

Dear Guest:

Welcome to Grand Park Royal Luxury Cancun, we wish you a nice and pleasant stay with us!!!

We kindly inform you about the "All Inclusive Plan" that you will be enjoying during your stay with us. Our "All Inclusive "package includes a wide variety of quality food and beverages, in our Restaurants, Snacks and Bars.

Enjoy our services provided at the following places and hours:

- Buffet Breakfast at Cocay Restaurant open from 7:00 am to 11:00 am.
- A-La-Carte Breakfast at El Mirador Restaurant open from 7:30 am to 11:30 am.
- Buffet Lunch at Cocay Restaurant open from 12:30 pm to 4:00 pm.
- Pizza Corner by the sea, open from 11:00 am to 5:00pm.
- El Jardin Snack by the main pool, open from 11:00 am to 6:00 pm.
- Buffet Dinner at Cocay Restaurant open from 6:30 pm to 11:00 pm.
- Room Service 24 Hours. **Only one service per day included.**
- Fresco Bar – Located by the main pool open daily from 10:00 am to 10:00 pm.
- Premier Bar – Located by the infinity pool open daily from 10:00 am to 8:00 pm.
- Lobby Bar Cassis open daily from 12:00 pm to 1:00 am
- Ekinox Lounge Bar Open daily from 6:30 pm to 11:00 pm, service only for guest over 22 years (ID will be required).
- Café Sole serving gourmet coffee, pastries, assorted ice cream, and sandwiches open daily from 7:00 am to 00:00 hrs.
- Continuous Live music during dinner at Cocay Restaurant
- Daily Activities Program.
- Non-Motorized Water Sports provided by an outside supplier, available at the Aquaworld´s Marina.
- Safety deposit box in your room without charge. **The hotel is not responsible for any valuables or cash left in the room.**
- Minibar in the room (restocked once a day).

A La carte specialty restaurants included:

- El Oriental Restaurant open from 6:30 to 10:30 pm
 - Hibachi table Saturday to Thursday
- El Mirador "Italian Food" open from 6:30 to 10:30 pm
 - Kids are welcome at any sitting only at this restaurant

Breakfast & Lunch Dress Code

- ✓ Beach dress casual
 - Ladies: In bathing suit, it must be under dress, and/or covered up.
 - Gentleman: Sleeveless shirts or tank tops are Not allowed.
- ✓ Footwear is mandatory
- ✓ Access only with dry clothes

Dress code for Specialty restaurants

- ✓ Ladies: Cocktail casual dress
- ✓ Gentleman: Long pants, closed shoes, short sleeve shirt is allowed
- ✓ Dress code applies for Kids too
- ✓ Kids require a minimum of 1.10 meters tall in order to access at the first sitting time starting at 6:30 pm
- ✓ Kids above 1.30 meters tall can access at any sitting

The following services **ARE NOT INCLUDED** in your "All Inclusive" package

Environmental Tax is mandatory and is under the amount of \$28.89 mexican pesos per room per night and will be collected from our guest at the time of Check in. The amount in pesos may vary since it is calculated by our local authorities taking 30% from U.M.A.

- Room Service (available 24 Hours), 1st service is free, any extra services will be charged \$300 pesos for a room service order on same day
- SPA & Gym services must be paid at the Front Desk or can be charged to your room only if you previously established credit with the hotel. The access to the gym is for guest over 18 years. The cost per visit per person is \$ 152 pesos
- Laundry, Valet, Telephone Service (local and long distance calls) must be paid at the Front Desk or can be charged to your room only if you previously established credit with the hotel
- Medical Service is available 24 hours a day; it must be requested through the Hotel Operator (by dialing extension "O" from your room). Medical Fees and cures have to be paid directly to the Doctor and/or hospital
- Motorized Water Sports Equipment (contact the Aquaworld representative at the pool)
- Bottle of wine or any other liquor in the restaurants must be pay at the front desk counter
- In order to get your extra consumptions charged to your room, we suggest you to leave a credit card signed voucher at the Front Desk, as a guarantee to open your credit during your stay
- In case lose or damage your All Inclusive bracelet, there will be a replacement fee \$ 1,100 pesos
- Towel card must be returned at your check out, in case of not delivering it, the cost is \$ 450 pesos per card
- Luggage weighing service at main lobby \$10 pesos each time use
- The beach area is Federal property; the Hotel is not responsible for any incident that might occur in this area

Thank you very much for your preference, we hope you to enjoy your holidays!!!