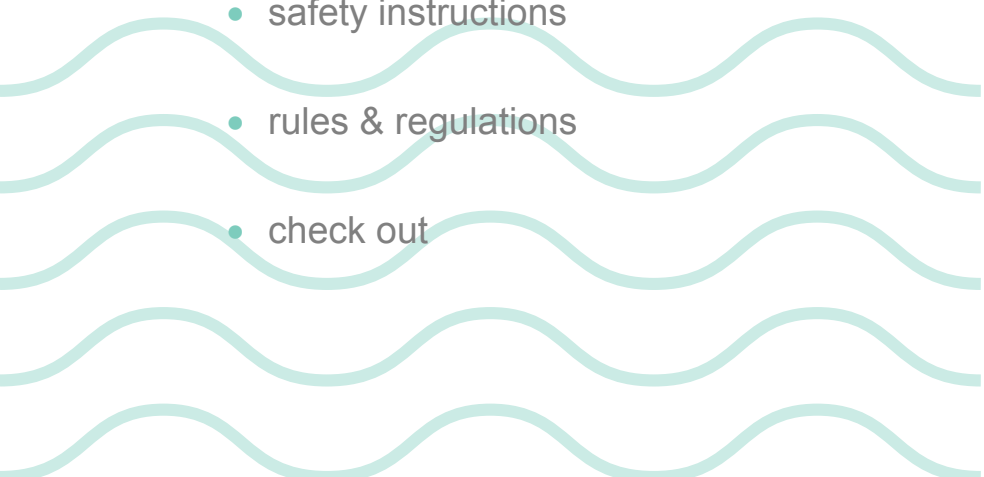


V I L L A

AQUA
rivieramayamexico

i n d e x

- welcome
 - location
 - services
 - food & beverage
 - sports & activities
 - villa equipment
 - safety instructions
 - rules & regulations
 - check out
- 

w e l c o m e

We would like to extend to you a most cordial welcome to Playa del Carmen and to Villa Aqua.

The entire staff is dedicated to provide you with a high quality of service, and we hope to make your stay as comfortable and enjoyable as possible.

In this Directory you will find the various services that Villa Aqua is able to offer you. Please do not hesitate to contact the Concierge and his team for any suggestions or comments you may wish to make.

Thank you for choosing Villa Aqua for your visit to the Mayan Riviera, and allowing us to serve you as you deserve.

Sincerely

The Owners

l o c a t i o n



riviera maya map



i n f o r m a t i o n

l o c a l

p l a y a d e l c a r m e n

Paradise-like setting with its long beautiful white beaches and incredible turquoise water. Whether you are here to relax and unravel, or to immerse yourself in an abundance of cultural or adrenaline filled activities, the possibilities are endless and will definitely exceed your expectations. Playa del Carmen, a constantly growing cosmopolitan paradise, accommodates people of diverse cultures. Originally named Xaman-Ha (pronounced Shaman Ha, "waters of the north") it is a living vibrant part of the Mayan world. Located on the beautiful Mexican Caribbean coast some 40 miles (60 km) south of Cancun. Playa, as everybody calls it, is the perfect base from which to explore the fascinating Mayan ruins along the Cancun-Tulum corridor of Quintana Roo (now called the "Riviera Maya") and the Yucatan area.

playacar

Playacar is the only gated community in Playa del Carmen. It is an upscale residential / hotel area that was designed to create a sophisticated environment for the tropical lifestyle. Playacar's points of interests are small Mayan ruins; a tropical bird aviary, an 18-hole golf course and proximity to breathtaking white sand beaches, turquoise-blue water and lush tropical vegetation. Villa Aqua is situated just in front of the green 4 and 5 of the golf course, ensuring exquisite landscape without disturbing your privacy.

