



THE ROYAL HACIENDAS®

by *Holiday Inn Club Vacations®*

Resort Regulations

ENGLISH VERSION



Welcome

HAVE A WONDERFUL VACATION



ENGLISH VERSION

- Information
- Activities
- Restaurants
- Services

Times, days, activities and other information is subject to change.
Prices listed in dollars will be charged in pesos using the daily exchange rate.

TABLE OF CONTENTS

5...	Introduction
6...	Legal Matters
	Money Matters
9...	Coming and Going
	* Checking in and out * Changing Units
10...	Occupancy Policies
12...	Maid Service
	* Villa Rules & Policies
14...	Spring Break Rules
15...	About the Beach
	* Swimming Safety * Sea Turtles * Thimble Jellyfish
17...	Aqua Park
18...	Pool & Whirlpool Rules
20...	Days & Nights at The Royal Haciendas
	* Sports * Social Activities * Tennis * Kayaks * Kids Club
21...	Multiuse Court
22...	Out & About with Thomas More Travel
	* Tours * Water Sports * Car Rental * Dive Center
	* Golf Information
30...	Dining at The Royal Haciendas
	* Restaurants * Bars * Room Service
31...	Staying in Shape
	Gym * Spa * Beauty Salon
33...	Shopping at The Royal Haciendas
34...	General Information:
	* Babysitting * Medical Services * Long Distance
	* Telephone * Calls * Lost & Found * Guest Laundry * Mail
	* Service & Mail Boxes * Royal Channel TV * Special Events
	* Taxis * Tipping * Wheelchairs
37...	Guest Satisfaction Survey
	* Airport Shuttle & Transport Services
38...	Quick Dialing Phone Directory
38...	Calling other resorts
40...	Emergency Procedures
41...	Rules for the use of Drones or Rpas
42...	Pets are not permitted at Royal Resorts
45...	All-Inclusive Package

INTRODUCTION

Dear Members and Guests:

Welcome to your vacation villa at The Royal Haciendas, in the Riviera Maya. We are very pleased that you are here and are confident that this will be one of your best vacations ever.

We have prepared this guide to acquaint you with the services available at The Royal Haciendas and how the resort operates. We recommend that you take a few minutes to read about our rules, policies and procedures. This information will certainly enhance your vacation experience.

For maximum enjoyment the “Do’s” and “Don’ts” have been kept to a minimum. The rules are for the purpose of ensuring that all our members and guests have the opportunity to enjoy their vacation and to help the staff maintain the Resort at a high level. Help us to help you have the vacation of a lifetime.

In addition to the resort regulations, this guide also includes information on resort services, dining and activity tips, sightseeing ideas and a quick reference directory.

To our members, welcome back to your home away from home, and to our guests, we trust you will have a pleasant stay with us. Visit the Membership Office to renew old acquaintances, pick up the latest information on where to go and what to do, or learn more about the advantages of membership. You will find the staff there informative and helpful.

Sincerely,
The Management



LEGAL MATTERS

Access to The Royal Haciendas is controlled. All members, guests and other visitors to the Resort must register and sign in at the Front Desk upon arrival. The Resort assumes no responsibility for visitors who are not properly registered. We suggest that you use discretion when inviting new acquaintances to your villa.

With the comfort of our members and guests in mind and due to excessive numbers of day visitors and the additional pressure on resort services that this entails, we have a visitor policy. When members invite friends and relatives who are not staying at any of the Royal Resorts to spend the day or evening with them, the visitors must register at the Front Desk and purchase a Day Pass.

The Day Pass entitles visitors to use resort installations and services (sun beds, towels, pools, beach) from 8 a.m. to 11 p.m. In the event that visitors stay longer than the permitted visiting hours an additional fee will automatically be charged for every extra hour they stay based on the Late check out fee in effect at the time.

All members, guests and visitors must agree to observe and follow all published rules and regulations of the Resort and those of any affiliated facility whose amenities they may use during their stay at the Resort. The Resort reserves the right to terminate the use of Resort facilities to anyone refusing to comply with the established rules, policies and procedures. Visiting hours are from 8 a.m. – 11 p.m.

Smoking is prohibited by Mexican law in hotel rooms, suites and villas, on the terrace, in restaurants, pools and other guest areas and on the beach. There are designated smoking areas in the resort, for information on locations, please ask at the Front Desk.

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 and parks, among others. There are signs indicating areas where smoking is permitted.

Breaking this law may lead to harsh fines for offenders.

The Royal Haciendas and Royal Resorts have the following insurance policies: Civil responsibility: 65860, contract with Chubb Seguros de México, S.A. de C.V. insurance company to cover expenses incurred in Mexico as a result of an incident for which the resort is held responsible, in compliance with NOM-07- TUR-2002. It applies only during the guest's stay. Damages: 26300 30286280 issued by Seguros INBURSA, S.A. de C.V. insurance company.

An independent doctor is on call to attend members and guests at The Royal Haciendas. All medical expenses, including doctor's fees, hospital charges, ambulance, prescriptions, etc., must be paid to the provider in cash at the time the service is given. The Resort does not accept responsibility for any medical services provided.

The laws of the United States of Mexico, to the exclusion of the laws of any other jurisdiction whatsoever, shall apply to and shall govern, and the courts and authorities of the United States of Mexico shall have exclusive jurisdiction over any claim arising for any accident, injury, or illness occurring during your stay at the Resort or as a consequence thereof.

MONEY MATTERS

This is a Cashless Resort

Please note that cash is not used within the Resort. Members and guests may use the room key card, debit



or credit cards at restaurants and bars, for Royal Market and gift shop purchases, tours booked through Thomas More Travel, in Alea® Spa or for Special Events services. However, the room charge option does not apply for inter-resort visits. If you visit one of our other resorts, please take a credit or debit card to cover meals, drinks, tips, All-Inclusive package surcharges that may apply for premium dishes or drinks you consume at the resort, and any other purchases you may make during the day. If you are staying at The Royal Haciendas with the All-Inclusive package, your All-Inclusive benefits only apply at the resort. They do not cover restaurants or bars at The Royal Cancun or The Royal Sands, Hacienda Sisal or Gran Salón Hacienda Sisal in Cancun. If you are planning a trip to Cancun, you are welcome to visit the two resorts, however a credit card is required to pay for meals, drinks or any other purchases that you may make.

All-Inclusive surcharges for premium dishes and drinks must be paid at the resort where they are consumed using a credit or debit card.

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

If you misplace or lose your room key card, please report it immediately to the Front Desk. It is the only way to avoid any charges to your account should someone find and try to use your card. Please review every charge slip before signing and make sure that the card returned to you is the correct one. The receipt given at the time of purchase will be the only receipt rendered.

Please retain these receipts to verify charges to your account at Checkout.

The person in whose name the accommodation is registered is responsible for all charges made to the account. Children under the age of 16 may not use the room key cards for charges.

When settling the club bill at the Front Desk at checkout, you may pay your account using a debit or credit card (Visa, Mastercard or American Express) or Mexican pesos. You can also use the Royal Resorts app to pay your account.

Royal Resorts does not accept personal checks as payment for club bills.

Royal Resorts members who plan to pay their annual Club Service Fee during their stay should be aware that the Front Desk no longer accepts Club Service Fee payments in cash or by check. As an alternative, please use your credit card or the ACH direct debit service (for US members only).

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 no longer offers 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.



Your Stay at The Royal Haciendas

The Royal Haciendas offers a warm welcome to all its guests. If you are a repeat Royal Resorts visitor, welcome back to your home away from home, if it is your first visit, we hope that you have a wonderful time.

With its beautiful setting, spacious suites, services and welcoming ambiance, The Royal Haciendas is a favorite with families and it shares this with our other resorts. Royal Resorts has a growing membership community of more than 60,000 families enjoying the benefits of vacation ownership.

Many Royal Resorts members consider their resort to be home away from home and Member club service dues and guest resort fees cover a substantial part of resort operating expenses, leaving little room for other forms of compensation due to minor inconveniences that guests might encounter during their stay.

One other difference between Royal Resorts and standard hotels is that guests may have to change rooms on Saturday if a member is due to arrive to occupy their villa. While every effort is made to avoid

this, sometimes a room change is necessary. If this affects you, staff will help make the switch as seamless and quick as possible so that you can continue enjoying your vacation.

Your hosts at The Royal Haciendas will do everything they can to make sure that you have an enjoyable stay. If something is amiss in your room or suite, for example a dripping faucet or a safe that will not open, please call the Front Desk, ext. 171. You can rest assured that the matter will be taken care of promptly, often within minutes. If you are caused any inconvenience due to miscommunication or error on our part, our team members will explore every possible opportunity to rectify the situation and resolve the issue to your satisfaction.

The Guest Services Manager is on hand to help you with any questions or issues that you may have during your vacation and can be reached by calling ext. 171 or asking at the Front Desk.

We hope that you enjoy your stay.



COMING AND GOING

Checking In

Check in is at 4 p.m. When you check in you will receive one resort card per adult occupant; if you have a membership card it will be activated at this time. The card functions as a room key card and a charge card. Please keep it safe.

Once you reach your villa, please take a moment to review the inventory list in your kitchen. If you notice a discrepancy in the inventory or that something is damaged and requires maintenance and repair, please call ext.171 in order to avoid charges to your account.

Checking Out

The day before your departure, the account statement will be sent to your email. Please check the statement against your receipts. Bring any discrepancies to the attention of the Front Desk as soon as possible. You may settle your account from the moment you receive your bill until 11 a.m. on the day of your departure. In compliance with Mexican law, all currency exchanges will be made in pesos.

Check out time is 11 a.m. and is strictly enforced. If your villa is not vacated by this time a \$2,000 pesos late fee for every hour thereafter will be charged to your account. Located on the first floor below the Membership Office, the Social Activities Center has a Hospitality Room with facilities for luggage storage, showers, and a waiting area if you have a late flight.

Changing units

Members and guests who are staying for an additional week should take note of the following procedure. The vacation periods at The Royal Haciendas run from Saturday to Saturday in a fixed unit assignment and this means that we welcome new guests every week. The guests who will occupy the unit you are in at present will arrive on



Saturday and you will be moving to another unit. The procedure for Changing Units is simple and convenient and you will not have to call in at the Front Desk.

Although check out is at 11 a.m. and check in is at 4 p.m., your unit may be available from 12 noon, however it may not have been cleaned yet and the maid will have it ready as soon as possible. Make sure that your belongings are ready before this time as units sometimes become vacant earlier. We will keep you informed if this is the case. A Bellboy will be sent to your unit to help you move, please call extension 177 to request this service.

