



THE ROYAL SANDS®
by *Holiday Inn Club Vacations*®

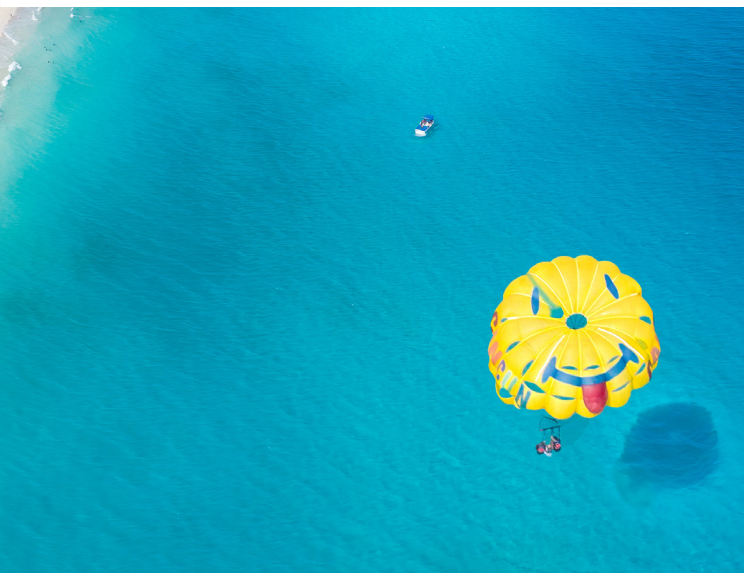
Resort Regulations

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.

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INTRODUCTION

Dear Members and Guests:

Welcome to your vacation villa in the Caribbean! We are very pleased that you are here and are confident that this will be one of your best vacations ever.

This guide will acquaint you with the services available at The Royal Sands and how it operates. We recommend that you take a few moments to familiarize yourself with our resort regulations, policies and procedures, as 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 resort information, dining and activity tips, this guide also includes 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 Sands 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.

With the comfort of our members and guests in mind and due to excessive numbers of day visitors in previous years and the additional pressure on resort services that this entails, we have implemented 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 on arrival and purchase a Day Pass.

All members, guests and visitors must agree to observe and follow all published rules and regulations of The Royal Sands and Royal Resorts, 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. to 11 p.m. In the event that your visitors stay longer than the permitted visiting hours additional fees will automatically be charged to your account.

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.

Royal Resorts has 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 provides 24-hour medical services to members and guests of The Royal Sands. All medical expenses, including doctor's fees, hospital charges, ambulance, prescriptions, etc., must be paid directly to the service provider. The Resort does not take responsibility for any medical service 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, at 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 consumed at the resort, and any other purchases you may make during the day.

Members and guests staying with the all-inclusive package at the Royal Sands and The Royal Cancun may use their all-inclusive benefits at both resorts. However, the package does not cover restaurants and bars at The Royal Haciendas. If you plan to spend the day at our Riviera Maya resort, a credit or debit card is required for meals, drinks and purchases.

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.

Once you have settled your account, you may use a credit or debit card to pay for additional purchases within the Resort.

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

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



Staying at The Royal Sands

We offer a warm welcome to all our guests. If you are a repeat visitor, welcome back to your home away from home, if it is the first time you are staying with us, we hope that you have a wonderful time.

With their beautiful beachfront setting, spacious suites, services and welcoming ambiance, The Royal Sands has long been a favorite with families, a hallmark shared by all our 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 The Royal Sands 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 Royal Sands hosts 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. 137 or asking at the Front Desk.

We hope that you enjoy your stay.



COMING AND GOING

Checking In

Check-in time is 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 do not lose them; any lost cards will be charged to your account. Once you reach your villa, please take a moment to review the inventory list on your kitchen counter. Please check all the items on the list, note any discrepancies (quantity and quality) and return the list to the Front Desk. If you notice that items are missing or that something is damaged, please report them and be sure that they are replaced immediately in order to avoid a "Missing or Damaged Item" charge 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. Your account may be settled 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.

Checkout time is at 11 a.m. and is strictly enforced. If your villa is not vacated at the stipulated time a \$2,000 peso late fee will be charged to your account for every additional hour. The Royal Sands has facilities for luggage storage and showers 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 all the Royal Resorts 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. Your change of unit is already scheduled and we will help you move without you having to call in at the Front Desk.

Check out in The Royal Sands is at 11 a.m. and check in is at 4 p.m., yet your unit may be available from 12 p.m. (if your new unit has not been cleaned yet, please be patient, the maid has it on her list of priorities and will do everything she can to 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 ext. 177 to request this service.

1. 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.
2. Remove your valuables from the safe and leave the door open so that the next occupants can store their belongings.

3. You or another member of your party must be present during the change of unit and will be responsible for the luggage that the Bellboy is going to move to the new unit and also check that it arrives in good condition. An alternative is to authorize our staff to move your belongings for you.