distances from villa aqua to:

cancun intl. airport	53 km	33 miles	xpu-ha	34 km	22 miles
puerto morelos	33 km	21.5 miles	kantenah	35 km	23 miles
punta brava	28 km	18 miles	akumal	36 km	23,5 miles
playa del secreto	24 km	16 miles	aktun chen	40 km	26 miles
playa paraiso	22 km	14 miles	chemuyil	43 km	28 miles
punta maroma	21 km	15 miles	xcacel	50 km	32,5 miles
punta bete	19 km	11 miles	xel-ha	57 km	37 miles
xcalacoco	18 km	12 miles	tulum	64 km	42 miles
playa del carmen	1 km	.6 miles	coba	101 km	66 miles
xcaret	6 km	4 miles	boca paila	89 km	58 miles
calica	11 km	7 miles	punta allen	114 km	74,5 miles
paamul	26 km	17 miles	chichen itza	214 km	140 miles
puerto aventuras	33 km	21.5 miles	merida	321 km	210 miles

For further information regarding local activities and events please contact the Concierge or refer to the Sports and activities section in this directory.

s e r v i c e s





s t a f f

Many of the staff have been with us for years and have become part of our family. Some of them understand a little bit of English. If you have any communication problem please contact the Concierge who speaks fluent English.

c o n c i e r g e

Our Concierge Service was created to provide a fast and personal service to all guest requirements. Among the ways in which we can assist you are:

- Area maps
- Baby sitting services
- Baggage pick up
- Cell Phones
- Cribs and baby services
- Churches
- Facsimile service
- Florists
- Hospitals
- Iron and Ironing board
- Limousines
- Mail
- Maintenance ☐
- Massages
- Menus
- Messages
- Newspaper
- Packages
- Pagers
- Personal Items
- Recreational activities
- Restaurant Reservations
- Sightseeing & Tours
- Shopping
- Sports
- Stamps
- Toiletries
- Transportation

The concierge will try to provide you with whatever is needed and desired. The concierge service is available from 9am to 1pm, but if you have any emergency do not hesitate to contact your concierge on his telephone.

c o o k

You can start your day with a healthy breakfast, followed by a scrumptious lunch or dinner featuring fine Mediterranean and International cuisine or enjoy the regional specialties that our Cook can prepare for you. Cook's hours are from 8am to 4pm but if you want to have dinner at the Villa we can arrange it for an extra cost.

h o u s e k e e p i n g

Our attendants provide daily service to the Villa. The bedrooms will be cleaned between 8am and 1pm and turndown in the evening. If you have any preference concerning the cleaning time, please contact the concierge and we will do our best within the work schedule.

l a u n d r y , d r y c l e a n i n g a n d p r e s s i n g

Laundry service is available Monday through Saturday. Please allow 1 or 2 days for your laundry. We are NOT responsible for any damage. If you prefer you can use the Villa's equipment to do your laundry but please DO NOT wash any of the bed linens, bath towels, kitchen towels or Pool towels that we provide. The staff will wash them if you put the dirty towels in the baskets located in the bedroom closets, we provide clean pool towels everyday if the bed linens are changed mid week, if you prefer them to be changed more often please contact the Concierge. Dry cleaning service is also available. Ask your maid for the Laundry / Dry Cleaning price list. Express Laundry or express pressing will be delivered on the same day and will have an extra charge.

butler / maintenance

The butler is in charge of the general maintenance of the villa: swimming pool, window cleaning, etc. He can help you on whatever you need, if your toilet is plugged or a light bulb is out just ask him.

baby sitter

For evening service, please advise the concierge one day before. It will have an extra cost.

masseuse / masseur

Villa Aqua offers a spa program of massage therapy, facials, and body treatments that can be enjoyed on your terrace, in your room or in the garden upon request.

Rejuvenation is not just a simple diversion; it is the essence of the vacation. Please ask the Concierge for more information.

gardening

An external Company takes care of the green areas. They usually come on Mondays and Fridays.

other staff

Cheff, Bar Tender, Waiter/Waitress, Stylist, DJ, Musician, etc, is available upon request. Please advise your Concierge at least one day before. These will have an extra cost per hour or for service.

tipping suggestions

A tip is by no means required but is always highly appreciated by the Staff. On your last night at the Villa, it is customary to offer gratuities to staff members you feel have given you exceptional service and personal attention. Please deposit the tip envelopes on the mail box located under the service staircase at the kitchen.

**f o o d &
b e v e r a g e s**

grocery shopping

The Villa has a stocked pantry with everything from balsamic vinegar to olive oil and spices.