*Prices listed in dollars will be charged in pesos using the daily exchange rate.

1. If you need to add or cancel key cards, please call the Front Desk to confirm the number of key cards you would like for the rest of your stay.
2. To save time, the clothes hanging in the closet can be transferred the way they are. Please collect all your bags and put them in one place for the Bellboy to move.
3. Remove your valuables from the safe and leave the door open so that

the next occupants can store their belongings.

4. You or another member of your party should be present during the change of unit to be responsible for the luggage that the Bellboy is going to move to the new unit and to check that it arrives in good condition.
5. The room cards for the villa you are moving out of will be deactivated at 11 a.m., which is check out time. Keep them with you as you wait in your room for the Bellboy who will help you change units. The Bellboy will give you your new key cards, please exchange them for the old cards. If you have a membership card, please go to the Front Desk to reactivate it.
6. Please inform the Bellboy if you have supplies in the refrigerator. If you would like to give them to the Maid, please leave a note.
7. Before you leave the unit, please take one last look around and make sure that you have all your personal belongings.
8. Remember that we are due to give you your clean unit at 4 p.m. Our maids are working, please be patient – we will give priority to your unit. You are welcome to leave your things in the unit and continue enjoying your vacation.

For further information or queries please call Changing Units extension 170

OCCUPANCY POLICIES

Your spacious, fully furnished and equipped villa has been designed to make your stay as pleasant as possible. Observing these few, simple rules will ensure that it remains that way and will help keep maintenance costs to a minimum.

Occupancy is as follows:

THE ROYAL HACIENDAS

Villa	6 persons
Suite only	4 persons
Jr. Suite	2 adults

If you are a member, one additional person may be allowed to stay in a villa upon payment of the daily occupancy fee in effect at the time of your stay, ask at the Front Desk. If your arrival is after 6 p.m. the fee will be automatically charged to your account. In the case of the Jr. Suite (lock-off) up to two additional children under the age of 12 are permitted.

To help protect the environment, we have implemented a system to save water and energy; if you don't want your bath towels to be changed, simply hang them up, otherwise leave them in the bathtub.

The housekeeper will check the inventory and inspect the villa prior to checkout. All losses and villa damage beyond normal usage and over \$8 US in value will be charged to the villa occupant. Please do not remove any articles from the villa, including furniture, tableware, glasses, towels, etc.

Visitor Policy

Members and guests may invite friends and relatives who are not staying at the resorts to spend the day with them subject to the Visitor and Day Pass policies. Visiting hours are from 8 a.m. to 11 p.m. Visitors must register at the Front Desk upon arrival and sign out upon departure and acquire a Day Pass. The Day Pass admission fee is \$100 pesos per person, per day for guests of Royal Resorts members and \$150 pesos per person per day for people visiting non-member guests. On payment of the fee your visitors are entitled to use resort installations and services during the day. The fee and your guests' restaurant and store bills will be charged to your account. If you invite people to visit you after 6 p.m. the admission fee will be charged automatically to your account.

A maximum of four external guests per villa per day is permitted and there is no charge

for children under the age of three. In the event that your visitors stay longer than the permitted visiting hours additional fees will automatically be charged to your account. The day pass visitor policy does not extend to guests staying on the All-Inclusive package.

Members, guests and visitors must follow and respect all resort rules, regulations and policies.

Third party vendors are not permitted

Third party vendors are strictly prohibited from entering the resort to offer, promote or provide any commercial services on property, even if they are hired or invited by our members, guests, or anyone staying with them. It breaches the resort regulations and operating licenses, and is also against local laws.

As stipulated in the Resort Regulations, Guide to Use, membership agreements and applicable laws, Royal Resorts reserves the right to refuse entry to anyone who does not comply with these policies, including persons attempting to offer unauthorized services on the premises.

Private resale or rental advertising is prohibited at the resort

It is strictly prohibited for members and guests and anyone staying with them to promote and/or market the contractual membership rights that they have acquired at the resort to other members, guests and/or third parties on the premises.

Members and guests who engage in the aforementioned activities will be subject to the corresponding contractual and administrative sanctions and may even be reported to the authorities.



MAID SERVICE

Maid service is provided daily, except on Sundays and Mexican holidays. Maids do not clean the kitchen. Dishwasher powder is provided in your villa, please do not use liquid detergent or soap. Before departure, all kitchen items must be cleaned and returned to their storage space. **If the kitchen or the utensils are not clean, a \$75 US** service fee will be charged to your account. The same fee will be applied if your villa is extremely dirty on the day of departure.

*Prices listed in dollars will be charged in pesos using the daily exchange rate.

VILLA RULES & POLICIES

Please follow these rules to help keep the villa in tiptop condition:

1. Do not use bath towels to remove make-up, clean dirty items such as footwear, or use them in the kitchen.
2. Do not wash plastic items in the dishwasher.
3. Do not leave hot frying pans or saucepans to cool directly on the granite counter, as this will damage it and it is costly to replace. Please use the heatproof mats provided for this purpose and be careful not to scratch the granite.
4. Do not sit on the furniture in the villa when you are wet or covered with sand or suntan lotion. We also request that you do not apply sun lotion inside your villa. Oils and creams may drip on to the floor and make the tiles slippery causing falls.
5. Do not hang towels, bathing suits, or other items over the terrace railing. If you need a clothes line please request it from the Front Desk.
6. Do not hang damp clothes over the lampshades or furniture.
7. Please deposit your litter in the villa trash can. The Royal Haciendas has a recycling program and you should separate your plastic, aluminum, glass and paper and put it in the bins provided for this purpose under the kitchen sink in your villa. You'll also find recycling bins throughout the resort grounds, please use them.
8. Please do not put your used batteries in the villa trash can. Leave them in the specially labeled disposal bag that you will find in your room so that the maid can remove them.
9. We recommend that you only leave one of the doors or windows open at the same time and that you use the doorstep to prevent wind damage. When you leave the villa, please make sure that all the windows and terrace doors are closed. If they are open, the draft can slam the front door shut before you able to close it yourself, causing an accident.
10. In order to prevent mildew, mold, condensation and the smell of damp, make sure that all the doors, including those leading to the terrace, are closed when you use the air-conditioning. When you leave the villa, please make sure that the villa thermostat is at 23°C.
11. Pets are not permitted in the villas or on the resort premises.
12. If you set a fire extinguisher off in the villa for no reason, a charge of \$100 US will be levied or \$75 US if the incident takes place in the resort corridors.
13. Smoking is prohibited by law in the rooms, suites and villas and on the terrace. This applies for cigarettes, cigars, e-cigarettes and vapers.. There are designated smoking areas on resort premises, please ask at Front Desk for locations.
14. **Remember to store your valuables in the safe and close the door.** Please make sure that all the taps, lights and kitchen appliances, including the oven, are turned off when you leave the villa.

15. If you are staying in a ground floor unit, make sure that the sliding doors are closed and locked before you leave.
16. Please do not remove any articles from the villa, including furniture, tableware, glasses and towels.
17. Do not move villa terrace furniture to the beach or pool area.
18. You may be asked to leave the resort if you repeatedly break any of the Resort rules mentioned in this guide.

Our beds

The mattress in your room is two-sided. If you would prefer the harder side for a good night's sleep, please ask housekeeping staff or contact the Front Desk to request for it to be turned over.

Use the Safe

The Royal Haciendas is not responsible for the loss of valuables in your villa or on the Resort premises. Each villa and/or lock-off bedroom is equipped with an electronic keyless safe so that you can store your travel documents, jewelry, money and other items. Please read the instructions before use and leave the safe open upon checking out. Contact the Front Desk if you need help to operate your safe.

If an employee notices valuables lying around or that the safe door is open he/she will report it. Administrative and security supervisors will then visit the villa to check the valuables and close the safe door if necessary. If this is the case, you will have to call the Front Desk to request the new code.

No Private Advertising

All the Royal Resorts are designed to ensure that members and guests can enjoy their stay with controlled solicitation. Like any other private club, we have rules to protect the vacation experience of all our members and guests and they include a ban on advertising for private resales, villa rentals and the marketing of any other product and service by or to people staying at the resorts.



Resort accommodation and facilities are provided for recreational purposes only and any use associated with commercial ends is forbidden. Furthermore, "For Sale" and "For Rent" signs and any other form of advertising are expressly prohibited in the clubs. The Resort Developer has the exclusive right to place and maintain signage and advertising.

Members who would like information about the Royal Resorts rental program or about resales which are handled by Vacatia should contact the Membership Office at their resort.

Going Green

Help us protect the environment by recycling your plastic, aluminum and cardboard in your villa and by using the recycling bins in public areas. All recycled trash separated at The Royal Haciendas and the other Royal Resorts is given to the Royal Resorts Foundation which sells it to raise money for conservation and sustainable development projects in the area undertaken by local NGO Amigos de Sian Ka'an A.C.

Please join our campaign by respecting the towel change rule, recycling your batteries, turning your lights off and setting the air-conditioning at 23°C when you leave your villa.

All the Royal Resorts operate with environmentally friendly practices such as recycling, saving water and energy, using eco-friendly cleaning products, drinking straws made from natural materials, reducing the use of plastics, green education for staff, and more.



Guests under the age of 25

We want you to enjoy your stay with us at The Royal Haciendas. It is important that each person in your party takes a few minutes to read the Resort rules published in this guide. All members and guests must comply with the regulations established by the Resort membership Advisory Council.

You and the other members of your party will be held responsible for your actions and expenses during your stay. Our policy is that one person in your party must be at least 25 years old, however, if none of your companions are aged 25 or older, you must supply the name and phone number of your parents or someone else who will assume responsibility for your actions and financial obligations.

A cash or credit card deposit is required at the Front Desk at check-in. The registered guest designated as the occupant must make the deposit.

Villa occupancy limits are strictly enforced; please refer to the Villa Occupancy section in this guide for details.

The sale of alcoholic beverages to persons under the age of 18 is strictly prohibited. You will be asked to show your official ID as proof that you are over 18. For your own safety, please don't overdo it when drinking alcohol.

The tranquility of the resort is the utmost importance to our members and guests. The management has to make sure that they can enjoy their vacation without being disturbed by others. Incidents involving loud noise, bad language, unruly behavior, damage to property or any other violation of Resort rules will lead to immediate eviction from the Resort for the offender(s) and they will be charged for any damage caused. This policy will be strictly enforced.

Please respect the privacy of others and resort property.

The purchase, possession and consumption of illegal drugs, including marijuana, is a serious crime that is punishable by jail.

ABOUT THE BEACH

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 member or guest. A lifeguard is on duty during the day; check the times as they may vary. 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.

