

POLICY FOR THE PROTECTION OF CHILDREN AND TEENAGERS:

Park Royal Hotels & Resorts, as a result of signing of the International Code of Conduct (TheCode.org) and ECPAT (End Child Prostitution, Child Pornography and Trafficking of Children for Sexual Purposes) for the protection of children and teenagers from Sexual Exploitation in Travel and Tourism we declare the following statements:

We lead our business operations in the context of social responsibility to aid in the prevention, detection, and reporting of SECTT, Sexual Exploitation of Children and Teenagers in Travel and Tourism (ESCNNA-VT by its acronyms in Spanish).

According to the Code of Conduct commitments, we implement actions to preserve children's and teenagers' rights; this includes training for all managers, suppliers, and employees.

We renounce any form of Human Trafficking (HT), especially the Sexual Exploitation of Children and Teenagers in Travel and Tourism (SECTT) therefore, in case we detect this kind of crime is being committed by a client, visitor, or supplier, our protocols of prevention will be executed.

We reaffirm our commitment to TheCode.org and ECPAT and we strive to provide our clients exceptional service with the courteous attention they deserve while having a positive impact on the community in which we live and work.



General Management
Grand Park Royal Cancún





Hotel information

Welcome!

Dear Guest:

Welcome to **Grand Park Royal Cancún**. Thank you for choosing us as your destination for rest and relaxation. We guarantee that your stay with us will be pleasant and comfortable.

In the following directory, you will find the services offered by the hotel.

We appreciate your preference; please do not hesitate to contact us regarding any additional information.

Your satisfaction as a guest is our priority. Enjoy your stay!

Sincerely,
General Management.



Park Royal Hotels & Resorts holds Preferred by Nature™ certification for meeting the requirements of its GSTC Recognised Sustainable Tourism Standard for Accommodations.

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HOURS

Check-in 15:00 h
Check-out 12:00 h



HOTEL ADDRESS

Blvd. Kukulcán km 10.5, Zona Hotelera, Cancún, Q. Roo, México,
C.P 77500



TELEPHONE

998 848 78 00



E-MAIL AND WEBSITE

info@park-royalhotels.com
park-royalhotels.com



FRONT DESK CONCIERGE

Located on the ground floor next to the elevators of the central tower. Available **8:00 - 20:00 h**

Reception
open **24 hours**
a day.



RESTAURANTS AND BARS

The hotel features plenty of options for guests to choose from including: An international buffet, 3 specialty restaurants: Mexican, Italian and Oriental, and a steakhouse; there are also a snack bar, a coffee shop with gelato and 4 bars.



POOLS

Main pool
(in central area)
8:00 - 20:00 h

Premier infinity pool
(between the Premier and Royal towers) **8:00 - 20:00 h**



TOWEL SERVICE

We offer free towel service, available next to the central pool and the premier pool.
7:00 - 19:00 h

Lost towels
will be
charged to
your account
at \$250 pesos.



LOUNGERS AND BALI BEDS

Available in the Infinity premier pool area.



RECREATIONAL ACTIVITIES

Consult our activity calendar to see what the animation team has prepared for your enjoyment.



KIDS' CLUB

Located in the shopping corridor that connects the lobby to the Central Tower, next to the Members Center.



FOREIGN EXCHANGE

Exchange of American dollars to national currency 24 hours a day in the reception area.



ICE MACHINES

The hotel has ice machines for guest use; they are located on every other floor the different towers distributed throughout the hotel.



WHEELCHAIRS

Available 24 hours a day at hotel reception.



SMOKING POLICY

100% smoke-free environment

According to the Mexican anti-tobacco law, smoking is strictly forbidden inside hotel rooms. Please respect all guidelines.

If you smoke inside the room, a fee of \$2,500 pesos will be charged for extra cleaning and deodorizing.



ENVIRONMENTAL COMMITMENT

We are committed to caring for natural resources and the environment by recycling, reusing, and reducing resource consumption.