NOTE: If your belongings are unpacked, authorized personnel will pack them and will move your bags to the new room before 4 p.m.

4. Your 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 on Saturday, please exchange them for the old cards. If you have a membership card, please go to the Front Desk to reactivate it.
5. Please inform the Bellboy if you are leaving food or supplies for the maid.
6. Before you leave the unit, please take one last look around and make sure that you have all your personal belongings.
7. Remember that we are due to give you your clean unit after 4 p.m. and not before. Our maids are working, please be patient - we give priority to units that are going to be occupied.

For further information or queries please call the Changing Units ext. 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 SANDS

Villa	6 persons
Suite only	4 persons
Lock-off only	2 persons

If you are a member, one additional person may be allowed in a full villa upon payment of the \$25 US per day occupancy fee in effect at the time of your stay.

A change of bath linens is provided daily for each registered person. Additional sets may be obtained from the Front Desk for a charge of \$5 US per set, per day. 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.

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 not be charged.

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 at The Royal Sands, 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.

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. Take care not to scratch the worktop in the kitchen. Do not leave hot frying pans or saucepans to cool directly on the counter, as this will damage it and it is costly to replace. Please use the heatproof mats provided for this purpose.
4. Do not sit on the furniture 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, creams and sprays 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 cans. Royal Resorts has a recycling program and you should separate your plastic bottles, aluminum, glass and paper and put them in the bins labeled for this purpose under the kitchen sink in your villa.
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 doorstop 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 close it yourself causing an accident.
10. In order to prevent mildew, mold, condensation and the smell of damp, only use the air-conditioning when all doors, including those leading to the terrace, are closed. When you leave the villa, please make sure that the villa thermostat is at 22°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, \$75 US if the incident takes place in the corridors.
13. Smoking is prohibited by law in the rooms, suites and villas and on the terrace. This applies for cigarettes, cigars and 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 Sands 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.

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 any of the Royal Resorts is given to the Royal Resorts Foundation which sells it to raise money for its causes, such as 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 22 °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.

Problems in the Villa?

Please call the Front Desk, ext. 171 if you notice any maintenance problems in your villa and staff will follow up on your report.

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, at The Royal Sands 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.



Guests under the age of 25

We want you to enjoy your stay with us. It is important that each person in your party takes a few minutes to read The Royal Sands 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

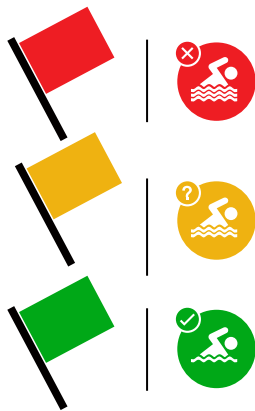
Beach & Ocean Information

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.



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. Lifeguards are on duty at all five clubs; 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.

Surf Tips

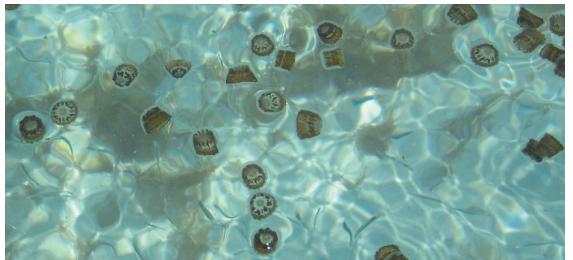
Never dive head first into the waves, you may hit a submerged rock or a shallower area of the seabed and injure yourself. Use the buddy system: always swim with someone else and do not venture out of your depth. If you get caught up in an offshore rip current do not swim against it. Swim parallel to the beach until you are free of the current then swim to shore. Children should be supervised when playing in the surf zone in case they lose their footing after a wave breaks or are caught in the undertow.

Thimble Jellyfish

During the spring in the Mexican Caribbean check with the Sports Desk or Front Desk before venturing into the sea. 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 as brown patches in the shallows 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.



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.



Sting Rays

If you are visiting The Royal Cancun, be careful when swimming and watch where you step in the water. Sting rays 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 beach at The Royal Sands. Resort security staff and local biologists patrol the beach and collect the eggs, placing them in a protected area of nests where they hatch 45 to 60 days later. The young turtles are then released at nightfall and protected from predators such as seagulls, frigate birds, crabs, raccoons and dogs as they scuttle across the sand towards the waves.

Four species of sea turtle lay their eggs on the beaches of the Mexican Caribbean and this kind of conservation program plays a positive role in the global struggle to save this ancient species.

If you see a female sea turtle on the beach, please be silent and keep still. Watch from a distance (at least 10 meters) and do not attempt to touch the turtle or crowd her. Do not shine a torch in her direction and never use a flash if taking photos. If the turtle is frightened by loud noises, bright lights and too many people, she will return to the sea and lay her eggs

in the water, thus losing her entire clutch of 90 – 110 eggs. Alert the security staff to her presence and watch as they remove the eggs; they have been trained by biologists and know what to do.