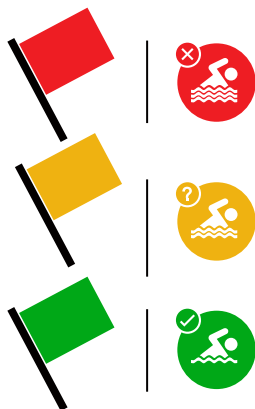
Beach & Ocean Information

The turquoise waters and warm breezes of the Caribbean are beautiful and alluring but they can also be dangerous at times. For your personal safety, please observe the warning flags prominently displayed on the beach:

Red: Strong wave action/Do not enter.

Yellow: Moderate wave action/swimming not advisable.

Green: Calm sea/enjoy, enjoy, enjoy.



There are several designated swimming areas in the bay at The Royal Haciendas and an area for snorkeling along the small reef. If you have any questions ask the beach staff on duty.

Surf Tips

Never dive head first into the waves, you may hit a submerged rock or a shallower area of the seabed and injure yourself. Avoid swimming alone. 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.

Children should be supervised when playing in the area where the waves break in case they lose their footing or are caught in the undertow.

Beach Vendors

Our concierges and Spa staff may approach you on the beach to give you information about resort services. However, be wary of unauthorized beach vendors selling tours, water sports, massages, jewelry and other products. These are not Royal Resorts employees and we are not associated with them in any way. Your resort is not responsible for the quality of the products and services they offer.

Sea Urchins

Watch where you walk in areas where there are submerged rocks as there may be sea urchins on the sea floor. If you accidentally tread on a black sea urchin, its long spines can cause a nasty wound. Look out for the warning signs on the beach.

It is a good idea to wear sandals when walking around the resort and along the beach.

Don't Touch the Coral

If you are going snorkeling or diving, marvel at the beauty of the coral reef from a distance. Don't touch the coral, remove shells, fish or other marine creatures or stir up sand in the vicinity of the reef. Coral is incredibly fragile and slow growing and the slightest touch may cause damage that will take it hundreds of years to recover from.





Thimble Jellyfish

During the spring in the Mexican Caribbean, swarms of a tiny marine creature known as the thimble jellyfish or *agua mala*, *dedal* or *pulga marina* in Spanish, occasionally appear along the beaches although the currents soon wash them away.

The adult jellyfish is about one inch in diameter and has mottled brown markings but the larvae are microscopic. They fire off stinging cells when touched, releasing a toxin, which causes an itchy rash. The irritation begins several hours after the swimmer has left the water and usually appears on areas of the body covered by a bathing suit or a t-shirt.

After bathing, take your swimsuit off and make sure you rinse it thoroughly using a mild detergent, this will remove any stinging cells trapped in the fabric. If a rash develops: bathing areas of irritated skin with vinegar may provide some relief from itching. If the rash is severe and accompanied by headache, fever or nausea, consult the resort doctor.

If you see brown patches in the shallows, it may be a swarm of adult thimble jellyfish, check with the staff at the Sports Desk or the lifeguard before going into the sea.

Stingrays

If you are staying at The Royal Haciendas, be careful when swimming and watch where you step in the water. Stingrays may sometimes be buried in the sand and are almost invisible.

Sea Turtles

During the summer months, female sea turtles come ashore at night to lay their eggs on the beaches at Royal Resorts. Resort security staff and local biologists patrol the beach, collecting the eggs and placing them in protected nests where they hatch 45 to 60 days later. The young turtles are released at nightfall and protected from predators such as seagulls, frigate birds, crabs, raccoons and dogs as they cross the sand toward the waves.

Four species of sea turtle lay their eggs on the beaches of the Mexican Caribbean, and this conservation program plays an important role in protecting this ancient species.

If you see a female sea turtle, remain silent and keep your distance (at least 10 meters). Do not touch, crowd, shine lights, or use flash photography. If frightened, she may return to the sea and lose her clutch of 90–110 eggs. Notify security staff, who are trained to handle the situation.

When the eggs hatch, staff release the baby turtles in the evening after predators have gone. The tiny creatures race toward the sea and begin their new life.

Mexican conservation rules prohibit guests from handling or releasing turtles. When snorkeling, wear a t-shirt instead of sunscreen, as chemicals harm marine life. Avoid using plastic items like bags and straws, which are dangerous to turtles.

It is illegal in Mexico to hunt turtles, collect eggs, consume turtle products, or buy items made from them.



AQUA PARK

Hours of watery fun await children in the Aqua Park at the children's pool in Phase 1 of the resort. They will enjoy playing on the slides and joining in the games and activities lined up during the day by the Kids Club team.

Aqua Park Rules

Pool hours: 9 a.m. to 6 p.m.

Maximum depth: 35 cm

- There are no lifeguards on duty in this water park, children must be accompanied by an adult at all times.
- Use of sound systems is only permitted with headphones.
- Wear shoes at all times to avoid slipping.
- We recommend the use of environmentally friendly biodegradable sun products.
- Children must not use the pools if they are suffering from a stomach ailment or nausea. Toddlers must wear pool diapers. Charges will apply in the event of an accident that causes the closure of the pool.
- Adults are not permitted to use the slides.
- For the safety of children and other guests in the pool area, these activities are prohibited:
 - Diving
 - Excessive noise and horseplay
 - Entering with glass or sharp objects
 - The use of large floats and beach toys such as boogie boards and snorkel fins.
 - The use of coolers or food containers.
 - Eating or drinking in the pool.
 - Running on the steps or pushing others.
 - Jumping in head-first.
 - Climbing the slides, braking or changing course.
- These slides are for the use of children aged between 3 and 12 years. Only one child at a time may play on them.
- Children must be seated when using the slides.
- The water park will be closed when it is raining and during thunderstorms.
- The resort is not liable for any damages claims as a result of injuries suffered by park users or inflicted on third parties.



POOL RULES & REGULATIONS

Pool hours are from 7 a.m. to 10 p.m. daily. Children under the age of twelve should use the shallow pool area and must be under parental supervision at all times. They may not use the training pools. Children are not allowed in the swim-up bar area, even though they may have parental authorization or are accompanied by an adult.

Beach towels are available at the Sports Desk on a daily basis. One beach towel per person per day will be provided. To help protect the environment you may keep your beach towel until you wish to exchange it for a clean one. This reduces washing and the amount of water and chemicals used in the laundry.

Following these basic pool rules will ensure your own comfort and the enjoyment of your fellow members and guests.



1. Stay out of the pool or whirlpool while service signs are posted.
2. Diving and jumping are not permitted; this is also the case for any pool games that might disturb fellow guests.
3. No splashing around swim-up bars.
4. Children are not allowed to play or swim in the training pools or in the Jacuzzis that are designated for the exclusive use of adults.
5. No bonfires on the beach or in the pool area.
6. Radios and sound systems are not allowed in the pool or beach areas without personal earphones.
7. No bottles or glass items are allowed in the pool, whirlpool or beach areas.
8. No floats, rafts or beach toys are allowed in the pools or whirlpools (except in the children's pool). The number of individual floats for adults is limited to a minimum per pool.
9. Coolers are for beach use only, they are not allowed in the pool areas.
10. No running or horseplay in the pool area.
11. Do not move villa terrace furniture to the beach and pool area or the gardens.
12. When coming in from the beach, shower with fresh water provided near the beach.
13. Small children wearing armbands or life jackets should still be supervised.
14. There are no lifeguards on duty at the pools. Swim at your own risk.
15. In case of emergency please use the pool life preservers.

Please do not use the pools if you have an upset stomach or nausea. Babies and toddlers will not be allowed into the pools unless they are wearing special waterproof diapers. They must go to the toilet before going into the water. Cleaning fees will be charged in the event of any "accident" that causes a pool closure.



Enjoying the Whirlpools

We have whirlpool tubs on the pool decks that are exclusively for adults and others where children are admitted. Please check the signs.

Parents will be held responsible for the actions of their children in the pool areas. Please go over these rules with them to avoid problems.

Using the Pool Loungers & Beach Palapas

For the comfort of all members and guests, it is not permitted to reserve territory by placing towels or personal belongings on beach and pool loungers and chairs or under beach umbrellas (palapas) if you are not using them at the time.

Security staff will do their best to accommodate you, however depending on availability they may remove items left unattended for more than one hour and will take them to the Sports Desk where you can reclaim them later. For valuable items, please ask at the Front Desk.

Please bear in mind that we are not responsible for the loss of any personal belongings and that you may be charged for missing Resort towels or equipment.



The Gardens

We want you to enjoy the gardens at The Royal Haciendas; however, in order to keep the lawns looking beautiful, please do not sit or walk on the grass.

You'll see a variety of native plants and trees in the gardens, as well as tropical favorites like bougainvillea, hibiscus, oleander, ixora and allamanda, and you may also spot colorful birds on the grounds and the occasional iguana sunning itself. Cats, coatimundis and raccoons sometimes stray on to the resort grounds, please do not feed them.



DAYS AND NIGHTS OF FUN

The fun never stops at Royal Resorts. This section will give you an idea of the services and activities available at the club..

Sports Desk

The Resort offers the following at no charge to our members and guests:

- Tennis courts and equipment
- Kayaks in Phase II
- Snorkeling gear and instruction
- Parlor games
- Activities Program
- Beach towels
- Golf clubs
- Bicycles

All of the above are available at the Sports Desk, open daily from 7 a.m. to 8 p.m. Ext. 168. Please take care of your towels and the equipment you sign out. The cost of replacing items is reflected in the annual Club Service Fee.

Kayaks are available from 9 to 5 p.m., last outing is at 4 p.m. Lifeguards may cancel this activity if weather conditions deteriorate.

Bicycles

If you are planning to go on a bike ride you can reserve a bicycle and gear at the Sports Desk. Please wear the helmet and jacket as a safety measure.

Tennis, the sport for a lifetime

Tennis is getting better and better at The Royal Haciendas. Join owners and guests who are having fun, making friends and enjoying a healthier lifestyle, through tennis. Meet the instructor; attend clinics the Tuesday from 9 to 10 a.m. clinics, sign up for a private lesson and have fun with family activities during the week. These services have an additional cost and reservations are required, call the Sports Desk at ext. 168 or ask your personal concierge. The Royal Haciendas also has pickleball courts and a multiuse court for basketball, volleyball and soccer. Make reservations at the Sports Desk.

Book Exchange

Six locations: La Rotonda Bar, Activity Center, Games Room, Laundry and the Sports Desks in Phase I and Phase II.



Activities Program

The activities team offers a fun program of activities for children, teenagers and adults. Options include Hatha yoga, step aerobics, Spanish lessons, aqua basket, Mini Olympics, pool and beach volleyball, handicraft workshops, beach and pool games and many other activities.