For grocery shopping there are Supermarkets like Walmart, Comercial Mexicana, Soriana and Chedraui in town and you will find several small grocery stores around the area. If you prefer we can also deliver your groceries at the Villa for an extra cost.

meal plans

You can do your grocery shopping and ask the cook to prepare whatever you desire or try the chefs fabulous menus, which are created with the freshest ingredients and you won't have to worry about the daily shopping. You will find from Mexican Food to incredible Fusion Cuisine or Lobster dinners. Please ask the Concierge for the different options.

bar

We offer a fully stock bar for your enjoyment. If you open any bottle you can replace it for a new one or just pay for it at the end of your vacation. If you are looking for something special ask your Concierge who will gladly try to find whatever you are looking for.

wine cellar

We have from nice Mexican table wines to fine International blends. Please ask the Concierge for the wine list and the wine cellar key. You can take whatever you want. You have the option of replacing the bottles you drink or all consumption will be added to your bill.

drinkable water

The water in the Villa is treated but not safe enough for drinking. Villa Aqua provides bottled water on the kitchen for drinking and cooking. If you want us to provide bottled water on every bedroom for an extra cost (Evian or local brands) please just ask your Concierge.

ice

As the ice machine from the fridge doesn't produce enough ice for your consumption, you will need to buy more. Please ask any staff member and they will bring you some from the store near the villa.

restaurants

Playa del Carmen's multiethnic fusion is reflected in its gastronomy that mixes regional products in its international dishes. By walking on pedestrian-only 5th Avenue one will be amazed by the immense choices of restaurants with cuisine and architectural styles from all around the world. Offering a variety of cuisine from typical Mayan fare and famous specialties of Yucatan cuisine along with other varieties of Mexican haute cuisine, there are also restaurants specializing in international dishes, from Italian to the finest "chorizo" beef from Argentina.

Please find out a list of our favourite restaurants attached or ask your Concierge for more recommendations.

s p o r t s
&
a c t i v i t i e s

i n s i d e

swimming pool

We kindly request you to refrain from playing ball inside the pool, you could break a glass and cause an accident.

Please use the shower before swimming.

The swimming pool is very attractive for your children, If they cannot swim, please do not leave them unattended.

From 7 pm and on, the pool is chemically treated, please do not use it up from this hour.

pool toys

You will find from goggles and snorkels to air beds and big launches, just ask the manager. If you are taking any of this gadgets to the beach please do not forget to return them or they will be added to your bill.

gym

If you want to stay fit you can start with some cardio workout on the bicycle and lifting some weights. Or maybe you prefer to sweat a little bit on a squash match! We just kindly request you not to take out any of the gym equipment because it will rust if it gets wet. Thank you.

squash

The squash court is located beside the swimming pool next to the gym. There are rackets and balls for your enjoyment. Please do not enter the court if you do not have the appropriate sport shoes (no mark). If you ruin the floor you will have to pay to fix it.

bicycles

You can use any of the 2 bicycles available on the Villa. You can spend a beautiful evening taking a round on Playacar or get to downtown for a nice ride. Please do not leave the bicycles unattended as they can be stolen. If you want to leave them on a safe place we recommend you use the padlocks.

games

There are playing cards, chess, backgammon, domino and other board games available you will find them on the family room for your amusement, There is also a volley ball / badminton net and all kinds of balls to play whatever you'll like.

o u t s i d e

Since some of these attractions can be very popular it is good idea to make reservations or purchase tickets before hand. For detailed further information please ask your Concierge.

golf

The Mayan Riviera is resort golf at its best.

The Golf Club at Playacar offers the perfect combination of natural beauty and the work of man. These 7202 yards, par 72, championship golf course was designed and built under the watchful eye of renowned architect Robert Von Hagge. With a slope rating of 148 from the championship tees, 136 from the white tees, and 134 from the red tees, it is as challenging to play as it is beautiful to view.

There are several different courses that provide top designs and facilities near the area, booking with your concierge ensures you get the best deal on tee times.

