Welcome!

Samson Waters
Vacation Rentals

Thank you for booking Hacienda San Jose,
brought to you by Samson Waters.

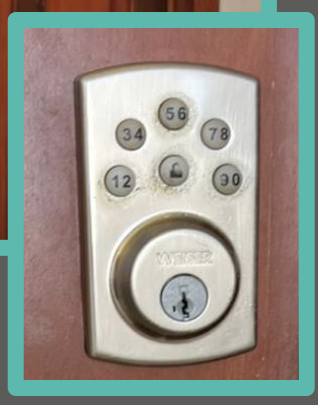
Building: Hacienda San Jose
Unit: A4
Location: Av. 1 Nte. entre Calle 24 Nte. y Calle 26 Nte.
Emergencies (9:00-22:00): +52 984 139 4451

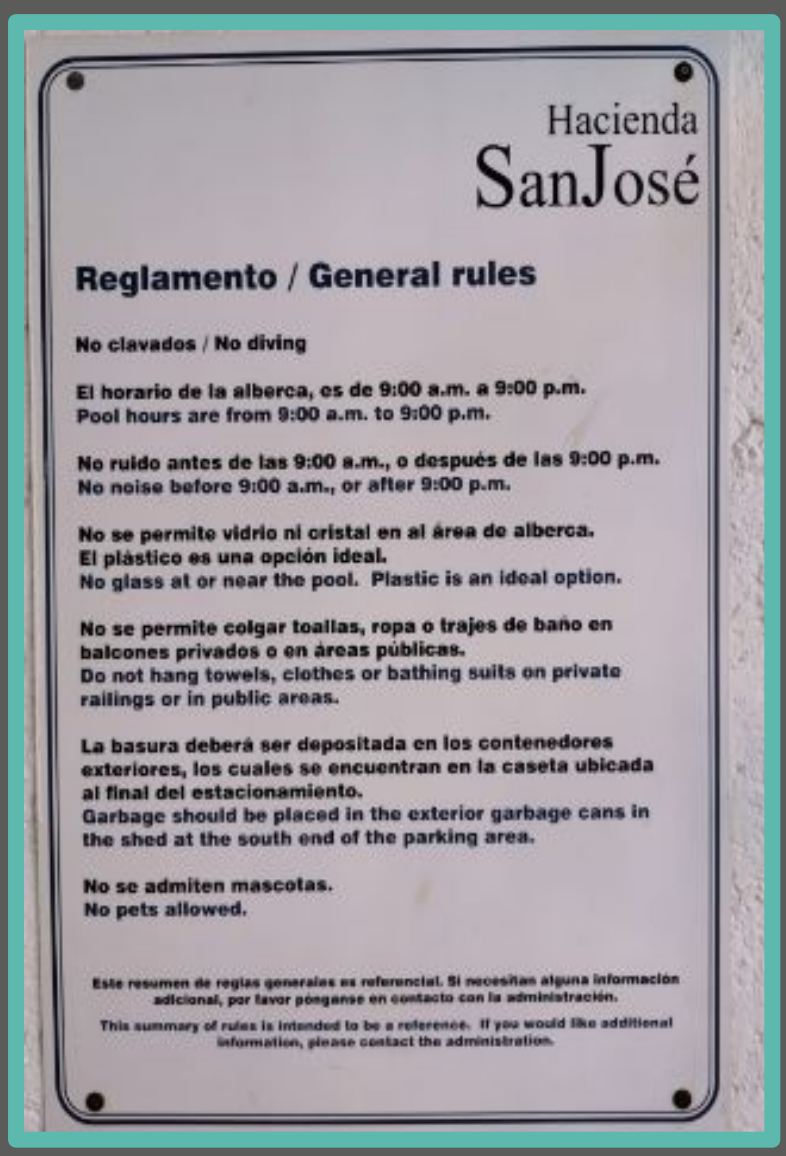
Welcome to Hacienda San Jose! Follow this yellow arrow to find the lockbox that will open the gate, and the door to your unit. Please follow these instructions for a smooth check in.
You can park outside, only one spot can be used (more about this on **ADDITIONAL INFORMATION**).

The keys to the gate and the unit are located in a lockbox, it is labeled "HSJ-A4".
Leave the kecys on the lokbox at your departure.

Once passed the gate, walk to your right and head up the stairs to the first floor. Your unit will be located on your left hand side.

The unit has keypad. Enter the code to access the unit.
To close the door just press the 🔒





Hacienda
SanJosé

Reglamento / General rules

No clavados / No diving

El horario de la alberca, es de 9:00 a.m. a 9:00 p.m.
Pool hours are from 9:00 a.m. to 9:00 p.m.

No ruido antes de las 9:00 a.m., o después de las 9:00 p.m.
No noise before 9:00 a.m., or after 9:00 p.m.

No se permite vidrio ni cristal en al área de alberca.
El plástico es una opción ideal.
No glass at or near the pool. Plastic is an ideal option.

No se permite colgar toallas, ropa o trajes de baño en balcones privados o en áreas públicas.
Do not hang towels, clothes or bathing suits on private railings or in public areas.

La basura deberá ser depositada en los contenedores exteriores, los cuales se encuentran en la caseta ubicada al final del estacionamiento.
Garbage should be placed in the exterior garbage cans in the shed at the south end of the parking area.

No se admiten mascotas.
No pets allowed.

Este resumen de reglas generales es referencial. Si necesitan alguna información adicional, por favor póngase en contacto con la administración.

This summary of rules is intended to be a reference. If you would like additional information, please contact the administration.

Please take the time to review the complex rules. Not following them can come with a fine starting at $180usd.
You will find them at the front door.

ADDITIONAL INFORMATION

PARKING

If you have a vehicle, there is one parking space available. You must leave the parking pass visible on your dashboard at all times when parked. The parking pass will be on the unit.

Not using the pass comes with a fine starting on 180usd and losing the pass has fee of 18usd.

SAFE

The unit does not have a safe.

GARBAGE

Additional trash bags can be found at the bottom of the bins.
The trash containers to dispose the full trash bags is outside beside the lockbox rack.

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!