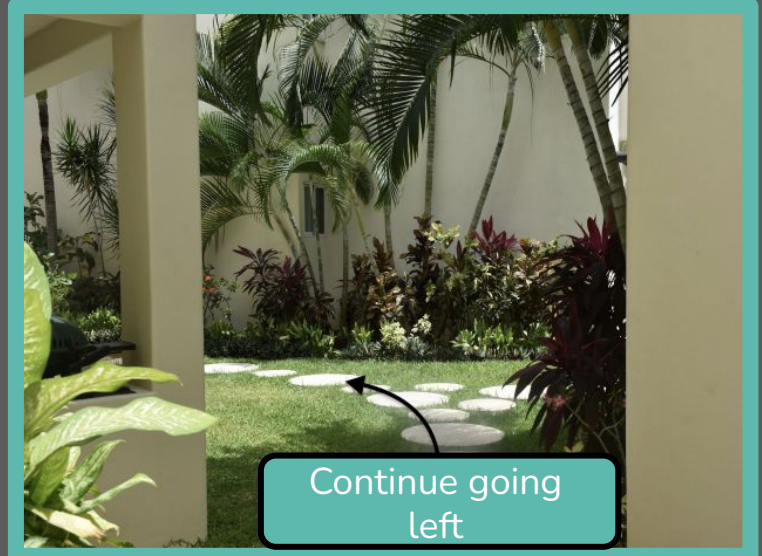
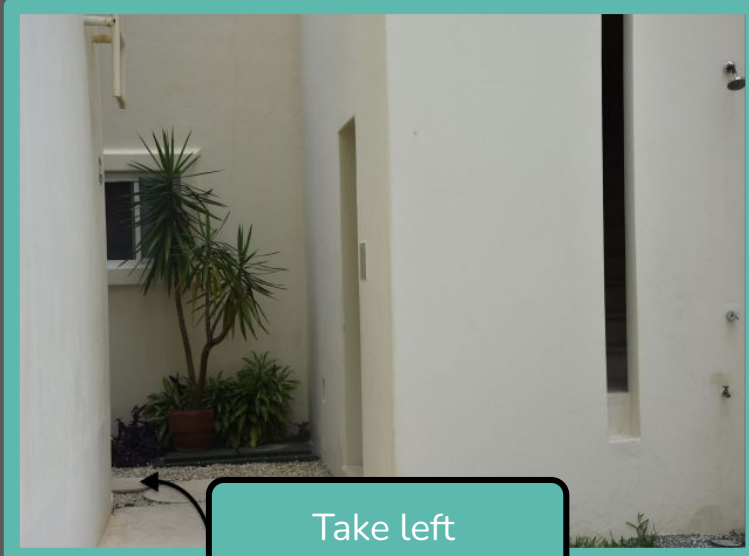
When you arrive at the security desk, make sure to mention that you are the guests of Viento 4.




Main gate

Security desk

Once inside, follow the path to get to building Viento. Take a left and then right.



The unit has a keypad. Enter the code to access.  
To close press 

## ADDITIONAL INFORMATION



### PARKING

If you have a vehicle, there is a parking space available. The control to open the parking lot will be in the unit. Losing the controller will come with a fine of 60usd.



### GARBAGE

Additional trash bags can be found at the bottom of the bin. The containers to dispose the trash are outside the building by the open parking spots.

### 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.

## HOUSE RULES

- To ensure you arrive at the correct address, it is essential that you open the provided link using Google Chrome. 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 4:00 p.m., and check-out must be completed by 10:00 a.m.
  - 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.
  - 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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• Cabo • Nayarit • Puerto Aventuras • West Canada

*Enjoy your stay!*