Welcome!

Samson Waters
Vacation Rentals

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

Building: AWA Playacar Residences
Unit: G302
Location: AWA Residences Paseo Xaman-Ha
Emergencies (9:00-22:00): +52 984 139 4451

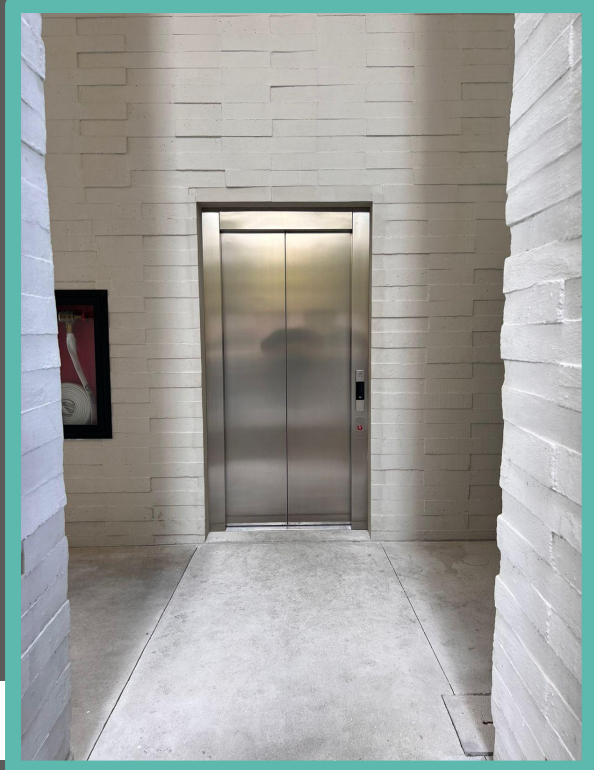
Welcome to AWA! Follow these steps upon arrival

Here is where you show your QR code, You will be requested to stop at the front desk for identification only. Please follow these instructions to get to the unit.

When you arrive to AWA, kindly show your QR code to the security staff, let them know that you are going to unit **G302** and your departure date. You will be asked to wear a bracelet. (**These are already inside the unit by the living room, black ones are for AWA premises and the other color is for access to PLAYACAR**) Please ask for directions where G building is. (next to the paddle court, it is a 5 minute walk) At this point call your concierge 00 52 984 1072891 for further details.

Once you get to the elevator you are going to the 3rd floor.

When stepping out of the elevator go to the left and follow the hall until you find unit G302. (back side of the resort)



The unit has a Lockbox. Inside a metallic key. The code will be provided by your concierge

ADDITIONAL INFORMATION

PARKING

If you have a vehicle, there are two parking spaces you can use marked as G302.

SAFE

The code is 1234# and turn the knob.

GARBAGE

Additional trash bags can be found at the bottom of the bins.

PADDLE COURT

The new paddle court is now open and available for you to use.

Please follow these rules.

AMENITIES

Please notice we only provide toilet paper, paper towels and dish soap, dishwasher tablets, coffee, sugar, cooking oil, tea, shampoo, body wash, conditioner 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!