Our actions:

- We avoid the use of straws wherever possible.
- We reduce energy and measure its consumption.
- We reduce water use.
- We are improving air quality.
- We minimize waste by not using styrofoam.
- We work with local communities.
- We empower our team by inspiring innovation and change.
- We protect local wildlife.



PETS

For the convenience of our guests and in an effort to help us maintain the cleanest and most hygienic facilities, pets are not allowed on the property or services derived from them.



AIR CONDITIONING

Each room has its own air conditioning control to regulate the temperature to suit the guest; don't forget to keep the sliding doors closed.



CREDIT CARDS

The following credit cards are accepted for your convenience: American Express, Visa and MasterCard. Only the account holder is allowed to use the card. Personal checks will not be accepted for payment of services, consumption, or accommodations.



ELECTRIC CURRENT

The voltage is 110-120 V alternating current in all rooms.



WATER

The hotel has its own water purification system, allows you to drink from the faucet without posing a risk to your health. However, bottled water is also available for your consumption.



MAINTENANCE

If you find something that is not in perfect condition, please report it to the operator.

Ext. 0



PACKAGE SERVICE (\$)

If you wish to use the courier service, please contact our concierge.

Ext. 7411



MESSAGES

When the red light on your phone is lit, it means you have a message. Dial 7000 to listen to it; if you need further assistance, please call the operator.

Ext. 0



DIRECTORY OF EXTENSIONS

Operator	0
Reception	7110/7111
Bell service	7113
Concierge.....	7411





ROYAL TRAVEL

Tour information, walks and flight reservations. The agency is located at the end of the lobby corridor, next to the elevators.

Ext. 7402



TAXI SERVICE

Available 24 hours a day. Request it at reception. We suggest you check the board located at the entrance of the main lobby for the rates that taxis are authorized to charge. You may contact Guest Experience, **ext. 7131**, to book transportation.



LOST PROPERTY

If you have forgotten or misplaced an item, please report it to the Guest Experience department.

Ext. 7411

Service hours
8:00 - 20:00 h



PARKING

Parking is free for hotel guests and clients. If you need more information, please contact the Bell service department. The hotel assumes no liability for damage or loss to vehicles.

Ext. 7113



ATM MACHINE

The hotel has an ATM with 24-hour service. It provides Mexican Pesos and U.S. Dollars. It is located in the lobby.



SPA AND GYM (\$)

The spa and gym feature a bath service, massage room, and exercise equipment. Spa services must either be paid for directly at hotel reception or can be charged to your account if you established credit with the hotel.

7:00 - 21:00 h



LAUNDRY (\$)

Laundry bags and a price list can be found inside the room closet. To request this service, contact the operator at **ext. 0**.

9:00 - 17:00 h



WAKE-UP CALL SERVICE

Request this service at **ext. 0**. Provide your name, room number, and time you wish to be awakened.



HOUSEKEEPING

The housekeeping department is available to meet your room's supply or service needs. Dial **ext. 0**



MEDICAL ASSISTANCE

The medical service can be requested via the operator, **ext. 0**. Any medical fees are responsibility of the guest.



GROUPS AND CONVENTIONS

Our conference rooms have a capacity of up to 750 people with different setup services, air conditioning, carpeting, and direct access to parking lots.







SAFE DEPOSIT BOX

For the custody of your valuables, the hotel has a free safe deposit box located in each room.

We remind you that the hotel is not responsible for money and/or valuables that have not been deposited in the safe deposit boxes and are left in the rooms.



ELECTRONIC LOCKS

For security measures, all hotel rooms have innovative technology and reliable electronic locking service to ensure the guests' peace of mind.



DEADBOLTS

For added security it is advisable to use the door latch while inside the room and to identify any visitors before letting them in.



EMERGENCIES

The hotel is equipped with fire prevention equipment. Emergency Exit locations can be found on the back of your door. Please familiarize yourself with the information provided. For help or questions, please contact reception. The Department of Safety and Security has a first aid kit and an evacuation and support brigade. If necessary, an ambulance can be called via the doctor who offers his/her services at this hotel.