Check the Activities Center booklets for Adult, Teens and Kids Club activities or the notice boards for times and locations of the activities that interest you. Activities take place in the Activities Center in Phase I, in the Games Room in Phase II, in La Rotonda Bar, or in the pool or on the beach.

Please bear in mind that craft items take several sessions to complete. There is a charge for handicraft classes, t-shirt, bracelets, mask painting, picture frame, sign design, stained glass painting and sand art. Activities staff will give you the prices for different activities.

There is a Rainy Day program for periods of prolonged rainfall. The Activities program is subject to change without prior notice. Always check times and locations as the schedule may vary.

The Activity Center is open daily 9 a.m. to 10 p.m. Location: Central building near the children's pool in Phase I of the resort, exit the rear lobby door past Royal Market and go down the stairs to your left. Ext. 169.

Teens Activities & Games Room

In addition to the activity program for teens, there is also a Games Room for teens to use. Located next to the Sports Desk in Phase II of the resort, it has ping-pong and bumper pool tables, Xbox, Wii and more. For further information call Ext. 169. The Games Room is open daily from 12 p.m. to 5 p.m.

Kids Club

The Royal Haciendas Kids Club offers supervised activities for children aged four to 12 years. The daily program includes games, pool and beach fun, arts and crafts, movies, treasure hunts, pirate face painting, piñatas and more. Children under the age of four may take part in Kids Club activities but must be supervised by a parent at all times.

The Royal Haciendas members can use the Kids Club at no additional charge. Use of the Kids Club is included for All-Inclusive guests. Located in the Activities Center, the Kids Club is open daily from 9 a.m. to 10 p.m. Reservations are required one day before you would like your children to sign up. Ext. 169

MULTIUSE COURT

How about a game of basketball, soccer or pickleball with family and friends? Located next to the tennis courts, the multi-sports court is the perfect spot.

Multiuse Court Rules

- Hours of play from 7 a.m. to 9 p.m.
- A prior reservation is required in order to use the multiuse court, contact the Sports Desk, ext. 168.

- The multiuse court is suitable for basketball, volleyball, soccer and tennis, ask at the Sports Desk if you wish to play any other sport.
- Please be punctual, there is a grace period of 10 minutes, once this has expired the court will be reassigned to other players on the waiting list.
- When you enter the multiuse court please do not interrupt the game of players on the other courts.
- Return sports gear to the Sports Desk when you have finished playing so that other guests may use it.
- An adult must accompany children who wish to play tennis.
- Use sports footwear (training shoes).
- Glass bottles and/or glasses are not permitted.
- Conduct must be sporting and courteous, do not interrupt other players by crossing into their court.
- Take all your belongings with you when you leave the court.
- Look after the sports gear and the court, do not damage the nets, walls or any other equipment.

Evening Activities

Check Activity Center schedule for details of evening events during the week, they may include Casino Night, movies and shows.

Handicraft Painting

Satisfy your creative impulses with a spot of handicraft painting. This activity is available from 9 a.m. to 5 p.m. every day except Saturday, in the craft area in Phase II of the resort. The cost of the session depends on the size of the item you are painting.

Personal Concierges

If you are one of our beloved Club Members you are entitled to a personal concierge as one of the many benefits your Membership provides for you. After greeting you upon arrival at the resort, your concierge will be

on hand during your stay to help you book tables at your favorite restaurants, golf tee times and tours.

For our valued Royal Resorts guests there is also a concierge department at your service to assist you with restaurant, golf and tour reservations. Plus they have the best tips and information on your resort and all the incredible things to do and places to see in this exciting destination. Call ext. 172

OUT & ABOUT WITH



THOMASMORETRAVEL
TOURS & TRANSFERS

Thomas More Travel has everything you need for the vacation of a lifetime in the Riviera Maya. How about a trip to one of the Yucatán's world-famous archaeological sites and historic cities, a day at a nature park or a variety of other exciting destinations? Sign up for a Jungle Adventure, a Dolphin Swim or a cruise to one of the islands in the Mexican Caribbean and try your hand at diving, snorkeling and fishing. Call in at the tour desk in the lobby for more ideas. Ext. 175

www.thomasmoretravel.com



DISCOVERING THE PAST

The Yucatán Peninsula is rich in history and there are literally thousands of archaeological sites. Steeped in magic and mystery, they are the legacy of the Maya. A visit to Mérida is also highly recommended and smaller colonial towns and impressive haciendas (estates) are scattered throughout the area. Here's a look at some of the time travel tours to whet your appetite.

Tulum & Xel-Há

The ancient clifftop city of Tulum affords spectacular views of the Caribbean. We combine our tour of this archaeological site with snorkeling in Xel-Há, a chain of crystalline cenotes, fresh water lagoons and saltwater inlets nestled in the jungle.

If you are short of time, express tours are also available to Tulum in the morning

Chichén Itzá

Discover Chichén Itzá, the ancient capital of the Itzae Maya, declared a World Heritage Site in 1988 and voted one of the New Seven Wonders of the World in a global poll in 2007.

Thomas More offers a variety of trips to this incredible Mayan metropolis. Your options include a look at the importance of

astronomy in ancient times, a scenic flight over the site, an afternoon tour of the site including the evening Light & Sound Show and an Express Tour if you are short of time.

Cobá

Cobá is one of the Maya World's largest archaeological sites, so vast that only a small area of the ancient city has been restored. Several trips are available to this jungle site: one includes a swim in the crystal-clear waters of a cenote (sinkhole), a second gives you the opportunity to visit a Mayan village and a third takes you to the site during the afternoon and to see the thrilling representation of the ancient Mayan ball game in a forest clearing at night. This tour can also be combined with a visit to the ancient Mayan city of Tulum on the coast.

Mérida

Founded in 1542, Mérida, the capital of the state of Yucatán is an historical treasure trove bursting with colonial churches, 19th-century civic buildings and elegant mansions. The city is also a cultural center: there are bustling markets, museums, quiet tree-lined squares and a different concert or dance event every night.

Sightseeing highlights include the 16th century Cathedral and Casa de Montejo, the house of the city's founding father, on the main square, and the boulevard called Paseo Montejo, site of the Regional Museum.

Thomas More Travel can help you plan trips to Mérida with overnight stays, or options with side trips to the ancient Maya city of Uxmal and the colonial town of Izamal or a hacienda.

Mérida & Uxmal

This two-day trip gives you the opportunity to explore two area highlights: the ancient city of Uxmal and gracious Mérida. On your return journey to Cancún, you'll also call in at Izamal, a town famous for its bright yellow convent.



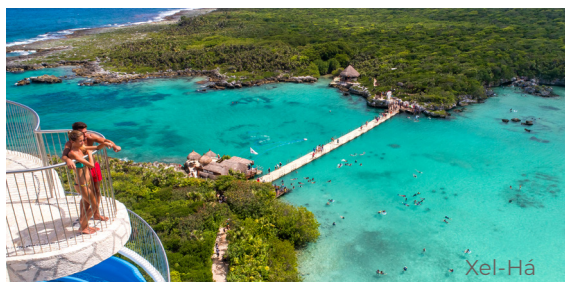
Tulum



Mérida



Ek Balam



Xel-Há

Once a powerful city state, Uxmal is famous for the magnificent stone carvings that cover temple, palace and pyramid walls. Along with the smaller archaeological sites along the Puuc Route (Kabah, Sayil, Xlapak and Labná), it was declared a World Heritage Site in 1996.

Ek Balam

The history of the Yucatán springs to life during this trip. We'll show you the ancient Mayan city of Ek Balam and Valladolid, one of the most important strongholds of the Spanish settlers after the Conquest.

Ek Balam is famous for the stucco carvings that cover the façade of the Acropolis, the principal temple at the site. They depict the open jaws of the mythical earth monster, nobles and a regal figure in a feathered headdress that resembles wings, leading local people to call him el angel or "the angel."

TIMELESS TRADITIONS

Meet the Maya, the descendants of the ancient temple builders and learn about their rich heritage. Thomas More Travel is now offering several trips to get you started.

Maya Ka'an

Ask at the tour desk for information on Maya Ka'an, the Mexican Caribbean's latest destination. Offering a rich combination of nature and Mayan traditions, the area comprises Sian Ka'an Biosphere Reserve and a chain of villages in the center of the state where you can watch ancient rituals, savor traditional cuisine, learn about medicinal plants, chicle harvesting or henequen and discover the history and legends of the Maya.

Maya Ka'an tours and activities are offered by community tour operators and by taking them you will be supporting sustainable development in the area and bringing much needed income to the villagers.

ISLAND HOPPING

Discover the islands of the Mexican Caribbean. Each one has its own attractions and ambiance.

Isla Mujeres

All aboard for a trip to Isla Mujeres, a tiny speck of land with plenty of Caribbean charm. A variety of cruises and day trips are available from Cancún and the bay crossing takes between 20 and 30 minutes. There you can choose your day's activities. Snorkeling, shopping in the village, a golf cart tour of the island to Punta Sur, site of a tiny Mayan shrine, and dolphin swims are on the menu (dolphin sessions and golf carts incur additional charges).

Cozumel

Mexico's largest inhabited island was once a refuge for Mayan pilgrims and traders, Spanish conquistadors and Caribbean pirates and is now one of the top dive destinations in the world. Protected by a National Marine Park, Cozumel's magnificent reefs offer plenty of dive and snorkeling opportunities for all levels.

Sites of interest on dry land include island capital, San Miguel, a shoppers' paradise, and the Chankanaab and Punta Sur Parks. San Gervasio is the largest archaeological zone on the island.



Thomas More offers you two exciting day trips to Cozumel, departing from either Puerto Aventuras or Playa del Carmen. An alternative is to explore the island under your own steam with a transportation-only option.

Contoy

A two-hour boat trip north of Cancún, this island bird sanctuary is home to colonies of pelicans, frigate birds, herons and roseate spoonbills – in total, over 100 species of resident and migrant birds have been recorded here.

FAMILY FUN

Looking for something for the whole family? Apart from Dolphin Swims, cruises, horseback riding and other activities, here are some other options that may interest you.

Xcaret

Located 74 km or one hour south of Cancún, this nature theme park is the place for a fun-filled day with the family. There are activities for everyone including swimming in underground rivers, snorkeling and a leisurely raft trip along a jungle waterway called Paradise River. Don't miss the aquarium, sea turtles, butterfly pavilion, botanical garden, the aviary and the regional wildlife compounds.