The following courses are open in Riviera Maya:

- Playacar Golf Club
- Puerto Aventuras
- Mayan Palace Riviera Maya
- Iberostar Playa Paraiso Golf Club

Comming Soon:

- Mayakoba Golf Club

beach

Pristine, uncrowded beaches, caressed by calm, turquoise waters and bathed by gentle breezes. Stretches of white sand fringed with palm trees and protected by a chain of coral reefs. Miles of untouched powdery white sand as far as the eye can see beckons vacationers in search of quiet and relaxation. These are the unspoiled beaches of the Riviera Maya. Known and treasured by locals, but still virtually undiscovered, these serene strands of beach, as plentiful as the region's sunny days, will make even the most seasoned traveller feel as if they are on their own deserted island.

The Mexican Caribbean is catalogued as world class for its transparent waters and extensive marine life as well as its wonderful sand that has the singular characteristic of being as white as talcum powder.

watch the flags!

Swimming in the Riviera Maya is primarily safe as it is protected by the second largest coral reef barrier in the world. However, danger from undertow can occur. Visitors should follow the flag system to know when and where to swim.

Green Flag: Water completely safe for swimming, but use common sense.

Yellow Flag: Water somewhat rough; swim with caution.

Red Flag: Water very rough; swim with extreme caution. Stay near the water's edge.

Black Flag: Absolutely no swimming; too dangerous.

w a t e r s p o r t s

kayak

A guided tour of the coral reefs that run parallel to the Riviera Maya coast is a unique experience when you board a kayak. This area is also the site of international kayak competitions.

sailing

Along with kayaking, sailing is the other outstanding nautical sport along the Riviera Maya. The sun's warmth, the tranquility and transparency of the water and the light breezes all create an atmosphere that invites you insistently to sail this part of the Mexican Caribbean.

fishing

The Riviera Maya's 130 km of coastline provide an excellent place for sports fishing, including big-game fishing on ships, sailboats or launches. Many species can also be caught directly from the shore.

snorkeling

Beyond a doubt, snorkeling is the best way to see underwater life in the Riviera Maya, with the least possible amount of equipment: a pair of fins, a snorkel and a visor. From the surface, you can admire the sea stars, the multicolored fish and the rock formations covered with moss, and get a clear picture of everything to be found in the depths of the "cenotes" (sinkholes) and the Caribbean sea.

caribbean diving

There's a fantastic world beneath the Mexican Caribbean's transparent waters. This is known as the Great Mayan Reef, the second-largest in the world, where different species of corals, multicolored tropical fish and marine flora and fauna of incomparable beauty make their home. That's why diving off the coast of the Riviera Maya is an experience that frequently becomes habit-forming

cave diving

The Riviera Maya is known for its many subterranean rivers and "cenotes", formed by the filtering of rain water through the limestone, the earth's main component in this region, making this zone ideal for that unique and exciting type of diving known as cave diving.

archaeological sites

Even though the Maya culture remains present in the Riviera Maya, through the many indigenous communities still found here which preserve the traditions, religion and social structure of the Maya people, the splendor of ancient Maya civilization is most evident in the numerous archaeological sites in this area. It is through the pyramids, "pelota" (ball) playing fields, sculpted stone pillars, plazas and temples that some of the mysteries still surrounding one of America's most important cultures have been partially deciphered.

tulum

The ancient Mayan port of Tulum sits high on a cliff overlooking the Caribbean Sea and facing the rising sun. One of the most historically rich sites in the Mayan World and Quintana Roo's most famous site, Tulum, is a walled city that became important during the Post-Classic Period (1000-1500 A.D.) and a major site in the Maya's extensive trade network.

45 minute drive from the Villa and you will immerse on the Mayan ancient world.

Open from 7am to 5pm.

coba

Set inland, deep in the jungle, surrounded by shallow lakes and accessed by "sac-be's", a network of formal limestone roads built by the Mayans over a 1000 years ago, awaits the ancient city of Coba, located about 25 miles west of Tulum, Coba served as a Ceremonial center that flourished during the Classic Period (300-1000 A.D.), with 50,000 inhabitants. Coba, the capital of the largest Late Classic Empire in the Northern Lowlands, the city's most important structure is the Nohoch Mul, which is the tallest pyramid in the Yucatan Peninsula, stands 138 feet tall. Open from 8am to 6pm

chichen itza

Fascinating Mayan city whose name means "the city of the wizards of the water". It is located to the south of Merida in the state of Yucatan, in the middle of splendid natural surroundings that allow to appreciate in all its magnitude the blue resistance between intense of the sky and the green emerald of the vegetation. In their environs the underground rivers abound, natural wells and limestone stones that the Mayans used to erect their magnificent buildings; whole cities that still today reveal against the account drops to us glorious the last one of their founders. It is located 149 miles from Cancun towards Merida and opens from 8am to 9pm. There is a night light show that you don't want to miss. We suggest you take a tour or at least a private guided onsite visit, you really get the most of out the trip and learn a lot about the Mayan Culture that you will miss on your own.

