

WELCOME TO GRAND RESIDENCES

We hope that you have a wonderful vacation and take home many magical memories of the Mexican Caribbean. This Guest Services Directory is a guide to the resort amenities and activities you can enjoy during your stay. You'll find information about the Spa, Fitness Center, the Kids Club and Dining Choices, including Restaurant and Room Service menus.

For additional information and help, please contact the Concierge at ext. 172.

AT YOUR SERVICE

The Grand Residences Concierge team is on hand to help you have an unforgettable vacation. They will take care of every little detail so that you can sit back, relax and enjoy yourself.

The Concierges will assist you with day trips, golf, spa, yacht charters, fishing and restaurant reservations. Do you have a special interest such as bird watching or photography? Ask the Concierge and they will create some memorable tour experiences for you.

Would you like to surprise your loved ones with flowers or a gourmet meal to celebrate a special occasion? Do you need help arranging a baby-sitter or transportation? Call the Concierge, ext. 172

WHO TO CALL QUICK DIALING DIRECTORY

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USE THE APP

You can also use the Grand Residences app to manage your reservations and make special requests before you travel. During your stay, check the daily activity programs, menus and more. At the end of your stay, for your convenience, you can also pay your bill using the app and your credit card.

Download from the App Store or Google Play.



ADDITIONAL SERVICES

ON-SITE SHOPPING

THE GOURMET FOOD MARKET

Save time and shop for your favorite snacks and drinks at the Gourmet Food Market.

You'll find a variety of freshly baked bread and pastries, gourmet deli produce, fruit and vegetables, frozen, organic, healthy and specialty foods and items from the region such as honey, chocolate, hot sauces, vanilla and coffee. The well-stocked cellar showcases wines from all over the world, champagne and a selection of premium whisky, tequila and mezcal.

The store also carries sun care products for all skin types and there is a drugstore area for the sale of over the counter medicines.

Free delivery service is available to your suite from 8 a.m. to 8 p.m. daily for purchases of over \$30 US in value.

ADDITIONAL SERVICES

The Gourmet Food Market also offers a range of convenient services to save you time while on vacation. They include:

- Souvenirs
- Electric scooter rentals
- Flower ordering and delivery service
- Online shopping service to use prior to your trip

The Gourmet Food Market is open daily from 7 a.m. to 10:30 p.m. Ext. 166

A WORLD OF ACTIVITIES

THE ACTIVITY CENTER

Visit the Activity Center during your stay and choose your favorite activities from the daily program of sports, games and arts and crafts workshops we have planned for you and your family. There's something for every interest and age group.

Your children will have even more fun than you do at the Kids Club and there's a Teens Club for older children.

A Rainy Day program of indoor activities is offered in the event of bad weather.

The Activity Center is open daily from 9 a.m. to 5 p.m. Ext. 169



KIDS CLUB

The resort has a children's pool and a Kids Club offering a variety of activities and programs for children aged between four and 12 years. While you relax at the Spa, pool or at the beach, the specially trained Kids Club team will keep your children busy. They'll enjoy themselves so much they won't want to leave!

The Kids Club is open daily from 9 a.m. to 5 p.m.

Parents must be at the Resort if their children are at the Kids Club.

TEENS CLUB

Teenagers have their own club where they can make friends and sign up for a variety of fun activities during their stay. The Teens Club is open daily from 9 a.m. to 5 p.m.

ADDITIONAL ACTIVITIES AND EXPERIENCES

During your stay, you may also have the opportunity to participate in a variety of extraordinary activities and experiences that you will treasure for a lifetime. They are organized by the Activity staff and the Concierge team and can include:

- Cooking classes
- Tequila, mezcal, wine, champagne and whisky tastings
- Mayan studies
- Spanish lessons
- Nature programs featuring the coral reef, the mangrove forest and the jungle reserve

Ask the Concierge for more details, ext. 172.

SPORTING ADVENTURES

Have an activity-packed stay at Grand Residences, a variety of sports and other adventures are available on site and close by.

POOLSIDE LUXURY

Grand Residences has spectacular pools for you to enjoy, including a lap pool and a children's pool. Relax in the Jacuzzi. Pool Concierges will attend to your every need on the pool deck or beach, bringing you towels, refreshing Evian spray, cool face towels, fruit snacks, popsicles and you can order a delicious snack and your favorite cocktail from the waiters.



SPORTS GEAR

Call in at the resort Sports Desk to get information about the equipment available. Snorkeling gear, boogie boards, golf clubs, board games, beach volleyballs, soccer and American footballs.

The Sports Desk is open daily from 7 a.m. to 11 p.m. Ext. 168

ANYONE FOR TENNIS?

Book a tennis court or classes with the tennis Pro at the Sports Desk. Rackets are available on request. You must wear sports gear and footwear. Ext. 168

WATER SPORTS AND MORE

The Grand Residences Concierge will help you arrange yacht cruises, snorkeling and diving trips and sport fishing at a nearby marina, golf and adventure trips in the Puerto Morelos area. Call ext. 172

EXPLORING THE AREA

Discover the many charms of the Riviera Maya and the Yucatán during your stay at Grand Residences. A world of natural and historical attractions lies on your doorstep and unforgettable travel experiences await you at every turn.