If you are interested in history, look out for the temples dotted throughout the park, legacy of the days when Xcaret was a Mayan port called Pole; drop by the Ball Court, the Mayan Village and the Henequen Hacienda, site of the Crafts Museum.

If this sounds like too much activity, you can always relax on the beach and be sure to stay on for the evening extravaganza of Mexican music and dance called *Xcaret de Noche*.

Some activities such as dolphin swims and snorkeling trips are not included in the park admission fee.

Xel-Há

Spend the whole day at Xel-Há with your family. Imagine swimming with a host of colorful fish in the crystalline waters of one of the world's largest natural aquariums.





FOR THE ADVENTUROUS AT HEART

We have a host of exciting adventures to bring out the daredevil in you. Here are some of them to get you started.

Xplor

The latest park from the Xcaret Group, Xplor Park offers four different adventure activities: zip-lining through the jungle canopy, swimming through stalactite-filled caves, rafting down an underground river and driving an amphibious all-terrain vehicle along a forest trail.

Selvática

Get ready to feel the rush, fly through the jungle canopy on 12 of the highest and longest zip lines in Mexico and then cool off with a refreshing dip in a cenote or natural well. Combine your zip lining adventure with a variety of other activities such as reef snorkeling in Puerto Morelos Marine Park, horseback riding or ATV expeditions.

Rio Secreto

Explore the mysterious underground world of the Yucatan with an unforgettable guided visit to Rio Secreto, a labyrinth of caves, cenotes and an underground river five minutes to the south of Play del Carmen.

ATV Adventures

Drive an ATV along jungle trails to a hidden cenote for a refreshing dip in its cool, crystal-clear waters. Similar trips combine an exciting ATV journey with horseback riding, snorkeling, speedboats, a visit to an archaeological site or a trip to the beach.

Off the Beaten Track

Private excursions can be arranged to a variety of destinations. For nature lovers there are eco trips to the biosphere reserves of Rio Lagartos and Sian Ka'an. Island hoppers can also explore the little-known island of Holbox. Ask at the Tour Desk.

Horseback Riding

Imagine riding through the jungle and discovering a hidden cenote, where you'll have a refreshing dip in the cool, clear waters.

Dolphin Swims

For an unforgettable vacation moment try a Dolphin Swim or Encounter. They are available in Cancun, Xcaret, Puerto Aventuras and on Isla Mujeres.



Something Different

There's always something new to see and do in the Mexican Caribbean and here are some ideas to get you started. How about a visit to the Cancún Maya Museum or a snorkeling or diving trip to take in the spectacular Cancún Underwater Sculpture Museum (MUSA)? Or go whale shark watching in the summer and see the gentle giants of the ocean.

Enjoy the day exploring four different cenotes at Xenotes Oasis Maya near Puerto Morelos or dinner under the stars on a colorful barge or trajinera at Xoximilco Park, a tribute to the famous floating gardens of Xochimilco on the outskirts of Mexico City. Visit the colonial towns of Valladolid and Izamal and learn more about country life with the Mexico Típico trip to Leona Vicario. Sign up for a cooking class and learn all the secrets of the Mexican kitchen. Spend the day on the beach and go shopping in Playa del Carmen and ask about half-day tours to Chichén Itzá, Tulum or to Puerto Morelos for snorkeling.

For more information on these trips and more visit the tour desk.

Take the Plunge

Explore the Caribbean from top to bottom. Thomas More Travel offers snorkeling, diving and fishing trips, diving classes, PADI Certification courses and Jungle Tours through the Nichupte Lagoon to Punta Nizuc.



Playa del Carmen

During your stay be sure to visit Playa del Carmen, district capital of the Riviera Maya. This beachfront town has a vibrant atmosphere that blends Mexican color, Caribbean rhythm and European style and is now among the world's top vacation spots.

Once a Mayan port called Xaman-Há, Playa del Carmen is still the principal crossing point for passengers bound for the island of Cozumel.

Playa's main street, Quinta Avenida (5th Avenue), is an eclectic mix of open-air restaurants, bars, colorful craft shops, boutiques and small hotels that springs to life as the sun goes down.

Taxis are available from the resort and there is a limited shuttle service during the day (prior reservations required at Front Desk, check times and fare). If you need additional time for your souvenir shopping, dining and evening entertainment contact the tour desk for details of shared or private van transport.



Transport Services

Call in at the tour desk or ask your Personal Concierge about transport from the resort to Royal Resorts during the week, times and fares. Thomas More Travel also has a convenient Airport Transfer service, see page 40 for more information.



Reserve your tours today

Call in at the tour desk in the lobby for more information on tours and activities, departure days and time. Open daily from 7 a.m. to 8 p.m. Schedule is subject to change without prior notice.

Flight Reconfirmations

If you would like to reconfirm your flight reservations for the journey home, we can put you through to your airline. Just dial Thomas More Travel at Ext. 175 or 0 to talk to the Operator.

Car Rental

If you want to explore the area on your own, why not rent a car? Thomas More Travel handles car rental reservations for guests. A range of vehicles is available for all needs. Call the tour desk, ext. 175.

Dive Center

Visit Dive Balam to book your dive and snorkeling trips, resort and advanced dive certification courses, wall, wreck and cave dives. In order to go diving in the area's

cenotes and underground rivers, you must be a certified cave diver or take a special cave diving course. Located in Phase I of the resort. Open: 9 a.m. to 5 p.m. every day except Saturday.

The dive and snorkeling trips offered by Dive Balam can also be reserved at the tour desk.

Golf

If you enjoy golf and would like to get out on the fairway during your stay, ask your Personal Concierge for more information on local courses and assistance with tee time reservations. Discounted green fees are available at several courses in Cancún and the Riviera Maya.





DINING

This is a guide to the dining options that await you at The Royal Cancun. You can find out more about theme nights, buffets and live entertainment, and restaurants at sister resort The Royal Sands by reading the Welcome Home Guide or calling the Golf & Restaurant Reservations Center at ext. 165. The entertainment schedule may change.

Los Murales

Art and cuisine go hand in hand at Los Murales, the resort's specialty restaurant. Everywhere you look you will find artistry, from the Byzantine-style murals that give the restaurant its name to the exquisitely presented food on your plate. The menu is a fusion of flavors, fresh seafood, steaks and tempting chef's creations and each dish is a journey of discovery.

Los Murales is open daily for dinner. Live music. Dress code: Casual elegant. Reservations required, Ext. 165.



Kinoko

Discover tempting Asian flavors with a selection of Japanese, Chinese, Thai, Korean dishes and sushi. Open daily for dinner. Reservations required, and also for the Teppanyaki experience (four sittings every evening). Dress code: Casual elegant.





La Palapa del Sol

Our beachfront restaurant serves, seafood, steaks, delicious Mexican fare and a dash of world cuisine. A la carte menu and theme nights during the week.

La Palapa del Sol is open daily for breakfast and dinner.

Sol Grill

Our poolside grill located in Phase I serves lunch and drinks. The menu features burgers, sandwiches, seafood and traditional Mexican dishes.

Luna Grill

Located on the pool deck in Phase II, the perfect spot for a burger, shrimp tacos, wraps, sandwiches or pizza. Lunch and drinks served.

Pizza Luna

In the evening, enjoy gourmet pizzas cooked in a wood-burning oven at Pizza Luna in the Luna Grill location. Open nightly, except Wednesdays.

La Rotonda

Sip your favorite cocktail at La Rotonda Lobby Bar, watch sporting events, music videos and movies, play pool and enjoy evening entertainment such as karaoke, live music and a DJ Night.

Order coffee and pastries during the day and paninis and crepes for a light dinner.

Open 7 a.m. to 11 p.m.

Room Service

If you decide to stay in one evening and don't want to cook, a selection of delicious dishes awaits you on the Room Service menu in your room. A night owl selection is available from 10:30 p.m to 6 a.m. Ext. 132

Romantic Beach Dinners

Enjoy a romantic three-course dinner on the beach, the perfect option for couples or family and friends celebrating a special occasion. Please reserve in advance; a deposit is required. Dinner on the beach is weather permitting. Ext. 163

STAYING IN SHAPE

Gym

Stay in shape with a variety of exercise machines; the gym team members will show you how to use the equipment.

The Gym is open only to guests over the age of 16. The use of training shoes and sportswear is compulsory.

The Gym is located at the end of D Building, on the second floor and is open daily from 7 a.m. to 8 p.m. Ext. 186. The use of the Gym is included in the Club Service Fee for The Royal Haciendas members.



SPA TIME

Alea® Spa

Your Riviera Maya vacation is all about relaxing, pampering and looking after your body, you'll soon see how refreshed and revitalized you feel after a morning at Alea® Spa.

Enjoy some time in the sauna, steam room or a soak in the Jacuzzi and choose your favorite massage from a tempting selection that includes Swedish, Lomi-Lomi, Hot Stones and Aromatherapy, among others. Then you'll be ready for one of the luxury facials or body wraps. Whether you are looking for pure relaxation or want to cleanse your body with one of our detoxification products, we have the ideal treatment for you.

Call in at the boutique during your Spa visit, you'll find a wide range of home Spa products, sun blocks and tanning creams, essential oils, robes, sandals, books and much more.

Opening Hours

Alea Spa at The Royal Haciendas is open Monday to Friday 7:30 a.m. to 8:30 p.m.,

Saturday and Sunday 9 a.m. to 5 p.m. for spa services and the hydrotherapy circuit. Located in the lobby. Ext. 179

Beach Massages

If you would prefer your massage outdoors with the soothing sound of the waves, you can enjoy yours in our massage lounge pavilions overlooking the beach.

Beach Massages: 10 a.m. to 5 p.m.

Haciendas is open Monday to Friday 7:30 a.m. to 8:30 p.m., Saturday and Sunday 9 a.m. to 5 p.m. for spa services and the hydrotherapy circuit. Located in the lobby. Ext. 179

Beauty Salon

Located next to the Spa Reception, the Beauty Salon offers a range of services including manicures, pedicures, acrylic nails, haircuts, color, styling and conditioning, braiding and make up.

Reservations: Ext. 151 or with one of the Spa representatives in the pool areas.





SHOPPING

Royal Market

Use the convenience store to stock up on groceries, drinks and household items. Check out the extensive selection of imported and domestic goods, fruit and vegetables, dairy and deli produce, Fresco ready to go baguettes, salads and salsas, beers, wines and liquors, snacks, ice cream, candies. There is a pharmacy counter, a variety of sun care products, postcards, souvenirs and more. Why waste your precious beach time on a trip to the supermarket? Free villa delivery service from 8 a.m. to 8 p.m.