KEYS

Two electronic key cards are provided upon check in. Always keep your keys safe. In case of loss, report it immediately to the reception staff.



LIFEGUARDS

You will find the lifeguard service in the beach area. We remind you that engaging in any aquatic activities including swimming is at your own risk. For your safety, you must respect the indications regarding sea conditions according to the flags displayed throughout the beach. The meaning of each flag color is explained on the signs in the beach area. The hotel is not responsible for any accident. **8:00 - 19:00 h**



HOTEL INSURANCE

The establishment has taken adequate security measures and has Civil Liability Insurance in compliance with **NOM-07-TUR-2002**.



CONVENTIONS

Near the resort you will find the International Convention Center in Cancún, home to more than 6,000 conferences.



NIGHTLIFE

The resort is located a few minutes from the nightclub zone where you can experience the best of Cancun's nightlife.



VISIT PLAYA DEL CARMEN

You can visit Playa del Carmen, one of the most recognized and visited areas of the Mayan Riviera, at just an hour away.



ENJOY ECOTOURISM

In Cancún there are many ecotourism theme parks where you can get to know life on the peninsula from a less traditional perspective.



DISCOVER THE PAST

The legacy of our ancestors is ever present in Cancún. Discover messages from the past in El Rey, El Meco, and other archaeological sites.



SUNSET IN HEAVEN

At the hotel you can find Ekinox bar & terrace, an incredible lounge, perfect for enjoying the sunset accompanied by a magical atmosphere.





Buffet service with select dishes from contemporary Mexican, and international cuisine and a variety of theme nights for dinner.

Breakfast: 7:00 - 11:00 h
Lunch: 12:30 - 16:00 h
Dinner: 18:30 - 23.00 h

Dress code: casual.

Gentlemen: mandatory use of sleeved shirt.

General observations: access with wet clothes is prohibited. The use of footwear is required for all guests.

Breakfast: À la carte service, toast selection, variety of juices and mimosas, bar with select fruit, cheeses, and delicatessen. Casual and relaxed atmosphere.

Breakfast: 7:30 - 11:30 h
Dinner: 18:30 - 22:30 h

Dress code: casual.

Gentlemen: mandatory use of sleeved shirt.

General observations: Access with wet clothes is prohibited. The use of footwear is required for all guests.

Dinner: Specialty Italian Restaurant with exclusive dinner service à la carte, a beautiful front row view of the lagoon and live music.

Dress code: Smart casual, business casual.

Gentlemen: long pants, shirt with sleeves, and closed shoes.

Requires reservation.





Dinner: Restaurant with a la carte oriental specialties. Two teppanyaki tables. Relaxed atmosphere.

Service hours
18:30 - 22:30 h

Dress code: Smart casual, business casual.

Gentlemen: long pants, shirt with sleeves, and closed shoes.

Exclusive for people over 12 years old.

Requires reservation.

Breakfast: À la carte menu with a specialty of English muffins & waffles. It has a beach front view.

Breakfast: 7:00 - 10:30 h

Lunch: 12:30 - 17:00 h

Dinner: 19:00 - 22:30 h

Dress code: casual.

Gentlemen: mandatory use of a shirt with sleeves.

General observations: access to wet clothes is prohibited. The use of footwear is required for all guests.

unch: À la carte menu specializing in fresh seafood with a Mexican touch.

Dress code: casual.

Gentlemen: mandatory use of a shirt with sleeves. General observations: access to wet clothes is prohibited.

The use of footwear is required for all guests.

Dinner: À la carte menu with authentic Mexican food, a variety of tequilas, and mezcal. Casual atmosphere.

Dress code: Smart casual, business casual.

Gentlemen: long pants, shirt with sleeves, and closed shoes.

Exclusive for people over 12 years old.

Requires reservation.