Explore ancient Mayan temples at Chichén Itzá and Uxmal (UNESCO World Heritage Sites), Tulum, Cobá or Ek Balam. Dive the world's second longest reef and swim in the clear waters of a cenote or sinkhole. Go in search of colorful wildlife in the area's nature reserves. Plan a fun day out with the family in a Riviera Maya eco park or even try your hand at zip lining through the jungle. Further afield, gracious colonial towns, vibrant communities rich in traditions and restored haciendas are waiting to be discovered.

Your Concierge can help you arrange a variety of day and overnight trips, water sports, jungle adventures, shopping excursions and other activities. For tour information and reservations, you can also visit the Thomas More Travel desk in the Sports Services area. from 9 a.m. to 5 p.m.

Call the Concierge for more information and reservations, ext. 172



ADDITIONAL INFORMATION

All-in Grand package at Grand Residences

Grand Residences guests with the All-in Grand all-inclusive package may now use their package at Grand Residences dining venues only, including theme nights. Grand Residences guests are welcome to visit The Royal Haciendas, The Royal Sands and The Royal Cancun, but any food or drink orders must be paid for at the end of the meal using a credit or debit card.

Babysitting

Call the Concierge if you are going to need a babysitter, 24 hours notice is required. Grand Residences is not responsible for the babysitting service.

Service available for a surcharge, ext. 172

Bellboys

If you need assistance with your luggage, please call the Bellboys at ext. 177

Car Hire

Renting a car gives you the freedom to explore the area at your own pace and to go off the beaten track. Choose a model that suits your needs from an impeccable fleet of vehicles. Your car may be delivered the same day of booking. Information and reservations, ext. 172

Cashless Resort

Grand Residences is a cashless resort. Cash is not accepted at outlets such as restaurants and bars, the Gourmet Market or for spa, travel agency or events services. For your convenience, use your room key to charge purchases to your account, or a debit or credit card.

Please note that the room key charge option has been eliminated for inter-resort visits. A credit or debit card is required to pay for meals, drinks and other purchases at our other resorts.

Money exchange

As part of our cashless resort policy, and for your safety and convenience, you can obtain Mexican pesos at a competitive exchange rate using the bank* ATMs located in the lobbies of our four resorts in the Mexican Caribbean.

The Front Desk will no longer offer the currency exchange service.

Members and guests have the convenience of withdrawing pesos at any time of the day using a debit or credit card with no passport required, no waiting in line at the Front Desk and no daily cash limit.

*Royal Resorts is not responsible for ATM transactions. All transactions are processed by the bank. Bank charges may apply.



Checking In

Check-in is at 4 p.m.

Checking Out

Checkout is at 11 a.m. The cashier is open 24 hours so that you can pay your bill at your leisure and save time.

You may pay your bill using Mexican pesos, U.S. dollars, Canadian dollars, Euros, Visa, MasterCard or American Express. The charges to your account will be given in Mexican pesos and calculated using the day's exchange rate.

Flight Reconfirmations

Call the Concierge at ext. 172 if you need help with flight reconfirmations, transport arrangements and other travel services.

Housekeeping

A housekeeper will clean your suite every day and also call in the evening for the turndown service. Please use the "Do not Disturb" door button if you wish to be left alone.

Internet Connection

High speed Wi-Fi is available in your suite and in the resort public areas. The access code is available in Reception. Call ext. 171 for assistance.

In-room Safe

Use the electronic safe in your suite to store money, jewelry and other valuables and travel documents. Please read the instructions before use and leave the safe open upon checking out. Contact Reception if you need help to operate your safe. Grand Residences is not responsible for the loss of valuables in your suite or on the premises.

Laundry

Laundry, ironing and dry cleaning services are available at the Guest Laundry. Call ext. 167

Local Churches

Cathedral (Cancún)

Cristo Rey (Las Palapas Park, Cancún)

Cristo Resucitado (Cancún Hotel Zone)

San José (Puerto Morelos)

Mormon

Synagogue

Presbyterian

Baptist

Jehovah's Witnesses

Tel. No.

998 884-8176

998 884-0513

998 849-5035

998 871-0555

998 886-4516

998 892-0674

998 884-2362

998 275-8432

998 893-0475



Long Distance Calls

Call the Operator at ext. 176 if you need assistance.

Maintenance

Everything in your suite should be in perfect condition and all the appliances operating correctly. If you detect a problem, please call Reception at ext. 171 and we will send someone to take care of it immediately.

Medical Assistance

Please call ext. 160 if you need a Doctor. All medical charges and expenses must be charged to the room. The Resort does not accept responsibility for any medical service given.

