



*Villa*  
DOWNTOWN  
Playa del Carmen

Thank you for choosing **@downtownvillapc** to spend your vacations, serve you is a pleasure for us!

Please be advised that our staff don't speak english, in case you need translator assistance or any matter related with the villa, you can reach our concierge from 10:00 A.M. to 2:00 P.M. via what's up +52 1(938)1359033.

**Our staff is made up of 3 ladies and 3 gentlemen:**

Irma - Chief housekeeper  
Nayelli- Assistant housekeeper  
Abel - General Maintenance  
Carlos – Security day shift  
Eduardo- Security night shift  
Yanet- E-Concierge





## ***Check-in 3:00 pm / check-out 10:00 A.M***

Early check-in from 11:00 A.M. / Cost: US\$100 plus tax

Early check-in after 1:00 P.M. / Free of charge

*Late check-out is from 10:00 A.M. to 4:00 P.M.*

*Partial villa access (kitchen excluded) cost: US\$250 plus tax*

\*\*Early check-in and late check-out are **subject to availability.**

\*\*If guest does not vacate the property by check out time **when the late check out is not available** we will apply a fee of US\$250 plus taxes, if guest don't vacate the property before 3:00 PM a full night fee plus taxes will apply as a penalty without the possibility of staying in the villa. \*\*Complementary **bag storage is available** free of charge before and after your stay.



Avenida Primera Norte, Lote. 5,  
Entre 10 & 12, Colonia Centro,  
C.P. 77710, Playa del Carmen,  
Quintana Roo.

Located on the right-hand side of  
the street, in front of Colibri  
Hotel.

Scan me!



Wifi

\*\*Cleaning service is not included on the rate, 1-6 guest USD\$35, 1-10 guest USD\$40, 1-16 guest USD\$45, 1-20 guest USD\$50 price per day plus taxes this service could be provided from 9:00 AM to 12:00 PM or 12:00 PM to 4:00 PM & should be booked at least 24 hours in advance.

\*\* For security reasons the main door and garage must remain closed all the time, we have available a parking lot for two medium vehicles (for suburban or vehicles that do not allow closing the gate must be placed in the public parking lots, costs must be paid by the guest). The closest parking lot to the villa is located on calle 10 Norte between 10 and 8, Centro as a reference is located besides the Wonders Museum.

\*\* Music must be moderate after 11:00 P.M.

\*\* The breakfast service by @downtownvillapc staff or private chef service must be requested 24 hours in advance, as the products are 100% fresh and purchased the same day. -The cost must be paid upon arrival on the check in in cash to Mrs. Irma or through PayPal (+ 16% VAT + 5% PayPal fee).

\*\*Each suite has a complementary jug of filtered water with its respective glasses service.  
-In addition, you can find glass bottled stone waters which have a cost of 60 MXN or 4 USD per bottle.

\*\*Each suite has complementary signature amenities designed by @downtownvillapc.  
-In addition, you can find, body shower, cream, conditioner, shampoo, bath bombs and soaps that are for sale in each suite. You can take the product and we happily can add the cost to your check out bill or you can leave the money on the tray.

\*\*We have available a washing center, detergent is not included. -For your convenience, we have detergent for sale in the villa.  
-The staff is not authorized to wash or iron.

\*\*We have a SONOS speaker in the living room downstairs, so we advise you to download the app.

\*\*\*We are GREEN! @downtownvillapc use solar panels, the water takes 5 minutes maximum to leave boiling.

\*\*We have table games in the drawers of the living-room and in "La nube" our roof top.

\*\*We do NOT have hydro, jacuzzi or heaters in the pools, they are all plunge pool.

\*\*Our newest feature, is a Smart TV in "La Nube" & Living Room with wifi. At the moment it does not have satellite cable, also find for your convenience a speaker that works with Bluetooth.

\*\*Guests are allowed to have 6 visits during the day. In case of staying overnight in the villa, a charge of USD 80 per person per night will apply.

\*\*Please be advise that a charge of \$50 USD + damage Items price may apply in case of extraordinary cleaning of any kind of corporal secretions.

\*\*Parties are NOT allowed, nor the noise that violates the environmental norms in force and applicable in the state of Quintana Roo, the applicable fine must be covered by the guest in case of play unauthorized sound equipment.

\*\*Dear guest, we remind you that by official disposition in the state of Quintana Roo it is forbidden to smoke inside the rooms to carry out this activity, there will be a charge of \$ 3,500 MXN for cleaning services, within the property we have assigned areas for this activity, Thank you very much for your understanding.

\*\*The cost per lose towel its of US\$25.

\*\* For security reasons we kindly ask you to DON'T move any set up furniture such as bath tub, grill, mirrors, bed mattresses, etc. a USD\$50 fee will apply

\*\*We don't have A/A downstairs, but fan is available.