La Concha



Dinner: The unique style and excellent service will allow you to enjoy a juicy prime rib cut or a delicious surf and turf dish.

Dinner: 18:30 - 22:30 h

Dress code: Smart casual, business casual.

Gentlemen: long pants, shirt with sleeves, and closed shoes.

This restaurant has an additional cost.

Requires reservation.



Ideal for pleasant conversation while savoring delicious coffee and atasty dessert.

Service hours:
07:00 - 12:00 h



You can comfortably enjoy a delicious menu with all-time favorite snacks such as hamburgers, hot dogs, appetizers, etc. Located in the main pool area, next to the Cocay restaurant.

Service hours:
11:00 - 18:00 h

Pizza Corner

Select variety of oven baked pizzas with a beach front view.
Located in the terrace area of the main pool.

Service hours:
11:00 - 17:00 h

Taco Grill

Enjoy a variety of grilled tacos at night, in front of the main pool. Service Sunday through Friday.

Service hours:
19:00 - 22:30 h



Offers national and international cocktails. Located next to the Koi restaurant. Service exclusively for those over 22 years of age. Dress code: smart casual.

Service hours:
From Monday to Sunday
12:00 - 01:00 h

Premier Bar

Enjoy your favorite drinks while relaxing in the pool area with a great view of the Caribbean Sea.

Service hours:
10:00 - 20:00 h

Fresco Bar

It offers refreshing national drinks and tropical cocktails. Located between to the main pool and La Concha restaurant.

Service hours:
10:00 - 20:00 h



Exclusive bar where you can enjoy Cancun ´s magical sunsets with an incredible view of Nichúpte Lagoon. Located above El Mirador restaurant. Service exclusively for those over 22 years of age. Dress code: smart casual.

Service hours:
18:30 - 01:00 h

男性
春知
雨地

The table is set with a white tablecloth and a yellow patterned runner. It features a set of silverware (knife, fork, and spoon) and a folded white napkin. There are four wine glasses, two of which contain a light-colored beverage. A whole orange is placed on the table. The table is set for a meal in a restaurant with a traditional Chinese aesthetic.





TELEPHONE SERVICE (\$)

All calls, except room to room, are charged. Please check with the operator, **ext. 0**



OPERATOR

Dial **0**.



ROOM TO ROOM

Dial the room number you wish to call.



NATIONAL CALLS

9 + telephone number.



INTERNATIONAL LONG DISTANCE (USA AND CANADA)

9 + **001** + area code + telephone number.



GLOBAL LONG DISTANCE (REST OF THE WORLD)

9 + **00** + country code + city code + telephone number.

Carla

2022-04-30 03:44:16

All calls, except room to room, are charged.





Number	Channel	Language
01	Azteca UNO	Spanish
02	Estrellas	Spanish
03	Canal 5	Spanish
04	Azteca 7	Spanish
05	Fox	Spanish
06	Sony	Spanish
07	E!	Spanish
08	TNT Series	Spanish
09	Telemundo	Spanish
10	Discovery Kids	Spanish
11	Disney Channel	Spanish
12	Disney XD	Spanish
13	Disney XD	Spanish
14	Cartoon Network	Spanish
15	Film and Arts	Spanish
16	Discovery Channel	Spanish
17	TNT	Spanish
18	FXM	Spanish
19	Cinemax	Spanish
20	Golden	Spanish
22	Fox Sports	Spanish
23	Fox Sports 2	Spanish
21	ESPN 3	Spanish
24	CNN Internacional	English
25	CNN Español	Spanish
26	ABC	English
27	CBS	English
28	NBC	English
29	CBC Canada	English
30	Fox	English
32	Fox News	English
33	HBO	English
34	HBO 2	English
35	HBO +	English
36	HBO Family	Spanish
37	HBO Signature	Spanish
38	HBO Pop	Spanish
39	HBO Mundi	Spanish
40	HBO Xtreme	Spanish
48	Canal interno	SPA-EN-PORT
49	PRH&R	SPA-EN
50	Royal Travel	SPA-EN

ARTICLE ONE. - LEGAL REGIME. Relations taking place are with regard to the provision of hospitality that clients or guests receive within this establishment. These are governed by relevant Mexican Mercantile Legislation and superseded by applicable Civil law, by the Federal Law of Tourism and the Regulation of Hospitality Establishments as well as by corresponding Governing Regulation. Such provisions are considered mandatory, and are known and accepted by the client, and will also apply to the common practices and practices that govern the matter within this establishment.

