

Dear Guest,

We would like to express our warmest welcome to Celeste and hope that your stay with us will be full of unforgettable moments!!

Celeste is a residential complex with hotel service, and it is governed by its own internal regulations and the Mexican laws.

Below we would like to share with you the most important points of the regulations for residential use, which we ask you to consider as a general guideline:

- Entry time (Check in) 16:00 hrs / Departure time (Check out) 11:00 hrs.
- Maximum capacity in the two-bedroom residences is 6 occupants, including children. (Children under 2 years old are free of charge, with a maximum of two)
- Maximum capacity in the three-bedroom residences is 8 occupants, including children. (Children under 2 years old are free of charge, with a maximum of two)
- Access to the residences is not allowed to anyone other than those who are registered and who, in any case, must give prior notice at the Hotel reception.
- In the event that a guest causes damage to the property or its equipment (glassware, dishes, linen, and beach equipment), it must be paid for at the current market price. The charge will be made to the bill of the room.
- Pets are not allowed.
- We are a smoke-free hotel. Smoking is prohibited inside the facilities, except in the areas which are designated for this purpose.
- The introduction, use, or consumption of drugs or any other similar stimulant is strictly prohibited.
- The residence has a safe deposit box in the main bedroom, so the administration is not responsible for any valuables not deposited in it.
- The residence has a metal clothesline at its disposal in the utility room. Thus, it is prohibited to hang towels or clothes from the balconies and/or decorations, or to place clotheslines in the terrace areas. We suggest you use the ones in the laundry area.
- Excessive volume of sounds that cause noise pollution is not permitted.
- In the interest of preserving the family atmosphere, shouting and/or obscene expressions are not allowed.
- Audio equipment or music amplifiers in the residences must be used at a moderate volume that does not cause discomfort to other guests or residents. (85 decibels)
- Pool hours are from 8:00 a.m. to 10:00 p.m.

- Any music players in the areas of the pool and the beach must be used with headphones.
- Coolers are not allowed in the pool area.
- The use of a swimsuit is essential in the pool. Aquatic t-shirts may be used, but not cotton t-shirts, as they damage the pool filters.
- Babies must wear special Little Swimmer - diapers for use in the pool.
- Food preparation is not permitted in the pool and beach area.
- Food that has been prepared in the residences can only be consumed in the beach area by using the hard plastic plates and cups that are available in the residences. It is prohibited to take down dishes made of glass or ceramic.
- For safety reasons, diving into the pool is not allowed.
- Children under 10 years old must be accompanied by an adult in the area of the pool and the beach.
- It is forbidden to use glasses, plates, or glass bottles in the pool area.
- It is not allowed to reserve any furniture in the area of the pool and beach.
- The use of equipment and installations in the gym is the responsibility of the user.
- To use the gym, it is necessary to wear sports clothing and shoes.
- Children under 16 years of age must be accompanied by an adult to use the gym.
- The use of the steam room and jacuzzi is available from 07:00 to 22:00 hrs; minors under 17 years of age must be accompanied by an adult to use them.

The above points are the ones we consider the most important. The pool, the beach, and the gym each have their detailed regulations, which are visible in the areas.

In order to be environmentally friendly, we ask for your collaboration in using only one pool and beach towel in the course of a day.

Our concierge service is available from 07:00 to 23:00 for any support or request you may have during your stay. Please dial "0" and we will gladly assist you.

We remain at your service, hoping that you enjoy your stay in an atmosphere of harmony and tranquility.

Welcome to Celeste Beach Residence Club!

Sincerely,
The Administration