Hospitals in Cancún

Americano	998 287-8026
Amerimed	998 881-3400
Galenia	998 891-5200
Hospiten	998 881-3700

No Smoking

Grand Residences is a no smoking resort. By Mexican law, smoking is prohibited in rooms, suites, villas, on villa terraces, in restaurants, pools, in guest areas and on the beach. There are designated smoking areas in the resort, please ask in Reception for the locations.

Outside the resort, smoking is no longer permitted in public spaces in which nonsmokers and smokers congregate such as shopping centers, restaurants and cafés, stadiums and event spaces, public transport, parks and beaches, among others. There are signs indicating areas where smoking is permitted.

Breaking this law may lead to fines for offenders.

Room Charges

Owners, members and guests may now only charge purchases to their room if they are made at Grand Residences. Purchases made at other resorts must be paid for with a credit or debit card, this includes tips.

Purchases made at Thomas More Travel or Alea Spa may always be charged to the room, regardless of where guests are staying.

Sun Care

Enjoy the sun but don't overdo it. Sunburn can spoil your vacation. Wear a hat, sunglasses and use sun products with the appropriate SPF for your skin type. We recommend that you choose an environmentally friendly brand. The hottest part of the day is 11 a.m. to 3 p.m. and you can still burn even if it is cloudy or breezy.

Make sure that your children wear special sun lotion with a high SPF factor (SPF 70) designed for sensitive young skin.



Taxis

Taxis are available on request. Please call the Bellboys at ext. 177 five to 10 minutes before you need the service.

Television

Enjoy the LED HD TVs in your suite; use the TV Guide to find your favorite channels. During your stay, be sure to tune into the Grand Residences inhouse TV station on channels 3 and 4 for activity and sightseeing ideas, and much more.

Tipping

The amount you leave to reward outstanding service is at your discretion.

Transport

Call the Concierge at ext. 172 if you would like to arrange transport to Puerto Morelos, Cancun, Playa del Carmen, the Airport or other destinations in the area.

Voltage

110 AC, the same as in the United States.

Water

At Grand Residences the water is purified to the highest standards using the reverse osmosis system and is safe to drink.

Valet Parking

Valet parking is available at Grand Residences. Please call the Bellboys at ext. 177 if you need this service. The resort is not responsible for the loss of any personal belongings left in the car or for damage.

Wheelchairs

Wheelchairs are available on request in Reception (subject to availability) and electric scooters may be available at the Gourmet Market. Ext. 171 and 166.



TV CHANNELS

3	Royal Channel	16-1	TNT
4	Royal Activities	16-2	Cinemax
5	CNBC	16-3	Space
6	CNN HLN	16-4	AMC
7	FOX NEWS	17-1	Studio Universal
8	NBC	17-2	HBO Plus E
9	ABC	17-3	HBO Family E
10	CBS	18-1	HBO Mundi
11-1	Canal de las Estrellas	18-2	HBO Signature
11-2	Canal 5	18-3	HBO
11-3	Azteca 7 XHIMT	18-4	ESPN 2
12-1	Azteca 13 XHDF	19-1	ESPN (Latin America)
12-2	SONY	19-2	CNN News
12-3	A&E Latino	19-3	CNN International
12-4	Discovery HD	19-4	Cartoon Network
13-1	FX	19-5	FOX News
13-2	FOX Sports (Latin America)	20-1	HBO 2
13-3	FOX Sports International	20-2	HBO Pop
14-1	STAR Channel	20-3	HBO Extreme
14-2	WARNER Channel	20-4	H2
14-3	E! Entertainment	21-1	NATGEO
14-4	Universal Channel	21-2	TNT
14-5	AXN	21-3	Paramount
15-1	History Channel	22-1	Discovery Channel
15-2	Nickelodeon	22-2	Animal Planet
15-3	Disney Channel	22-3	Golf
15-4	Nick Junior	22-4	Stingray Classica
15-5	Golden Edge		



BEACH SAFETY

We want you to enjoy the turquoise waters of the Caribbean but please follow these guidelines and stay safe. A lifeguard is on duty from 8 a.m. to 6 p.m.

- Please observe the warning flags prominently displayed on the beach:



Green: Calm sea/enjoy, enjoy, enjoy.



Yellow: Moderate wave action/swim with care.



Red: Strong wave action/Do not enter.

- Children must be supervised by an adult at all times on the beach and in the water.
- Do not swim if you feel tired, overheated and if you have eaten a meal or have been drinking.
- Swimming at night is not recommended.
- Use the buddy system: always swim with someone else and do not venture out of your depth.
- If you get caught up in an offshore rip current do not swim against it. Swim parallel to the beach until you are free of the current then swim to shore.

All beaches in Mexico are federal property and the Resort has no responsibility for injury, theft, or other incidents in this area. Use of the beach and sea is at the personal risk of the guest.

Pool Rules

Have fun in the pools from 7 a.m. to 10 p.m. daily. For your comfort and safety and that of fellow guests, follow the pool rules and the instructions of lifeguards and security staff. There is a separate children's pool.