Royal Market also offers a variety of useful services such as internet access (ask in the store), DVD, golf bag, scooters and travel mobility aids rentals and a photography service. You can also place your orders for flowers and fruit baskets here. If you want to cook in your villa there is even a meat order service.

Before your next trip use the convenient online shopping service at **www.royalresorts.com** to stock up your fridge or surprise your family and friends with flowers,



fruit baskets, wine or gift certificates. Royal Market is open daily 7 a.m. – 10:30 p.m. Ext. 166.

La Paloma Gift Shop

Located next to Royal Market, the Gift Shop offers beach and resort wear, jewelry and souvenirs. Open daily 7 a.m. – 10:30 p.m. Ext. 164

ADDITIONAL INFORMATION

Receiving emails

If someone you know back home is going to send you an e-mail, they can use **repcionrh@royalresorts.com**. They need to include your full name in the subject line.

Babysitting

Contact the Operator at Ext. 0 for rates and reservations 24 hours before you require a babysitter. The Royal Haciendas is not responsible for the babysitting service.

Churches

There are Catholic and Protestant churches in Playa del Carmen. Ask your Personal Concierge or contact the Front Desk for the times of services and masses.



Medical Services

Located in the lobby, to the left of the Front Desk. Please contact the Operator by dialing 0 if you require medical assistance. Medical services will be charged to your room account. The resort assumes no responsibility for the medical services provided.

Voltage

110 AC, same as in the United States.

ATM

There is an ATM located in the lobby, next to the front windows. In addition, the Front Desk offers currency exchange services in pesos and U.S. dollars.

Ice

Ice may be purchased in Royal Market.

Guest Laundry

Open: Monday to Friday 7 a.m.-1 p.m., 1:30 - 6 p.m., 6:30-11 p.m. Weekends 9 a.m.-1 p.m., 1:30-5 p.m. Last washing cycle at 9 p.m. The washing machines and driers are self-service, please ask the laundry attendant for operating instructions. For your convenience, all washing machines have an automated chemical dispenser service available at a cost of US \$8. If you do not want to use this service, ask for it to be turned off. The washing cycle without detergent if you wish to bring your own costs US \$7. Use of the tumble dryers US\$7.

The laundry is located behind G building, exit the rear of the lobby and turn left. Detergent, fabric softener and bleach can be purchased at the Royal Market. Ext 167.

Independent Concessions

Some independent concessions operate in the resort, for example, the dive center. Please contact the on-site concession manager if you have suggestions or comments.

Wi-Fi

A high-speed wireless Internet connection is available in the villas and throughout the premises at The Royal Haciendas. Use the printed access code given to you during check in or ask at the Front Desk.

*Prices listed in dollars will be charged in pesos using the daily exchange rate.

Express Check in

Save time on your next vacation by preregistering using the Royal Resorts app or on **www.royalresorts.com**. You may do so up to three months before your trip and up to your arrival date. If you are a Royal Resorts Member, log in to the

Members Area of the website and follow the instructions. We also recommend that you book your airport transfer with Thomas More Travel at the same time and you may also like to check the online Kitchen Starter Kit service offered by The Royal Market and save yourself a shopping trip upon arrival.

Members Lounge

Located in the lobby. Open 7 a.m. to 9 p.m., Sunday to Friday. Coffee and snacks from 7 a.m. to 5 p.m., coffee and cookies from 5 to 9 p.m. No valet service in the evening.



Royal Resorts App

Download the Royal Resorts App, it has very useful features that will help you save time at check-in and

check out, keep tabs on your account, orders and purchases during your stay, make restaurant reservations, pay your resort bill and much more. You can also use it to consult menus and activity programs. Available for Android and iOS.



Long Distance

Consult the phone directory on your phone or dial 0 for the operator.

Lost & Found

Contact the Front Desk and the Sports Desk in Phase II.

Mail Box

The mailbox is located in Royal Market.

Mail Service

Stamps are available at the convenience store.



Membership

To become a member at The Royal Haciendas or any of the Royal Resorts or to receive membership information, visit the Membership Office.

Parking

Please use the parking lot provided. You may only park in the motor lobby when loading and unloading. There is valet parking. Please lock your car; the Resort is not responsible for theft or damages.

Royal Channel

Royal Channel is your in-house TV station broadcasting to the Royal Resorts in Cancún and the Riviera Maya. Channel 2 and 3.

Special Events

Are you planning to get married in the Mexican Caribbean or do you have another important family event coming up, such as a birthday, engagement or graduation party, a wedding anniversary or renewal of vows? Or perhaps you would like to organize dinner on the beach for a get-together of friends or relatives. Royal Resorts has a Special Events department to help you organize a day or night to remember at The Royal Haciendas. If you would like to know more, contact Ext. 163 or e-mail: specialevents@royalresorts.com



Taxis

Taxis are available at the Motor Lobby. Please call the Bellboys at Ext 177 to request one and give them 15 minutes notice. Check the rates before getting into the car. It is also a good idea to make a note of the taxi number.

International Mailing Service

Need to send something by Fedex or DHL? Contact the Front Desk.

Tippling

We have always been proud of our maids; they are an asset, as are the bellboys and waiters who work hard to make your vacation an enjoyable one. If you would like to show your appreciation the suggested daily tip for the maid who cleaned your villa is: \$3 US for the suite or \$2 US for the room or \$5 US for the villa, per day, when the villa is fully occupied. The maid tip box is located in the lobby.

Waiters receive 15% and bellboys \$2 US per bag. Of course, you can always leave more if you wish to reward outstanding service.

Wheelchairs

Standard wheelchairs are available through the Front Desk (subject to availability) and travel mobility aids can be rented from Royal Market. Ext. 166.

Wake-Up Calls

Dial 0 and follow the instructions.

Water

Water is purified and softened within the Resort but use caution elsewhere. Take bottled water with you whenever you go on an excursion.



ROYAL RESORTS
FOUNDATION®



The Royal Resorts Foundation is always looking for ways to help those in need and protect the natural treasures of the Mexican Caribbean and the Yucatan. It supports health and community projects in the Cancun area, education for disadvantaged children, conservation of the Mayan jungle and provides emergency relief for employees in times of serious illness or major surgery.

The Help Change Lives fundraising drive, donations, raffles, bazaars and other initiatives raise money for these causes and for Spreading Happiness events for sick and needy children and the elderly during the year.

As part of Help Change Lives, two dollars are added to your bill at check out and will go towards the Royal Resorts Foundation's causes. This is an optional donation and you can contribute more if you wish or ask for the charge to be removed.

Find out more about the Royal Resorts Foundation and its charity causes by visiting:

www.royalresortsfoundation.org,
contact@royalresortsfoundation.org.
Ext. 182.



GUEST SATISFACTION SURVEY

After your stay at The Royal Haciendas you will receive an email with a link to a guest satisfaction survey. Please take a few minutes to complete it and send it. We welcome your suggestions and comments and take them into account as we strive for continuous improvement and look for ways to enhance your vacation experience.

AIRPORT SHUTTLE SERVICE

For Saturday departures, Thomas More Travel offers Royal Resorts members and guests airport transportation service in private air-conditioned vans. Contact the tour desk in the lobby before Friday for the current rates, departure times and additional information. If you already have a reservation, you must reconfirm it. Pick up your ticket at the desk before 5 p.m. on Friday. Ext. 175

Shared and private transport service is available and there is an option for members and guests arriving at Royal Resorts and departing from The Royal Haciendas and vice versa.

Members and guests catching an international flight must be at the airport three hours prior to departure in order to check in and clear airport security. Two hours are required for domestic flights.

Transport to Cancún

Do you want to visit the Royal Resorts in Cancún during the week? Thomas More Travel offers a private van transport service, available any time of the day in vehicles for up to 10 passengers. One-way and round trip tickets are available.

A daily service to and from the Cancún resorts is available in shared vans from Monday to Thursday. Ask at the tour desk for rates, departure times and reservations.

Saturday Inter-club Shuttle to Royal Resorts

This is a Thomas More Travel service for guests staying at The Royal Haciendas and moving to one of the Royal Resorts in Cancún. Ask at the tour desk for current rates, departure times and arrival times at the Cancún resorts.

NEED HELP

For immediate assistance, please contact the Front Desk. Other Resort services may be contacted by calling their listed telephone numbers, i.e., Travel Agency, Alea® Spa, etc.

Calling the Front Desk at Royal Resorts in Cancún

The Royal Cancun..... 61100
The Royal Sands..... 65100
Or dial Ext. 171

Front Desk - Manager on Duty.....	171
Manager on Duty.....	137
Concierge - Membership Office.....	172
Los Murales Restaurant.....	173
La Palapa del Sol Restaurant.....	173
Kinoko Restaurant.....	173
Room Service.....	132
Golf & Restaurant	
Reservations Center.....	165
Thomas More Travel.....	175
Medical Services.....	160
Bellboys.....	177
Alea Spa.....	179
Gym	186
Royal Market	166
Sports Desk.....	168
Activity Center.....	169
Kids Club.....	159
Special Events.....	163
Guest Laundry.....	167
Beauty Salon.....	151
Voice mail messages.....	180
Wake up Call.....	0
Local calls.....	9
Operator	0

MAKING CALLS

Automatic Long Distance Calls

Calls are charged to your Villa account.
Simply pick up the phone and dial:

In Mexico:

9 + phone number



USA:

9 + 001 + area code + phone number
(\$3.05 US per minute)

Canada:

9 + 001 + area code + phone number
(\$3.05 US per minute)

Rest of the World:

9 + 00 + country code + area code + phone number
(\$4.02 US per minute)

Collect Calls

For collect calls dial 0 and the operator will help you.