n a t u r a l p a r k s

The Riviera Maya is one of the regions of Mexico - and the world- which offers the richest variety of landscapes and archaeological treasures. It is also a place where the world's biological diversity seems to have been concentrated, so that a visit to one of its many parks - veritable habitats for many of the world's unique species of plants and animals - is almost obligatory.

x c a r e t

This beautiful Eco Theme Park is a must when you visit the Mayan Riviera. It is full of Mexico; Flora and Fauna: Bat Cave, Sea Turtles, Mushroom Farm, Butterfly Pavilion, Reptiles, Sharks, a Coral Reef Exhibit, Jaguars and Local animals, Parrots and lots of trails with tropical flowers and plants; Water Attractions: Underground River, Lagoon for snorkelling, beach, wading and tide pools and their most famous attraction Swim with the Dolphins; and Mayan Culture: archaeological tours, Mayan Village and the amazing Night Show a very entertaining spectacle educating you on Mexico's history and traditions. All this located just 15 minutes driving distance from the Villa.

x e l - h a

Xel-Ha has the most spectacular natural aquarium of the world for you to experience the real aquatic adventure. Explore this theme park and enjoy, , and like diving or snorkeling in creeks, lagoons, natural wells and ancient caves fed by subterranean rivers flowing to the beautiful Mexican Caribbean Sea of the . All the activities are truly unforgettable and are definitely experiences you don't want to miss while you are at Xel-Ha.

aktun chen

Located just 16 km before the Mayan Ruins of Tulum, you find "Aktun Chen", which in mayan means "cave with an underground river inside". The park has an area of 988 acres of unexplored Rainforest in which the only thing that has been exploited is the gum of a local tree called

"chicozapote". Three caves with a "cenote" (underground river) have been discovered in the park. The main cave is now suitable for an easy walking tour which has been enhanced with indirect lighting for a better view and enjoyment of the thousands of stalactites, stalagmites and natural sculptures, all of them formed by water and calcium carbonate throughout five million years.

-Schedule: 9:00a.m. to 5:00p.m. Last tour 4:30 p.m.

-Summer schedule: June to August 9:00 a.m. to 7:00 p.m. Last tour 6:00 p.m.

selvatura

It is Mexico's first Extreme adventure park, strategically located between Cancun and Playa del Carmen, right in the centre of the Mayan Riviera. The main activity consists in a zip line circuit, called canopy tour, the tour starts by flying through the trees while you see a side of the jungle you never believed existed, the total distance is 2 miles, divided in 12 zip lines (24 platforms), thus becoming the longest zip line circuit in the whole North America. To compliment this phenomenal activity there are extreme Trek mountain bikes and a 160 feet wide cenote (sink hole) where you can take an unforgettable swim.

sian ka'an biosphere reserve

Sian Ka'an means "Gift of the sky" or "Where the sky begins." It was the name given by the ancient Maya to South Quintana Roo. Since 1987, it has been included in the World Heritage List by UNESCO. Located on the east coast of the Yucatán peninsula, this biosphere reserve contains tropical forests, mangroves and marshes, as well as a large marine section intersected by a barrier reef. It provides a habitat for a remarkably rich flora and a fauna comprising more than 300 species

of birds. The Sian Ka'an is home to nearly every kind of the region's wildlife: jaguars, jaguarundis, howler monkeys and tapirs; crocodiles, turtles and manatees; millions of birds and many more. When you enter the biosphere, the road is surrounded by huge giant fan palms. The Sian Ka'an includes 27 little explored Mayan sites which are hard to find maps to.

garrafon

Thrill to the best , at Garrafon Reef, one of the most stunning reefs in the world. , , underwater strolls, and are just a few of the activities that you will enjoy in Isla Mujeres just 25 minute cruise from Cancun.

s h o p p i n g

Just minutes walking distance from Villa Aqua you will find 'La Quinta' (the fifth avenue) It is the main street where visitors gather in a typical Mexican atmosphere. During a walk down this pedestrian street here automobiles are not permitted, you will find a wonderful variety of stores and boutiques to do your shopping, and a great variety of services offered to visitors. If you haven't been on this unusual street with its atmosphere of joy, security, and harmony, then you haven't experienced Playa del Carmen.