- The Adult pool, Jacuzzis and the swim-up bar are for the enjoyment of adults, only. Children are not allowed in these areas
- Children must be supervised by an adult at all times, even if wearing armbands or life jackets
- Toddlers must wear special waterproof diapers available in the resort store
- If you have been on the beach please shower with fresh water before entering the pool
- Take care when entering and leaving the pools
- Diving, jumping and splashing are prohibited as they may disturb fellow guests, please avoid doing so
- Do not run in the pool area
- Stay out of the pool while service signs are posted for cleaning
- Please use personal earphones to listen to music
- Glasses, glass bottles and coolers are not permitted in the pool or beach area



- Floats, rafts and pool toys are only allowed in the children's pool
- Do not leave valuable personal belongings on sunbeds around the pool or on the beach, take them with you
- In case of emergency please use the life preservers
- The use of the pools is at the risk of the guest
- Please do not enter the pool or the beach immediately after eating food

PETS ARE NOT PERMITTED AT GRAND RESIDENCES

Pets are not permitted at Grand Residences. However, certified service dogs are welcome at our resorts. Emotional support or anxiety control animals are not permitted as they are not considered to be service dogs.

According to ADA (the Americans with Disabilities Act) and ADI (Assistance Dogs International) the definition of a service dog is the following:

A service dog is specially trained to do a job or perform tasks for the benefit of a person with a disability. The skills and training of the dog must be focused on helping to mitigate the effects of the owner's disability. Service dogs are work animals, not pets.

Dogs whose only use is to provide comfort or emotional support are not considered to be service dogs by ADA or ADI.

Service dogs are accepted on the following conditions:

- The person must notify the resort at least five days before arrival, sending the current official documents that prove that the animal is a certified service dog and a bill of good health issued by a vet for review and authorization.
- At check in, the guest must show the service dog's certification and medical certificate and sign a liability letter agreeing to the policy in effect for the stay.
- Service dogs must always be on a leash and in their working harness when they are in public areas of the resort.
- The owner is solely responsible for the service dog's behavior and for any damage that may be caused to the resort or injuries to others during his/her stay and for feeding the dog and cleaning up after it.
- The resort reserves the right to enter the room at any time to carry out tasks related to the services it offers.
- Service dogs are not permitted on the beds, sofas or chairs and any other furniture in the resort.
- If the owner of the service dog fails to comply with any of these rules, the resort may take action depending on the type of infraction committed or damage caused.
- Cleaning fees may apply.



TYPES OF SERVICE DOG

Service dogs fall into the following categories:

Guide dog - helps the blind or those who are visually impaired to go about their daily lives, giving them more freedom and mobility.

Hearing dog - helps people who are hard of hearing or completely deaf by alerting them to specific sounds.

Medical emergency service dog - helps people with a medical condition such as Lyme disease, lupus, epilepsy, and diabetes, among others, for example by reminding them to take medication or alerting others in the event of an emergency.

Mobility service dog - assists people with mobility challenges to perform tasks in their lives by fetching and carrying, retrieving dropped items, pulling a wheelchair, helping with balance and preventing falls.

Autism service dog - helps people with autism by enabling them to deal with their surroundings and perform tasks in their lives.

Psychiatric service dog - helps the person by detecting the start of a psychiatric episode, calming them, mitigating the effects and keeping them safe.

IN CASE OF EMERGENCIES

Fire

Familiarize yourself with the staircase located closest to your suite and, in the unlikely event of a fire, please observe the following procedures:

- Locate the nearest fire extinguisher
- Report the fire to Reception, ext. 171
- Close all windows and doors
- Leave your suite
- Do not use the elevator; leave the building by the stairs as marked
- Please follow evacuation routes

Hurricanes

The State of Quintana Roo is occasionally affected by tropical storms or hurricanes that may blow in from the Caribbean during the summer or fall. There is ample warning of the approach of such storms and Management will keep you informed about weather conditions. If a tropical storm or hurricane alert is emitted, you will be advised on the correct procedures to follow and made as comfortable as possible in the circumstances. Grand Residences has a Hurricane Contingency Plan.



ENDLESS TEMPTATIONS

DINING AT GRAND RESIDENCES

From fresh seafood and prime steaks to flavorful salads and delightful desserts, discover the mouthwatering menus we have prepared for you. This section also includes information about catering services available with a prior reservation.



El Faro Grill offers seafood and steaks grilled to perfection and fresh flavors with a hint of the Mediterranean.

Watch our chef and his staff prepare succulent lobster, locally caught fish and shrimp, prime steaks and other delicious offerings on a charcoal grill in the show kitchen as you enjoy the spectacular ocean view.

Enjoy your meal in the air-conditioned dining room or on a large open-air terrace that also has a lounge area with sofas for relaxing and taking in the view.

Open daily:

Breakfast from 7 to 11:30 a.m.

Lunch Lunch from 12 p.m. to 5 p.m. served in Flor de Canela.

