House Rules & Check-Out Instructions

Dear Guest,

Welcome! To ensure a pleasant stay for you and future guests, please carefully review the following House Rules and Check-Out Instructions.

Arrival & Departure

✔ **Check-in** : 3 +bedrooms units **4:00 pm**
✔ Check-in: 2-bedroom units & studios **3:00 PM**

✔ **Check-out:**
✔Units with 3+ bedrooms: **10:00 AM**
✔2-bedroom units & studios: **11:00 AM**
⚠️ Unauthorized late check-outs may result in penalties or eviction.

Property Use & Conduct

🚫 Parties, gatherings, and events are strictly prohibited. Noise sensors are installed, and authorities may be involved if noise exceeds limits after 10:00 PM, potentially leading to eviction.
🚫 No visitors allowed.
🚫 Smoking and drug use anywhere on the property are strictly forbidden. Violations may result in fines of up to $200 USD.
🚫 Do not share or duplicate keys, access codes, or remotes. The primary guest is responsible for their safekeeping.
🚫 Tampering with secured storage areas is prohibited. Any attempt to force open these areas will result in fines or eviction.

Property Care

✔ Rooftop Use: Towels left unattended for more than 30 minutes will be removed.
✔ Damage Charges: Stained or damaged sheets, towels, furniture, walls, or appliances will incur a replacement fee. Avoid stains from makeup, food, drinks, lubricants, hair dye, chocolate, coffee, fecal residues, urine, blood, play-doh, paint, guar gum such as slime or others.
✔ Breakages: Any damage to property, furniture, electronics, or condominium facilities must be reported. Charges apply for repair or replacement.
✔ Streaming Services: Not included. Guests must use their own accounts and log out before departure. Purchases or rentals on the property's devices are prohibited. Please report any unauthorized activity.

Building & Community Rules

✔ Follow all condominium security and management guidelines. Failure to comply may result in fines or eviction.
✔ Restroom Use: **Toilet paper must be disposed of in the trash bin,** Dispose of all other waste in the trash bin to avoid plumbing issues and fines.
✔ Cleaning Policy: Cleaning is included upon arrival and departure. If excessive dirt, trash, or signs of parties are found, a fine will be applied, and a report will be sent to the platform.

✔ Lost or Damaged Items: All furniture and inventory are digitally recorded. Any missing or damaged items will be charged accordingly. If an accident occurs (e.g., broken glass or plate), please report it for replacement.

Check-Out Instructions

Please follow these check-out guidelines:

Check-out time:

- 2-bedroom units & studios: 11:00 AM
- Units with 3+ bedrooms: 10:00 AM
  ⚠️ Late check-outs may result in penalties or eviction.

Wristbands

✅ Leave all wristbands inside the unit in their original location.
📸 Send a picture of the wristbands via the platform or to your Samson Waters concierge.
⚠️ Missing wristbands will incur a $20 USD fine per bracelet.
⚠️ Failure to return them will be reported to the platform as malpractice and a sign of disrespect to the host.

🔑 Keys & Access Items

✅ Return all keys, key cards, key fobs, and parking remotes to their designated place.

🏠 Before You Leave

✅ Turn off all air conditioning units.
✅Close all doors behind you
✅ Dispose of trash in the designated building containers.

Service Hours & Assistance

📍 On-site assistance: 9:30 AM – 4:30 PM
📍 After-hours assistance: Available remotely before 12:00am and starting 7:30 am Eastern Time

🔒 Safe Box Reminder

✅ A day before check-out, ensure you remove all personal belongings, valuables and vital documents from the safe to avoid leaving anything behind. (Please keep in mind our assistance hours avoid unnecessary incidents)

⚠️ Unauthorized late check-outs may result in penalties or eviction.

We appreciate your cooperation and hope you had a fantastic stay! If you need any assistance, please don't hesitate to reach out.

Safe travels & best regards,
Samson Waters Team

Guest Signature: _____ Date: _____

Host Signature: _____ Date: _____