If you are looking for the best known international brands then you will have to go to Cancun, it is the western capital of perfumes; the best fragrances at the best prices or visit its ultramodern malls where you can find from Mexican handcrafts to Fendi or Gucci.

n i g h t l i f e

For a night out almost all activity take place around Playa's 5th Avenue, a pedestrian walk way filled with restaurants, sidewalk cafes, bars, handcraft stores where people from all over the world get together giving this town it's cosmopolitan atmosphere. The options are exceptional from sipping cocktails at a beachclub or eclectic lounge bar, to taking in live music or dancing salsa and merengue.

v i l l a
e q u i p m e n t



t e l e p h o n e

room to room

To communicate from one room to another, just dial the desired room number.

other extensions

Kitchen	dial 20
Family Room	dial 19
Living Room	dial 22
Gym	dial 24
TV Room	dial 15
Staff	dial 13

To talk with the concierge call his cellular phone number.

Local calls

For Local calls dial 9 to obtain an outside line, then dial the number.

Cellular phone calls

For Local cellular phone calls dial 9 + 044 + cel. number

Long Distance (mexico)

For Long Distance calls within Mexico, dial 9 to get line then dial 01 + area code + the number.

international calls

To place an International phone call, dial 9 + 00 + country code + area code + the number.

some country codes:

Canada, USA and Puerto Rico	1
Austria	43
Argentina	54
Belgium	32
Brazil	55
Colombia	57
France	33
Germany	49
Great Britain	44
Italy	39
Netherlands	31
Switzerland	41
Spain	34
Venezuela	58

Long distance and cellular phone calls are subject to a service charge plus a value added tax. Please ask your Concierge for the Telephone fees. Telephone bill will be charged 1 or 2 months after your stay at the villa because of billing times from the Telephone Company, we will appreciate your patience.

emergency telephones

Here are some helpful numbers in case of any inconvenience:

hospitals & clinics

Red Cross	dial 9 + 065 or 9 + 873-1233
Hospiten	dial 9 +
Playamed	dial 9 + 873-3147
Medica Maya Healthcare	dial 9 + 859-0919
Clinica Central Medisur	dial 9 + 206-1541
Hyperbaric Chamber	dial 9 + 873 1365

police & security

Playacar's Security	dial 9 + 873-0847
Police	dial 9 + 873-0163
Public Security	dial 9 + 873-0291
Civil Protection	dial 9 + 877-3050
Fire Station	dial 9 + 879-3670
CFE (Electricity Co.)	dial 9 + 873-0282
CAPA (Water Supply)	dial 9 + 873-0486

In the event of any emergency please call your Concierge to assist you.

internet

Free High Speed Internet Access is available on the Villa. You will find this service on the Master bedroom. Please be aware of the web pages you open, some can bring strong viruses or spam litter in to the computer. We will appreciate you supervise while your children surf the web.

computer

Villa Aqua is equipped with a work station: PC computer, printer and scanner to assist you with your business activities. If you need to send a fax, please contact the Concierge he will be pleased to assist you.

voltage

The voltage in the Villa is 110/120 V. You need to bring Electrical converters in case you have different voltage at home.

safe deposit box

There are two safe deposit boxes in the Villa, one big enough to storage a lap top. There are also locked drawers on every bedroom. Please always place your valuables in the safe deposit boxes. Villa Aqua will not be responsible for unprotected personal articles of value.

television

There is a TV on every bedroom. A variety of both domestic and International Channels is available. Please consult the channel guide located on each television. The service we offer is provided from a Cable Company, we are not responsible for any failures on the signal or temporary loss of some channels.

air conditioning

The air conditioning switch can be adjusted to the desired temperature. Please DO NOT set the thermostat lower than 65°F / 18°C. The compressor will NEVER shut off if set lower and will overheat. Please contact your maintenance assistant and he will gladly help you.

other

Hair Blow Dryer: There is one on every bedroom.