Dinner from 5 to 10 p.m.

Bar open from 7 to 11:30 a.m. and 5 to 10 p.m.

Dress code: Casual smart. Reservations: ext. 67105



Savor a gourmet Mexican experience in our signature restaurant Flor de Canela.

You'll find an exquisite blend of haute cuisine with contemporary Mexican artistry and traditional recipes from all over the country. Dare to try a diversity of dishes and a veritable explosion of rich flavors and you'll see why Mexican cuisine was included in the UNESCO World Heritage list in the Intangible Cultural Heritage category.

Enjoy your meal in comfort and the Mexican ambiance of the restaurant or on the open-air terrace, both offer spectacular views of the Caribbean.

Lunch and dinner are served. Open from 12 p.m. to 10 p.m.

Dress code: Casual-elegant. Reservations: ext. 67105



THE LOBBY CAFÉ

Meet up with family and friends in the Lobby Café & Bar. Choose from a variety of gourmet coffees, hot and cold drinks.

Relax and enjoy the ceremony of afternoon tea and a selection of delicious freshly made cakes and pastries. Every Monday, Wednesday and Friday, reservations required.

Cool off in the air-conditioned lobby bar or watch the world go by while relaxing in an easy chair on the open-air terrace.

Open daily from 7 a.m. to 10 p.m.

MORE GOURMET EXPERIENCES

THEME NIGHTS

Try the theme nights during the week, they range from a BBQ and a Taco Night to Italian, Seafood and French Nights. Ask your Concierge for the weekly program.

COOKING CLASS

Sign up for a cooking class during your vacation. Our chefs will give you plenty of useful pointers on everything from the art of patisserie, cocktails, wine tasting and Mexican cuisine, among others.

Discover the secrets of the Mexican kitchen and learn about the rich culinary heritage of this beautiful country with our chefs. Call the Concierge, ext. 172

MIXOLOGY CLASS

Learn to make fantastic cocktails with our bartenders and mixology magicians. Weekly class. Reservations with your Concierge.

WINE AND TEQUILA TASTINGS

Ask your Concierge for details of our weekly wine and tequila tastings and book your seat.



OUR BARS

THE LOBBY BAR

Sip a tropical cocktail or savor a fine wine, become a tequila or whisky connoisseur and even pop open a bottle of champagne with friends in the chic Lobby Bar. Soft mood music.

A signature feature of the café-bar is the antique wooden bar dating from 1850, which is originally from the United Kingdom.

Don't miss Jazz & Martini Night with live music. Tuesdays on the Lobby Bar terrace.

Open daily from 7 a.m. to 10 p.m.

HEAVEN BEACH BAR & GRILL

We invite you to relax, sit back and enjoy the Riviera Maya. Order your favorite cocktail, an ice-cold beer and something from our tempting menu. Choices include Baja-style shrimp and fish tacos, Angus burgers, tasty sandwiches, salads and more.

Choose your favorite spot, whether it's a sunbed on the beach, a comfy sofa or a table, feel the soft sand between your toes and take in the view. You won't want to leave.

Open daily from 11 a.m. to 5 p.m. for lunch. Drinks: 10 a.m. – 8 p.m. Happy Hour 3 to 5 p.m.

POOL BAR

Cool cocktails, ice-cold beers and refreshing soft drinks and fruit juices are served at the wet bar and pool bar from 10 a.m. to 5 p.m.

PLANNING A PARTY?

If you would like to host a cocktail party or a special occasion dinner in your suite, the gifted Grand Residences chefs can help make the event a success. They will work with you to prepare delicious hors d'oeuvres and other finger food, a sumptuous buffet or a tempting menu for a banquet. For more information and reservations call the Food and Beverage Manager at ext. 150

ROMANTIC DINNERS

How about a romantic candlelit dinner on your terrace or on the beach?



Delicious cuisine, fine wine, attentive service and a breathtaking setting work their magic to make a memorable evening.

Service available for a surcharge, please call the Concierge, ext. 172

CHEF A LA CARTE

Enjoy an intimate dinner in your suite alone or with family and friends and watch as our Chef cooks for you. What do you have in mind? The fish you caught on your fishing trip this morning cooked to taste or will you let him prepare a superb menu for you?

Service available for a surcharge, please call the Concierge, ext. 172

SPECIAL EVENTS

From weddings and vow renewals to anniversaries, birthdays and family get-togethers, Grand Residences is the perfect setting to celebrate a special occasion.

The Grand Residences Events team will work with you to make the occasion truly unforgettable. They'll take care of every little detail so that you can relax and enjoy the company of your family and friends.

For more information, please call the Events coordinator at ext. 67432



ROOM SERVICE

Choose your favorites from the following menu and call ext. 132 to place your order.

BREAKFAST MENU

Available from 7 a.m. to 11:30 a.m.