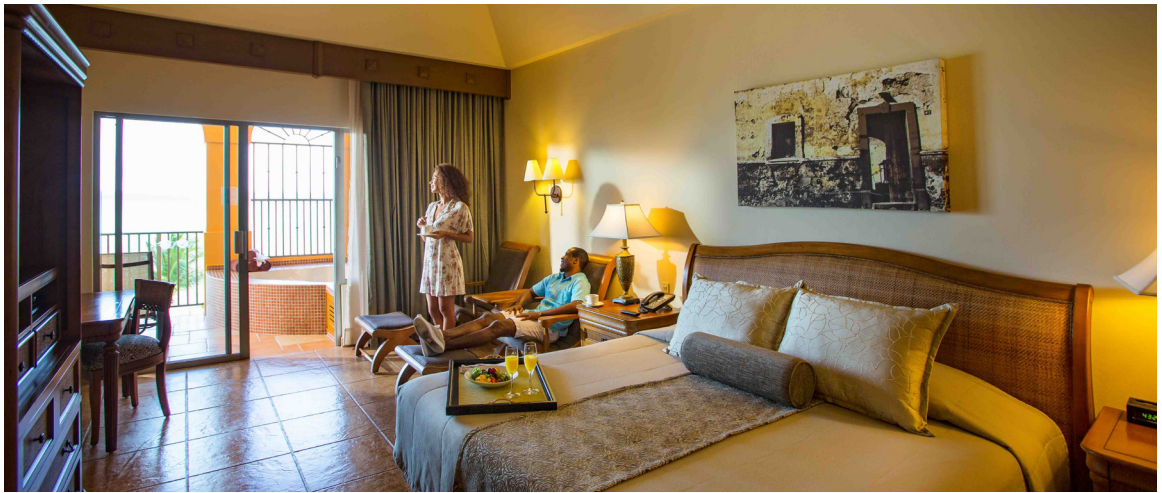
1-800 Toll-free Numbers

The operator will help you place the call.
Service charge for international toll free 00 1
800 calls \$3 US. Service charge for domestic
toll free calls 800 calls \$5.00 pesos

Calls charged to villa accounts do not
have a resort service fee (rates include tax).
For a 1-800 number that cannot be reached
from Mexico, the service charge is \$14.00
pesos per minute (tax included).

Calling From One Villa to Another

Thanks to our central phone system you
can connect to all Royal Resorts villas
internally by simply dialing the following:



The Royal Haciendas

Suite

7 + Villa number + 0 in the master bedroom

7 + Villa number + 2 from the kitchen

Example: Villa C-415 dial 74150

Room

7 + Villa number + 1

Example: Villa C-416 dial 74151

Three-bedroom villa

Example: Villa 519

Master Suite 8519+0

Junior Suite 8519+1

Junior Suite DD 8519+3

Three-bedroom units: 101, 201, 301, 401, 501, 121, 221, 321, 421, 521, 125, 225, 325, 425, 129, 229, 329, 429 and 529

The Royal Cancun

If 3 digits in Villa number 12 + Villa number

Example: Villa C111 dial 12111

If 4 digits in Villa number 1 + Villa number

Example: Villa B1021 dial 11021

Presidential Villa with four bedrooms

Example: Villa 522

Master Suite 8522+0

Junior Suite 8522+1

Room DD 8522+3

Guest bedroom 8522+4

The Royal Sands

Suite

Villa number + 0

Example: Villa 5421 dial 54210

Room

Villa number + 1

Example: Villa 5421 dial 54211

Grand Residences by Royal Resorts

At Grand Residences there are three kinds of villa:

Two-bedroom villa

Example: Villa 319

Master Suite 8319+0

Junior Suite 8319+1

EMERGENCY PROCEDURES

Fire

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

- Locate the nearest fire extinguisher to your villa.
- Report the fire to the Front Desk.
- Close all windows and doors.
- Leave the villa.
- Do not use the elevator; leave the building by the stairs as marked.



Hurricanes

Hurricanes do not happen instantly and there is ample warning. Management will keep you informed about weather conditions and if an alert is emitted, you will be advised on the correct procedures to follow and made as comfortable as possible in the circumstances. Royal Resorts has a Hurricane Contingency Plan.

Information is subject to change without prior notice. manager if you have suggestions or comments.



RULES FOR THE USE OF DRONES OR RPAS

A drone or an RPAS is a remotely piloted aircraft that can be controlled from a distance.

In order to regulate the use of drones that members and guests bring to the Resort and to preserve the atmosphere of peace and harmony, those wishing to use a micro drone at Royal Resorts® must abide by the following rules, in accordance with the regulations set forth in Circular CO AV23/10 R2, issued by the Ministry of Communication and Transport:

- The drone must be exclusively for recreational use. No other use is permitted.
- The maximum weight is 2 kilograms (4.409 lb.). Drones that weigh more than 2 kg are not permitted.
- The maximum flying height is 122 meters (400 feet).
- Drones should be operated in the line of sight and at a distance of no more than 450 meters (1,476 feet) from the pilot.
- The maximum speed is 20 kilometers per hour (12 mph).
- Drones must only be flown during the day.
- They must not drop objects that could cause injuries or damage to property.
- Drones may operate over areas where there are people as long as the privacy of bystanders is respected and the aircraft flies at a minimum height of 46 meters (150 feet).
- They can be flown freely in outdoor spaces where there are no obstacles, for example the beach.
- They cannot be flown indoors, along corridors, on villa terraces, in pool areas or the Resort gardens.
- They cannot be flown close to villas or in order to take photos or video of villa interiors.
- They cannot be used to record or photograph any member or guest without their express consent.
- The RPAS or drone must be made of fragile material that bends, breaks or gives way on impact in order to minimize the risk to persons or objects in the event of a collision.
- The pilot or owner of the RPAS or drone is responsible for any damage or incident caused as a result of its use. The Resort cannot be held responsible.

Failure to comply with these regulations will lead to the confiscation of the RPAS or drone by Management and it will not be returned until the owner leaves the Resort.



PETS ARE NOT PERMITTED AT THE ROYAL HACIENDAS

Pets are not permitted at The Royal Cancun or any of the Royal Resorts. 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, they are 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.



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.







THE ROYAL HACIENDAS®

by *Holiday Inn Club Vacations*®

ALL-INCLUSIVE PACKAGE



ALL-INCLUSIVE PACKAGES

We would like to welcome our All-Inclusive guests to Royal Resorts. We hope that you have a wonderful vacation and enjoy all that your package has to offer. Please read this section for information about the amenities and activities that are available to you during your stay.

It is important that you read the Resort Regulations published in this guide and you'll also find useful information on resort services, sightseeing ideas and more. Please take a few minutes to read it.

PLANNING YOUR WEEK

Daily Activities

Join in the fun activities our Activities team has lined up for you this week. There's something for children, teenagers and adults. Beach games, sports, dance classes and more. The daily program is posted at the Activity Center.

Craft workshops are also available and have an additional fee for materials. Rainy day activities are available in the event of bad weather. The Activity Center is open daily from 9 a.m. to 10 p.m. Ext. 169

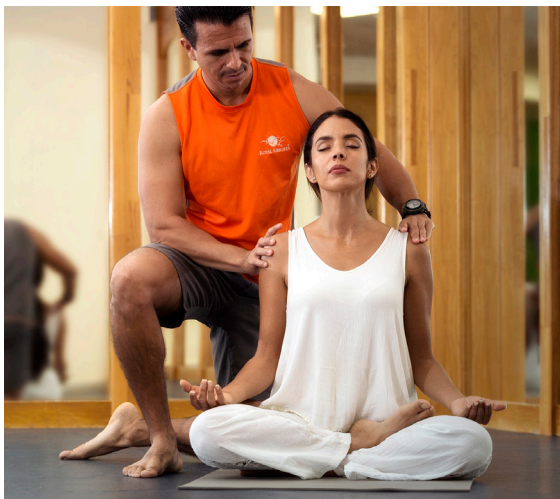
Kids Club

The perfect option for children aged between 4 and 12 years old. They'll enjoy themselves and make new friends, giving you time to unwind. Open from 9 a.m. to 6 p.m. Monday to Friday and 9 a.m. to 5 p.m. at the weekends. Special Activities at The Royal Haciendas 6 p.m. to 8 p.m. Space is limited and subject to availability. Ext. 159

Fitness Center

Keep in shape during your stay. The Fitness Center has a variety of exercise equipment. Open daily from 7 a.m. to 8 p.m. daily Ext. 186





Sports Desk

Call in at the Sports Desk to sign out beach towels, snorkeling gear, tennis rackets, bikes, board games, volleyballs, golf clubs, ping-pong paddles and balls, and to reserve tennis courts and kayaks.

The Sports Desk is open daily from 7 a.m. to 10 p.m. Ext.168

Enjoying the Pools & the Beach

We want you and your family to have a wonderful and safe vacation. Please read the beach safety tips and pool rules published in this guide and go over them with your children.

DINING

Your All-Inclusive Package includes a variety of tempting dining choices at The Royal Haciendas. This section features information on each one, evening entertainment, room service and more.

Restaurants at The Royal Haciendas

Los Murales

This signature restaurant offers a



mouthwatering mix of seafood, music and art. It owes its name to the impressive mosaic murals on the walls that are inspired by the art of Cuban painter Arturo Montoto. Reservations required, subject to availability. Ext. 165. Dress code: casual elegant. Open daily for dinner.

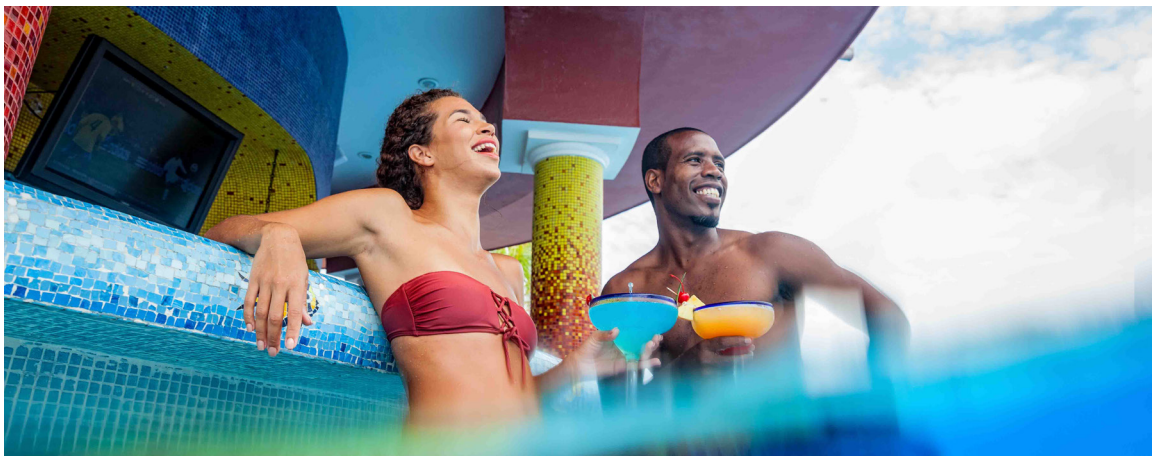
Kinoko

Irresistible Asian flavors, discover a menu of Japanese, Chinese, Thai, Korean dishes and sushi. Reservations required and also for Teppanyaki and shabu shabu experiences. Open daily for dinner. Dress code: Casual elegant.

La Palapa del Sol

Enjoy International and Mexican favorites in a tropical palapa with breathtaking views of the Caribbean. A la carte menu and theme night dining during the week.

La Palapa del Sol is open daily for breakfast, lunch and dinner.