Iron & Ironing Board: Ask your concierge and they will bring it to your bedroom.

Amenities: We provide you with toiletries for your stay: shampoo, shower gel, soap, cotton pads, face tissues, etc... If you forget something else ask your concierge he will be pleased to help you.

s a f e t y
i n s t r u c t i o n s



security measures

- For your safety and protection, always keep the exterior doors locked. Please identify any visitors before admitting them into the Villa.
- If any of the villa's keys are lost or stolen, please report this immediately to the Concierge.
- Always make sure all the exterior doors are securely closed and locked before you go to sleep and before leaving the Villa.
- Always place your valuables in the safe deposit boxes. Villa Aqua will not be responsible for unprotected personal articles of value.
- Do not leave anything valuable in your car.
- Do not, under any circumstances, disclose the Villa address or telephone number to strangers.
- The swimming pool and the beach are very attractive for your children, please do not leave them unattended.
- Swimming in the Riviera Maya is primarily safe as it is protected by the second largest coral reef barrier in the world. However, danger from undertow can occur. Visitors should follow the flag system to know when and where to swim.

Green Flag: Water completely safe for swimming, but use common sense.

Yellow Flag: Water somewhat rough; swim with caution.

Red Flag: Water very rough; swim with extreme caution. Stay near the water's edge.

Black Flag: Absolutely no swimming; too dangerous.

r u l e s &
r e g u l a t i o n s



guest obligations

- We kindly ask you to respect the garden area and the animals.
- Do not feed or pet any cats or dogs. If you see a dog or cat in front of the villa or inside the property ñ please tell the staff. We do not own any animals.
- **For health and hygiene care, it is not allowed to take food to the bedrooms.**

It is strictly forbidden to:

- **Smoke inside the bedrooms.**
- Use of any prohibited drug inside the property.
- Make annoying noises, cause quarrels, bring musicians or animals into the Villa, or any other act that disturb Villa Aqua neighbours or staff.
- Use of the Villa for gambling forbidden by Law, hold meetings to alter Law and order or disobey Laws or Rules in force.
- Use of light, power and mechanical equipment installed in the Villa with intentions other than normal functioning. Villa Aqua Security Rules do not allow the use of irons, hair dryers or any other electrical appliances which may cause damage, losses or fire.
- Deteriorate the decoration or property of Villa Aqua by misusing them.
- Execute any action that may cause damage and losses to the Villa, that is to say, anything that acts in detriment of decency and good manners.

Likewise the guest is obliged to respect the schedules established for the use of pool, gym or squash court and also accepts to use them under the terms indicated, so as to prevent accidents from happening. Villa Aqua has the right to prevent the Renter from accessing or using the Villa facilities when he/she is not wearing proper clothes or in such way that acts in detriment of decency and results offensive. In case the guest causes quarrels or disturbances as a result of drinking alcohol, doing drugs or having psychological or neurological disorders, Villa Aqua will be also entitled to proceed as mentioned above. The client shall respect that Villa Aqua and all furniture, fixtures and effects are in good order and condition and shall promptly inform the concierge or Villa Aqua's staff of any damage caused to the property or its contents during the period of occupation by the Client. The client shall incur all charges for such damage and for any missing items. Villa Aqua reserves the right to deny lodging services when the above mentioned regulations are violated. The Guest who has done this will not be entitled to receive any kind of refund or reduction in his debt due to provided services, being obliged to pay or indemnify the Villa for damages and losses, if any.

exclusions

Villa Aqua is not responsible for damages or personal belongings and articles such as: personal computers, personal agendas, portfolios, purses, luggage, photographic cameras, video cameras, etc. not left under the custody, care and control of the Villa personnel.