JUICE AND FRUIT

Fruit plate B1

Watermelon, pineapple, melon, papaya, strawberries, figs and kiwi fruit

Fruits of the forest plate B2

Strawberries, blackberries, raspberries, figs, cottage cheese, honey and almonds

Fresh fruit juice B3

Orange, grapefruit, pineapple, papaya, beets, carrot, green juice and seasonal fruit juice

Soy drinks B4

Orange, mango, pineapple or strawberry

Smoothies B5

Fresh fruit juice combinations and smoothies

Yogurt bowl B6

• With fruit

FROM THE BAKERY AND MORE

Basket of pastries B7

Three pastries

Basket of bread B8

Fresh baked brown or white bread

French toast B9

Brioche with cinnamon, brown sugar and red berries

Please turn to the end of the Room Service section and use the code to check the price of the item(s) you wish to order.
Information in this guide is subject to change without prior notice.
Consuming raw or undercooked foods may increase your risk of foodborne illness

Ext. 132



Pancakes & waffles B10

With ham, bacon, sausages or nuts

Salmon bagel B11

Wholegrain bread with smoked salmon and cream cheese, served with green salad

Turkey and cheese croissant B12

Turkey ham, Gruyère cheese, tomato, red onion and mixed lettuces

Cereal selection B13

Corn flakes, Choco Krispies, All Bran, Froot loops and Cheerios, served with banana and strawberries

Muesli B14

Oats, almonds, raisins, melon, strawberries, pineapple and yogurt

Oatmeal B15

Served hot or cold with milk or water, cinnamon, sugar and a choice of fruit

EGGS & OMELETS

Eggs cooked to order B16

Fried, scrambled, poached or hard boiled, served with a choice of sausage, ham or bacon, hash browns and mixed lettuces

Ranchero-style eggs B17

Fried or scrambled eggs served on a fried tortilla with red chili sauce

Egg whites B18

Scrambled egg whites with baby spinach and cottage cheese

Three-cheese omelet B19

Omelet filled with goat cheese, mozzarella and Emmental, served with hash browns and mixed lettuces

Salmon omelet B20

Three-egg omelet filled with smoked salmon, served with mixed lettuces

Eggs Benedict B21

Poached eggs on an English muffin with Canadian bacon and hollandaise sauce



SPECIALTIES

Grand Residences Eggs B22

Fried eggs served on a bed of potatoes and sliced serrano ham with arugula, drizzled with truffle oil and creamy Parmesan cheese sauce

Valladolid-style eggs B23

Poached eggs on an English muffin with Yucatán -style cochinita pibil (slow-roasted pork), hollandaise sauce and longaniza, a sausage from Valladolid

San Blas chilaquiles B24

Pan-cooked chilaquiles with creamy ranchera sauce, shrimp and calamari

MEXICAN TOUCHES

Ricotta gordita B25

Round corn patty filled with ricotta, served with creamy green chili sauce, topped with double cream cheese and cotija cheese

Huarache ahogado B26

Long corn patty topped with beans, chicharron pork skin and a fried egg, served with ranchero sauce

Eggs Motuleños B27

A classic dish from the Yucatan, fried eggs served on crisp tortillas with ham, peas and fried plantains and red sauce

Quesadilla B28

Flour tortilla filled with melted Oaxaca cheese and mushrooms, served with guacamole, chiltomate sauce and refried beans

Chilaquiles B29

Crisp corn tortillas served with a choice of red or green sauce, thinly sliced onion, coriander, cream and cotija cheese

- Classic
- With chicken
- With fried egg



THEMED BREAKFASTS

American B30

Coffee, fruit plate, a choice of juice, eggs cooked to order served with sausage, bacon or ham and toast

Continental B31

Coffee or tea, a choice of juice, toast, butter and honey or jam

Yucatan-style breakfast B32

Coffee or hot chocolate, orange juice, eggs motuleños, beans, tortillas or toast, a pastry, butter, jam or honey

Healthy breakfast B33

Fruit plate, orange or grapefruit juice, egg white omelet served with green salad and sautéed spinach

Chef's breakfast B34

Coffee or tea, a choice of juice, seasonal fruit, Grand Residences eggs (fried eggs on a bed of potato and serrano ham slices with truffle oil, creamy Parmesan cheese sauce and arugula)



ALL-DAY MENU

Served from 11:31 a.m. to 10:59 p.m.

SOUPS & SALADS

Lime soup L1

Traditional Yucatecan soup with shredded chicken, fried tortilla slices and tomato

Traditional Azteca soup L2

Fried tortilla slices, tomato broth, epazote, cotija cheese, cream, avocado and fried chili

Vegetable soup L3

Made with mixed garden vegetables

Caesar salad L4

Crisp lettuce, rustic Caesar dressing (Dijon mustard, lemon juice, garlic oil, anchovies, egg and Worcester sauce), Parmesan cheese, croutons

- Classic
- with Chicken
- with Shrimp

Mediterranean salad L5

Mixed iceberg and sangria lettuces, aged cheese, grapes, crisp green apple, nuts, croutons, honey and yogurt vinaigrette