Sol Grill

Tacos, burgers, seafood and steaks and Mexican dishes are on the menu at this poolside grill. Open daily for lunch and drinks.

Luna Grill

Burgers, seafood tacos, sandwiches, wraps and pizzas for lunch poolside. Open daily for lunch and drinks.

Pizza Luna

Gourmet pizzas cooked in a wood-burning oven for dinner on the terrace in the Luna Grill location. Open for dinner nightly, except Wednesdays.

La Rotonda Bar

Coffee, cocktails and bar snacks. Paninis and crepes available in the evening. Sports, movies and more at the lobby bar, karaoke, live music and DJ nights during the week. Open 7 a.m. to 11 p.m.

Pool Bars

Swim up pool bars at Sol and Luna Grill 11 a.m. to 6 p.m.

DINING OUT IN CANCÚN

The Royal Haciendas All-Inclusive package does not cover restaurants or bars at The Royal Sands or The Royal Cancun, or at Hacienda Sisal and Gran Salón Hacienda Sisal in Cancun. You are welcome to visit our sister resorts; however, a credit or debit card is required to pay for meals, drinks or any other purchases that you may make there.

Reservations are required for dining at Club Bistro (The Royal Sands), La Trattoria (The Royal Cancun), Hacienda Sisal and for shows at Gran Salón Hacienda Sisal.

EVENING ENTERTAINMENT AT THE ROYAL HACIENDAS

Check the Welcome Home Guide for details of theme nights, shows, live music, karaoke and much more at The Royal Haciendas.

Mini Bar

The Mini-bar in your room is stocked with domestic brands of beer, sodas and water and will be restocked once a day.

In-room Coffee Maker

A coffee maker is provided in your room. Coffee, cream and sugar will be supplied daily.

Room Service

Order in with 24-hour Room Service. Breakfast, lunch and dinner favorites are all on the menu and there is a smaller selection for night owls from 10:30 p.m. to 6 a.m.

If you are staying at The Royal Haciendas you'll find the menu in this guide. You may order Room Service to your own room only and it is available for the number of guests registered therein, not for any additional visitors who may be spending the day with you. Alcoholic drinks ordered through Room Service are served by the glass and with meals. Call Ext. 132 to place your order.



ALL-INCLUSIVE PACKAGE RULES

Your Bracelet

All-Inclusive bracelets are issued per person and are non-transferable. The benefits and services that the wearer of the bracelet is entitled to may not be offered to anyone else.

The All-Inclusive service will be cancelled without the right to a refund if a guest is found to be misusing it. For example, in the event that a guest is found to be offering All-Inclusive services or products to someone who is not entitled to them, the All-Inclusive package will be automatically cancelled for this person and all the registered guests in the room without a refund. Bracelets must be worn at all times at the resort and when visiting our other resorts and signature restaurants in Cancun. Loss of bracelets will incur a charge of \$150.

US; there are no exceptions to the rule.

There is no charge for replacing damaged bracelets, as long as the bracelet issued at check in is presented and the number corresponds to that registered in the guest's file.

Restaurant Reservations & Rules

Reservations are required for dining at Los Murales and Kinoko and for the Teppanyaki Experience and are subject to availability. The dress code is casual elegant (no shorts, tank tops, swimsuits or sandals).

Reservations are not required for meals and drinks in other restaurants and bars at The Royal Haciendas. Seating is on a first come first served basis and is subject to availability.

Food and beverage menus in participating restaurants and bars are subject to change without prior notice.

The All-Inclusive package may not be applied with other promotions and discounts. Call the Golf & Restaurant Reservations Center at ext. 165 or your Concierge at ext. 172

Premium Food & Drinks

The following Premium dishes and drinks are not included in the All-Inclusive package but are available at additional cost:

- Lobster
- Dishes prepared tableside
- Prime fish fillets
- Flambéed desserts & specialty coffees
- Selected prime cuts of beef
- Premium drinks & wines

Seasonal Events & Celebrations

Thanksgiving and Christmas dinners organized at the restaurants are included in the All-Inclusive package. However, New Year's Eve Parties are not covered, All-Inclusive guests who would like to attend must make a reservation subject to availability, and there is an additional charge.

Other celebrations and special events are organized at participating restaurants and bars during the year and may not be included in the All-Inclusive package.





Alcoholic Beverages

Alcoholic beverages and house wine are served by the glass and are included in restaurants, bars and when ordering Room Service.

For safety reasons, management and staff reserve the right to stop serving alcoholic beverages to guests who are visibly impaired.

It is against the law in Mexico to serve alcoholic beverages to minors under the age of 18. Official ID will be requested.

Have fun and enjoy your stay with us, but please don't overdo it when drinking alcohol. May we remind you that this is a family resort and immoral and excessively rowdy behavior will not be tolerated. Out of respect for other guests we request that you bear this in mind and abide by resort regulations.

Additional Amenities & Activities

The following services and activities are available at your resort for an additional fee. You may use your room key card, debit or credit card to pay for them.

For more information on the spa, day trip ideas and more, consult the Welcome Home Guide or read the relevant section in this in-room guide.

**THIS IS A
cashless
RESORT**



Alea® Spa \$

Ext. 179

Full-service Spas at The Royal Sands and The Royal Haciendas, Villa Spa at The Royal Cancun

Travel Agency \$

Ext. 175

Located in the resort lobby

Car Rental \$

Available through the travel agency in the resort lobby

Royal Market \$

Ext. 166

Each resort has a convenience store

La Paloma Gift Shop \$

Ext. 164

Located at The Royal Sands and The Royal Cancun





Special Events \$

Ext. 163

Bartolo's Pizza \$

Ext. 139

Pizza delivery service

Romantic Beach Dinners \$

Ext. 163

Call Special Events if you would like to arrange a romantic dinner.

Dive Center \$

Dive Balam at The Royal Haciendas offers a selection of dive trips for all levels, wreck and cenote dives for advanced divers and resort courses for novices.

Bodyboards \$

Water sports center at The Royal Haciendas \$

Hobie Waves at The Royal Haciendas \$

• Arts & Crafts Activities \$

Crafts workshops at the Activity Center, Ceramic and Finger Painting.



Guest Laundry \$

Medical Service Station \$

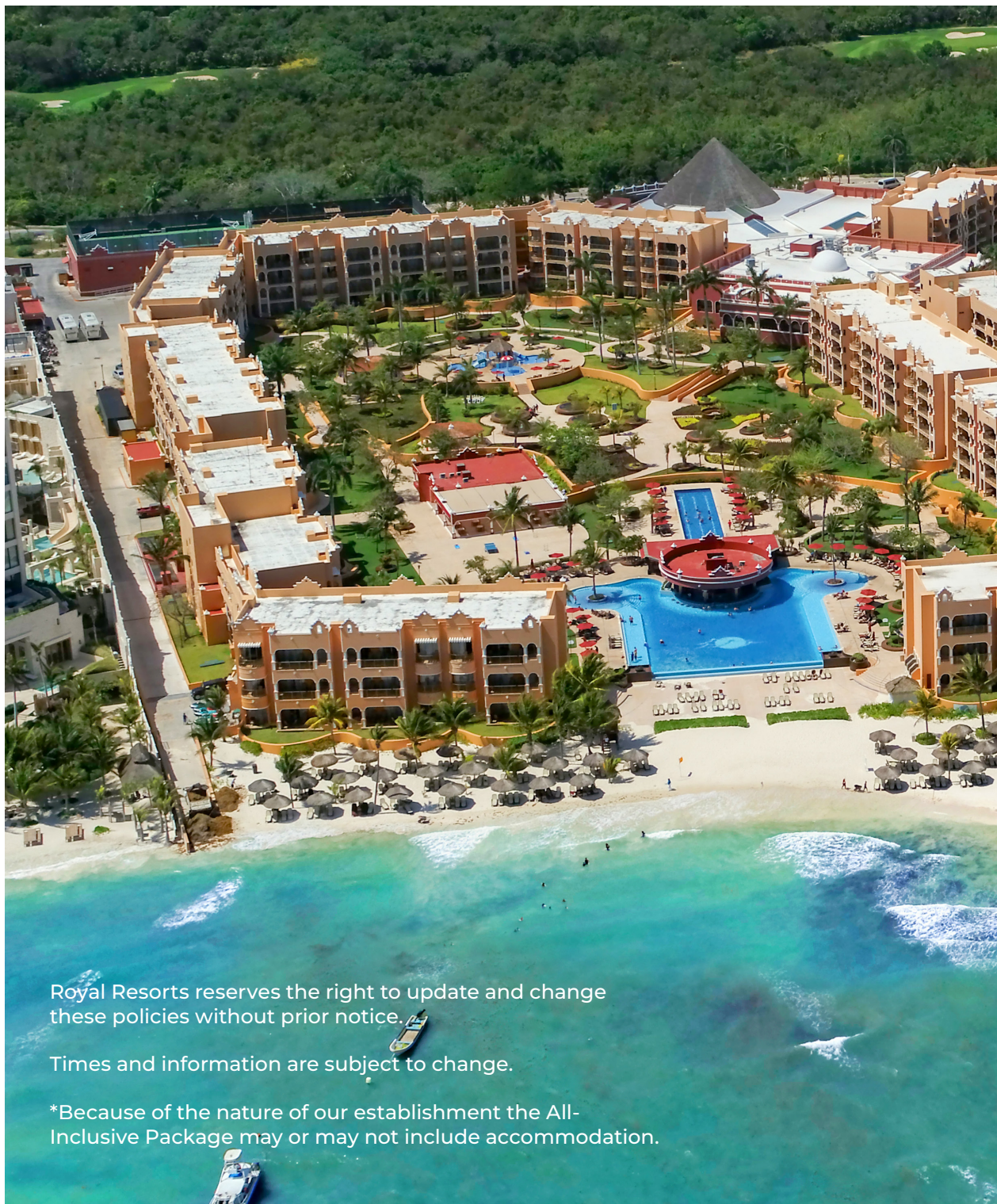
A doctor is on call 24 hours. Medical fees are paid directly to the service provider, for example, doctors, hospitals, drugstore, laboratory, etc.

For More Resort Information

For additional information including resort regulations, beach safety, pool rules, trip ideas, transport, checking out, resort eco policies and much more please read the remaining chapters of this guide and the Welcome Home Guide.

Useful Numbers

Operator	0
Front Desk	171
Guest Services Manager	137
Bellboys	177
Concierge, Membership Office	172
Voice mail	180



Royal Resorts reserves the right to update and change these policies without prior notice.

Times and information are subject to change.

*Because of the nature of our establishment the All-Inclusive Package may or may not include accommodation.