Villa Aqua is not responsible for acts by the authorities, war, vandalism, sabotage, strike, riots, terrorism, guerrillas or invasion.

use of accommodations

Renters will not accommodate in the Villa other people but registered ones. Under any circumstances can the number of housed persons in each room be more than the room capacity determined by Villa Aqua.

obligatory information

The Guest is obliged to inform Villa Aqua of any disease, infection, decease, infringement or offense that may occur in the villa or which the guests learn about themselves so that Villa Aqua can timely take all necessary steps and immediately inform to the corresponding authorities.

villa aqua obligations

Villa Aqua, regarding lodging services is fully committed to fulfil all the agreed conditions, specified herein, according to the type of rate and rules for its use under the terms of already existing procedures and practices in this city and whatever established laws and rules apply.

villa aqua release of liabilities

- Villa Aqua assumes no responsibility whatsoever for injury to persons, damage, loss or accident to the Renters. The Client release and agree to hold Villa Aqua, their owners, employees, managers, representatives, agents and volunteers harmless from and against all liability and responsibility whatsoever for any damage to property, personal injury or loss of life which may occur to the client or his guests as a result of the use of the villa and its amenities and the Client must agree to indemnify Villa Aqua from and against any costs, judgments, claims or demands, including reasonable legal fees as a result of any third party actions arising from the clients or his guests use of the villa and its amenities including the swimming pool, squash court and gym. The Client and his guests are responsible for securing their personal belongings including jewelry and other valuables, as well as the villa, which includes locking all doors and windows while away.
- Villa Aqua is not responsible for uses out of their control such as the failure of the water supply, gas, electricity, telephone, pool filtration system, hot tub, air conditioning, television, cable service, appliances, etc., though they will endeavor to arrange for these problems to be solved upon notification. If the Client or his guests have any problem during a stay he must notify Villa Aqua's manager immediately. Complaints filed only after vacating the property cannot be taken into consideration.
- Villa Aqua do not assume any risks or liabilities for services and activities contracted by the Guest and companions different from the lodging services (such as: tour trips, sea, air and land transportation trips, restaurants, lodging, tourist guides, explorations, excursions, navigation, kayaking, boating or motorboating, rafting, ishotover jeti, isky divingi, isky coasteri, cycling, scuba

diving, city tourist view, archaeological ruins, colonial monuments, and all other entertainment or sport activities related to the natural environment of the Villa or that they rent an/or provide scuba diving equipment and/or any other kind of equipment used for the activities related to the Services.

- Likewise, the Guest must know that Villa Aqua or any other person different from the Villa with whom he/she may contract for the provision of any of the Services, companies and/or persons hereinafter referred to as the "Service Lenders" that are not supervised, directed or controlled by the Villa, and for that reason the Villa does not assume any responsibilities or risks for or against the Service Lenders neither with the costumers of the Service Lender or Guest of the Villa because the Service Lenders are legally and economically independent from the Villa.
- The Guest and his/her companions have been duly counselled, have been fully advised that there may be risks of suffering injury or damages, including death by participating in / and receiving any of the Services provided to them by the Villa or by the Service Lenders, where they can also suffer physical, emotional or psychological harm. They accept and understand that in case of suffering an accident as a consequence of such activities, there is the possibility of not having medical or hospital service or the adequate emergency services. For the same considerations above mentioned, Villa Aqua submits the existence of the Lodging Agreement entered between the two parties if the Guest or some of his/her companions decide to contract some of the above mentioned Services, the Guest and his/her companions individually, and on behalf of their heirs, executors, administrators, successors and assigns, resign to demand and/or require any liability, and release, absolve and grant the Villa with absolute release of liability, and agree to indemnify the Villa from, and to defend the Villa against of (by payment, or reimbursement for any legal expenses and costs, attorneys fees, including any bond or guaranty to suspend execution or appeal bond, as incurred by the Villa or the attorneys designated by the Villa Owners and furthermore they commit themselves to hold the Villa harmless of any claim.

c h e c k o u t





c h e c k o u t

Check-out time is 12:00 pm. If you need to extend your check-out time you must first have it confirmed by the Concierge. A \$250 Penalty will be charged to all parties departing after 1:00pm without permission.

t h a n k y o u

Finally, we would like to thank you for choosing Villa Aqua for your holidays. We hope to exceed all your expectations and we wish you a very pleasant stay.

t h e o w n e r s