Grand Residences green salad L6

Pea puree, asparagus, grilled chayote, French beans, local squash, spinach and pumpkin seed pesto

MAIN COURSE

Catch of the day L7

160g fish fillet marinated and cooked talla-style, served with sautéed corn and yuzu mayonnaise

Tampiqueña L8

180g beef fillet served with chargrilled chilis, spring onions, poblano chili slices, refried beans and an enchilada

Please turn to the end of the Room Service section and use the code to check the price of the item(s) you wish to order
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Consuming raw or undercooked foods may increase your risk of foodborne illness

Ext. 132



Linguine tutto di mare L9

Pasta al dente cooked with garlic, shrimp, calamari, clams, white wine and Parmesan cheese

Chicken Parmesan L10

150g breaded chicken breast served with mozzarella au gratin on a bed of fettuccine with creamy basil pesto and tomato sauce

Filet mignon L11

180g beef fillet wrapped in bacon served with rustic mashed potato, grilled vegetables and plum sauce

SANDWICHES, CROISSANTS & BAGELS**Provençal chicken focaccia L12**

Rosemary focaccia, 150g chicken breast au gratin, arugula and grilled red onion served with cherry tomato salad and balsamic vinegar

Beef pepito L13

Grilled beef in a ciabatta with beans, avocado, lettuce, tomato and chipotle dressing, served with French fries

Salmon bagel L14

Wheat bagel, smoked salmon and cream cheese, served with green salad

Hamburger L15

Wheat bun, grilled Black Angus beef, Cheddar cheese, French lettuce, red onion, tomato and pickles, served with French fries

Hot dog L16

Wheat roll, jumbo grilled beef sausage, mustard, caramelized onion, tomato and bacon, served with French fries

Club sandwich L17

Toasted bread with mustard, chicken, lettuce and mayonnaise salad, tomato and bacon, served with French fries

Nachos L18

Corn tortilla chips covered with bean sauce, guacamole and Mexican salsa



PIZZAS

All our pizzas are made with a selection of fresh ingredients.

All pizzas serve eight portions.

Mediterranean P1

Tomato sauce, mozzarella cheese, olives, anchovies, bell pepper, olive oil, garlic and oregano

BBQ P2

BBQ sauce, mozzarella cheese, grilled chicken breast and sweet corn

Four-cheese P3

Tomato sauce, mozzarella, goat cheese, gorgonzola and Gruyère cheese

Pepperoni P4

Tomato sauce, pepperoni and mozzarella cheese

Margarita P5

Tomato sauce, mozzarella cheese, olive oil and oregano

Tutto Mare P6

Tomato sauce and shrimp, calamari and clams, cooked in white wine with basil

DESSERTS

Gluten-free chocolate cake E1

with a chocolate ganache filling and a dash of Grand Marnier, served with vanilla ice cream

Cheesecake E2

Creamy baked cheesecake with a biscuit base, served with red berries and vanilla ice cream

Brownie E3

Served with creamy vanilla yogurt ice cream

Red velvet cake E4

Light sponge with butter cream topping, served with raspberry sauce

Apple crumble E5

The classic recipe with cinnamon and pâte brisée all butter pastry, served with dulce de leche caramel ice cream

Ice cream E6

• Chocolate • Vanilla • Strawberry

Sorbetes E7

• Mango • Passion fruit • Lime

Please turn to the end of the Room Service section and use the code to check the price of the item(s) you wish to order

Information in this guide is subject to change without prior notice.

Consuming raw or undercooked foods may increase your risk of foodborne illness



LATE NIGHT MENU

Served from 11 p.m. to 6:59 a.m.

Traditional Azteca soup D1

Fried tortilla slices, tomato broth, epazote, cotija cheese, cream, avocado and fried chili

Caesar salad D2

Crisp lettuce, rustic Caesar dressing (Dijon mustard, lemon juice, garlic oil, anchovies, egg and Worcester sauce), Parmesan cheese, croutons

- Classic

- with Chicken

- with Shrimp

Mediterranean salad D3

Mixed iceberg and sangria lettuces, aged cheese, grapes, crisp green apple, nuts, croutons, honey and yogurt vinaigrette

Hamburger D4

Wheat bun, grilled Black Angus beef, Cheddar cheese, French lettuce, red onion, tomato and pickles, served with French fries

Filet mignon D5

180g beef fillet wrapped in bacon served with rustic mashed potato, grilled vegetables and plum sauce

Catch of the day D6

160g fish fillet marinated and cooked talla-style, served with sautéed corn and yuzu mayonnaise



Club sandwich D7

Toasted bread with mustard, chicken, lettuce and mayonnaise salad, tomato and bacon, served with French fries

Four cheese pizza D8

Tomato sauce, mozzarella, goat cheese, gorgonzola and Gruyère

Pepperoni pizza D9

Tomato sauce, pepperoni and mozzarella cheese

Margarita pizza D10

Tomato sauce, mozzarella cheese, olive oil and oregano

Chocolate cake D11

Gluten-free chocolate cake with a chocolate ganache filling and a dash of Grand Marnier, served with vanilla ice cream