ARTICLE TWO. - REGISTRATION AND IDENTIFICATION OF GUESTS. The guest has the obligation to register by personally filling out the card or registration form established for this transaction. When guests arrive as a group, their representative will fill out the registration cards and deliver lists that meet these requirements. The company will deny accommodation to guests who do not comply with this requirement and are entitled to demand, as appropriate, the identification of the applicant, and those persons accompanying him or her in the lodging.

ARTICLE THREE. - DURATION OF LODGING. The guest, in accordance with the company, will specify on the registration card the number of days that will be hosted at the hotel. This is considered as unit of time in the accommodation contract, the unit of one day the expiration of which is fixed

at 12:00 noon, by provision of the NOM-010-TUR-2001. The guest has a tolerance period of sixty minutes from the indicated departure time. It is understood that the first day of accommodation has been completed, within the indicated time, when the occupation of the room takes effect before six in the morning. When the duration of the accommodation in the registration card has not been fixed, it will be understood the accommodation contracted for a single day and the longer stays will be considered as implicit and voluntary extensions, of twentyfour hours each time, the hotel may end the accommodation at any time, with prior notice to the guest. In cases of accommodation agreed to for a longer period, the previous rule will be applicable at the end of the contracted time.

ARTICLE FOUR. - OBLIGATIONS OF THE GUEST: PAYMENT OF FEES. This establishment operates exclusively under the "All Inclusive" plan, the accommodation of the guest mandatory in this regime, as well as the rates calculated according to the plan. It is the obligation of the host to punctually pay the amount of the account caused in the transaction, when required by the company. Payment may be required in advance, according to the company and the guest may guarantee payment to the hotel, by signing a promissory note (voucher) with a credit card accepted by the hotel. The guest vacates the room on the day of departure by 1:00 p.m. as established in the

previous article or is obliged to pay the price of the corresponding accommodation another day. A lack of payment by the guest when required for this purpose, will causes the rescission of the lodging service and the management or manager of the establishment may make use of the public force to demand and carry out the vacating of the room, while being able to retain the luggage under warranty under the terms provided by article 2669 of the Civil Code for the DF, or its correlatives of the States of the Republic. Regardless of the foregoing, in accordance with the provisions of article 387, section IV of the Penal Code in force for the Federal District, and its correlatives in the States of the Republic, the guest who has been granted a service but has not paid the fee, is committing the fraud from the numeral cited.

ARTICLE FIVE. - OTHER OBLIGATIONS OF THE GUEST. It is strictly forbidden for guests: a) to make annoying noises, provoke altercations, introduce musicians, bring pets and in general, to commit any act that disturbs or annoys the other guests. b) To use the rooms for games of chance prohibited by law or to hold meetings whose purpose is to alter public order or to disobey the laws or regulations in force. c) To use electric current and mechanical equipment installed in your room for purposes other than those for which they are intended. d) To deteriorate the furniture, the decoration, or assets of the room or facilities, giving them an appearance unseemly to that of their service; and e) To carry out any act that causes damage or damages to the hotel or other guests, or which is contrary to decorum or social behavior. The company reserves the right to terminate the hosting service, when any of the indicated prohibitions are violated, without the guest being entitled to any reduction in debt for the lodging or services received, being also obliged to pay or indemnify for the damage or damages caused by such proceeding.

ARTICLE SIX.- - The guests will not be able to lodge in guest rooms persons other than those

registered and in any case, the guest will give warning to the administration of any variation in the number or identification of persons who were originally registered. The number of people housed in each room may not be greater than the capacity assigned by the company to each room.

