



Code of Conduct and Safety Policy

Dear Guest:

We would like for you to take a moment of your valuable vacation time to read Villa La Estancia's Code of Conduct which has been established to assure that all guests have the most joyful and relaxing vacation while in residence.

Check in and checkout times:

- Check in time 4:00 PM / Check out time 11:00 AM. All room keys issued upon check in must be returned upon departure. Keys not returned may be subject to a charge.

Secure your valuables:

- For your convenience, there is a safety deposit box located in a closet of your villa. Management will not be responsible for any loss of money, jewelry, cellular phones, cameras, ipods or any other valuables from your room or public areas of the property. It is your responsibility to make sure all your doors and windows are locked every time you leave your villa.

Pool and Beach regulations:

- The pool is open for your enjoyment from 8:00 AM to 9:00 PM, the pool bar until 6:00 PM and Jacuzzis until 10:00 PM. Bringing glassware, ice chests, food or beverage items to these areas at any time is not permitted. Ice chests are allowed in the beach area only.
- Pool and beach lounge chairs – maximum of 2 chairs can be reserved per guest for one hour only beginning at 8:00 AM. In the event this time is exceeded, our staff will remove your personal belongings and they will be kept at the towel stand. In addition, staff will remove personal belongings on any lounge chair before 8:00 AM. Guests accept responsibility for any items lost from lounge chairs.
- To ensure all guests have the opportunity to enjoy the pool, pool bar, Jacuzzis and resort grounds, please refrain from excessive noise, roughhousing and throwing any objects (e.g., balls, Frisbees, toys, etc.) or playing any games in these areas. Oversized pool floats are not allowed in the pool. Management reserves the right to limit the amount of pool floats allowed in the pool at times of high occupancy.
- Personal audio devices are permitted with head phones only. No speakers of any kind can be used in the public areas.
- Visitors are welcome inside your villa and at our Restaurants only and must be registered at the front desk. Pool facilities are exclusively for registered guests. The number of registered guests and visitors permitted will depend on each villa's capacity.
- Villa La Estancia will not accept liability for services provided by external companies. All beaches in Mexico are federal property and a very high degree of caution should always be exercised. Activities such as parasailing, wave runners, scuba diving and snorkeling carry an inherent risk. Please be careful.

General Rules:

- Non-smoking. All common areas open to the public including pools, Jacuzzis, lobby and walk ways within Villa la Estancia are non-smoking areas according to Mexican law. Smoking areas have been designated next to the property and at the beach.
- Guests assume full responsibility for any and all damages caused by themselves and their guests for the duration of occupancy and accept charges in relation to room inventory items damaged or lost, discovered before or subsequent to their departure.

- The resort will not be responsible for any guest injuries from any cause whatsoever. Guests are responsible for their own safety at all times. Walk with caution on dark areas or wet surfaces.
- Please refrain from playing loud noise and music or having loud conversations on villa terraces at any time, but in particular, after 10:00 PM to allow quiet time. Visitors who are on property after 10:00 PM or who - in the opinion of the management - are causing a disturbance or excessive noise, shall be required to leave the property.
- Guests are not permitted to drape any articles over balcony rails (e.g., towels, bathing suits, etc.).
- Guests are responsible for the behavior of their children and should ensure that they do not disturb other guests or cause damage to the property.
- Pets are not allowed on property.

This policy is subject to revision at any time.

I _____ am in agreement of the previous policies and signing on behalf of all guest staying in my villa # _____.

**Signature Revised
on April 1, 2016**