Cheesecake D12

Creamy baked cheesecake with a biscuit base, served with red berries and vanilla ice cream

Ice cream D13

- **Chocolate**
- **Vanilla**
- **Strawberry**

Sorbetes D14

- **Mango**
- **Passion fruit**
- **Lime**





PRICE LIST

Our prices are in pesos and include all taxes

BREAKFASTS

JUICE AND FRUIT

- B1** \$130
- B2** \$275
- B3** \$115
- B4** \$80
- B5** \$120
- B6** \$90
- **Whit fruit** \$130

FROM THE BAKERY AND MORE

- B7** \$125
- B8** \$90
- B9** \$180
- B10** \$230
- B11** \$290
- B12** \$125
- B13** \$125
- B14** \$125
- B15** \$90

EGGS & OMELETTES

- B16** \$160
- B17** \$180
- B18** \$250
- B19** \$250
- B20** \$280
- B21** \$335

SPECIALTIES

- B22** \$300
- B23** \$200
- B24** \$350

MEXICAN TOUCHES

- B25** \$180
- B26** \$150
- B27** \$180
- B28** \$295
- B29**
- **Classic** \$165
- **Chicken** \$215
- **Fried egg** \$200

THEMED BREAKFAST

- B30** \$345
- B31** \$250
- B32** \$380
- B33** \$305
- B34** \$380

ALL DAY

SOUPS & SALADS

L1 \$215

L2 \$220

L3 \$215

L4

• Classic \$250

• Chicken \$320

• Shrimp \$320

L5 \$230

L6 \$215

MAIN COURSES

L7 \$390

L8 \$450

L9 \$365

L10 \$300

L11 \$800

PIZZAS

P1 \$300

P2 \$300

P3 \$300

P4 \$340

P5 \$300

P6 \$365

DESSERTS

E1 \$250

E2 \$210

E3 \$210

E4 \$250

E5 \$250

E6 \$175

E7 \$175

SANDWICHES, CROISSANTS AND BAGELS

L12 \$250

L13 \$270

L14 \$290

L15 \$350

L16 \$225

L17 \$210

L18 \$300

LATE NIGHT MENU

D1 \$220

D2

• Classic \$250

• Chicken \$320

• Shrimp \$320

D3 \$230

D4 \$350

D5 \$800

D6 \$390

D7 \$210

D8 \$300

D9 \$340

D10 \$300

D11 \$210

D12 \$210

D13 \$175

D14 \$175



SEEK HARMONY AT THE SPA

Rediscover the meaning of relaxation at the Spa, a tranquil sanctuary designed to soothe body and soul. Choose from a captivating collection of massages, facials and body wraps exclusively created for Grand Residences guests, each one carefully chosen to restore balance and harmony.

The Spa is open daily from 8 a.m. to 5 p.m. Call ext. 179 to make an appointment for a massage or one of our luxury therapies.

OUR THERAPIES

FACIALS

- Intensive moisturizing
- S.O.S.
- Custom cleanse
- Pure perfection

BODY TREATMENTS

- Antioxidant
- Aftersun

MASSAGES

- Hot stone massage
- Intuitive wellness massage
- Prenatal massage
- Swedish massage
- Aromatherapy massage
- Reflexology
- Sports massage
- Deep tissue massage
- Lomi-Lomi massage

GRAND RESIDENCES ESSENTIALS

Grand Residences Essentials are unique experiences that combine the benefits of a relaxing massage with a customized facial.

D-STRESS Oxygenates · Hydrates · Decongests

COMFORT Calms · Strengthens · Recovers

VITALITY Reaffirms · Revitalizes · Shines

FIRMNESS Tense · Reaffirms · Rejuvenates

SPA DELIGHTS



Enhance any of your 50 or 80-minute experiences with our exclusive spa delights:

- **Body polish**
- **Refreshing mini facial**
- **Back massage**
- **Tense foot massage**
- **Scalp massage**
- **Facial extractions**

BEAUTY SALON

Be sure to visit the beauty salon in the Spa. The following services are available:

- **Spa manicure**
- **Spa pedicure**
- **Haircuts**
- **Shellac**
- **Hair styling**

The Beauty Salon is open daily from 8 a.m. to 5 p.m.
For appointments, please call ext. 179

THE FITNESS CENTER

Keep up with your daily exercise regime while on vacation by working out on the latest cardio equipment at the Grand Residences Fitness Center. A trainer is on hand to assist you and recommend a personal training routine.

- **Weights**
- **Cardio machines with TV**
- **Upright bikes**
- **Elliptical machines with stair climber mode**
- **Personal trainer**

The Fitness Center is open daily from 6 a.m. to 11 p.m. for guests over the age of 16. There is a trainer from Monday to Saturday, 7 a.m. to 3 p.m. Sports clothing and training shoes must be worn. Information: ext. 186