ARTICLE SEVEN.- Guests are obligated to inform the hotel administration of contagious illnesses or sicknesses, deaths, infractions, or crimes that occur within the establishment when they are aware of them, such that the company may in turn take the appropriate measures and give immediate account to the authorities when appropriate.

ARTICLE EIGHT. - OBLIGATIONS OF THE HOTEL COMPANY. In the provision of lodging services under the "All Inclusive" plan, the hotel is committed to the fulfillment of what is expressly agreed, in accordance with the nature of the accommodation and the rules attached to its use and practice existing in this city and beneath the order of the applicable Laws and Regulations.

ARTICLE NINE. - RESPONSIBILITIES OF THE HOTEL COMPANY. This establishment responds only as a depository of securities, money, jewelry and other goods that guests deposit in strong boxes within the hotel.

ARTICLE TENT. - VARIOUS PROVISIONS. The hotel company does not authorize access to guest rooms occupied by the guests of any person that has not been previously and expressly authorized by the client and in any case, reserves the right not to allow visits to guest rooms by other persons. When guests are absent for more than seventy-two hours without prior notice to the management, the establishment may suspend or terminate the accommodation contract and proceed to collect the luggage as foreseen in the following article, except in the case that the actual value of the guest's luggage does not guarantee the

amount of the account. In such circumstances it will be possible to rescind or suspend the lodging in the absence of the guest after more than twenty-four hours.

ARTICLE ELEVEN. - LUGGAGE AS WARRANTY. Baggage and other goods introduced by guests into the establishment will be considered the property of the person making the registration and may be used to respond to the debts owed for lodging, complementary services, and other consumptions incurred by the persons included in the respective registry, if they are accepted as guests at the hotel. all these assets may be retained as a pledge to the establishment, in accordance with the principle cited in Article Four of these Regulations and with opportunity to execute the pledge, thirty days after the date on which the account should have been paid, through the sale of the luggage to an authorized Public Broker.

ARTICLE TWELVE. - FUNDAMENTALS. These Regulations have been prepared in accordance with the provisions of the standing Federal Tourism Law and the provisions for the "Regulation of Accommodation Establishments", compliance with which is mandatory, both for the company and for guests.

COMPLEMENTARY ARTICLE. - RESERVATIONS. For the "reservation of room," a preparatory agreement for lodging is perfected when the company accepts and confirms in writing the request of the guest and ratifies this request by fulfilling the fixed conditions. Unless otherwise agreed, it is understood as a necessary requirement for the fulfillment of the reservation, the deposit in advance of the amount of the accommodation, requested in advance, and under the conditions established by the hotel. When the deposit that guarantees the reservation is made by remitting telegraphic, banking, or any other form of remittance, the acceptance of the deposit is conditioned on the basis of remaining accommodations available

to the business, at the time that it receives such deposit. In the case of personal checks, except for goods collection, they must be collected opportunely by the hotel. Rooms will be reserved to the client who made the reservation until 1:00 p.m., after which the company will be free to assign them to other clients. If, for reasons beyond the company's control, it is impossible to attend to the reservation of the guest, the company will try to obtain accommodation for the applicant in any other hotel company of similar category.

COMPLEMENTARY ARTICLE. - CANCELLATIONS. The applicant who cancels an individual reservation has the right to be refunded the amount of the deposit made, when the cancellation comes to the knowledge of the hotel company, five working days before the reserved date. In this case, the service provider may deduct up to 50% of the amount of the deposit for expenses that do not need to be justified. The applicant who did not make use of the accommodation on the reserved date or did not send cancellation notice to the company at least twenty-four hours in advance, will lose, in principle, the amount of the deposit, except that due to considerations of equity, the company will estimate to a lesser extent the damages suffered. For cases of reservations of five or more rooms, a contract between both parties will be made to more perfectly cover any eventuality.



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