When the eggs begin to hatch, security staff wait until the evening to release the baby turtles after predatory sea gulls and frigate birds have gone to roost. The tiny creatures race across the sand towards the waves and a new life at sea.

Mexican Ministry of the Environment rules concerning turtle conservation keep human contact with the baby turtles to a minimum and resort guests are not permitted to handle and release them.

If you go on a snorkeling trip to local reefs during your stay, wear a t-shirt as protection against the sun instead of sun creams. The chemicals in sun products are harmful to corals and marine life such as sea turtles. Floating plastic bags and straws are lethal to turtles and you can help protect them by limiting your use of such items.

Under Mexican law it is a crime to persecute and hunt sea turtles, steal their eggs, consume turtle meat or purchase other products such as tortoiseshell and skin creams containing turtle oil.



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 they 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.

One beach towel per person is available from the Sports Desk and may be checked out on a daily basis. 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. Diving and jumping are not permitted; this is also the case for any pool games that might disturb fellow guests.
2. No splashing around the swim-up bars. Children are not permitted in this area.
3. Children are not allowed to play or swim in the training pools.
4. No bonfires on the beach or in pool areas.
5. High volume sound systems, radios, iPods, etc. are not allowed in the pool or beach areas, please keep the volume low or use earphones.
6. No bottles or glass items are allowed in the pool or beach areas.
7. No floats, rafts, or beach toys are allowed in the pool (except in the children's pool). The number of individual floats for adults is limited to a minimum per pool.
8. No running or horseplay in pool area.
9. Coolers are only permitted on the beach, do not bring them to the pools.
10. When coming in from the beach, shower with fresh water provided near the beach.
11. Small children wearing armbands or life jackets should still be supervised.
12. There are no pool lifeguards. Swim at your own risk.
13. In case of emergency please use the life preservers.
- 14. Please do not use the pool if you have an upset stomach or nausea. Babies and toddlers will not be allowed in the pools unless they are wearing special waterproof diapers. They must go to the toilet before going in the water. Cleaning fees will be charged in the event of an "accident" that causes a pool closure.**



AQUA PARK AT THE ROYAL SANDS

Get ready for lots of splashy fun in the Aqua Park at The Royal Sands. Located in the garden of Phase 1, the park has slides, water chutes and splash buckets in separate areas for small children and older children and adults.

Park facilities include sun loungers and umbrellas, rest rooms and the Snack Shack for burgers, hot dogs and non-alcoholic beverages. Lifeguards are on duty throughout the day and it is important to follow their instructions.

Aqua Park Rules

Open daily

Maximum depth: 25 cm/10 inches

Snack Shack serves food and non-alcoholic drinks.

- The use of sound systems is only permitted with headphones
- Wear water shoes at all times to avoid slipping and falls
- Do not use the Aqua Park if you have an upset stomach or nausea or if you are taking medication. Toddlers must wear pool diapers. Charges will apply in the event of an accident that causes the closure of the pool or slides
- For safety reasons, expectant mothers and persons with heart conditions, neck or back trouble should not ride the slides
- The consumption of alcohol is strictly prohibited as is the use of the park by guests who are under the influence of alcohol and visibly impaired

For your safety and that of other guests in the pool area, the following activities are not permitted:

- Excessive noise and horseplay
- Diving
- Climbing up the slides and on other park structures, braking or changing course
- Using the slides when wearing caps, watches, sunglasses, jewelry, swimwear with exposed zippers, buckles, rivets and metal ornamentation and other items that could snag and cause an accident
- Eyeglasses must be securely affixed to the rider with head straps
- Running and pushing others
- Two people using the slides at the same time and in the same lane
- Climbing up the slides in the wrong direction
- Flotation devices, boogie boards or

snorkeling fins on the slides and in the pool

- The use of coolers or food containers in the Aqua Park
- Entering with glass or sharp objects
- Eating or drinking in the pool or on the slides

The Aqua Park will be closed when it is raining and during thunderstorms.

Using the Kiddie Slides

- The minimum height permitted for use of the kiddie slides is 90 cm/36 inches and the maximum height is 1.50 m/59 inches. Children who are taller than 1.50 m/59 inches may use the area for teens and adults
- Children must always be supervised by an adult
- Children must wear swimsuits

Correct positions for using the slides

- Only one rider to enter the slide at a time.
- Riders must wait for the previous rider to clear the area before proceeding.
- The correct way to go down the slide is lying down, feet first with your arms and legs crossed.
- You must lie down at all times when using the slide.
- Keep arms, hands and feet inside the slide at all times.
- Do not use your hands to brake or change direction.
- Do not turn, dive, kneel, rotate or stop in the slide.
- At the end of the slide, please exit the area quickly.
- No swimming or wading around the slide exit area.

The park is not responsible for any accidents that may occur as a result of misuse of the slides and not following the rules.

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.

Sunbeds at The Royal Sands

Use the tag you received at check in to reserve your chair or lounge if you are going to step away for a moment. Your place will be reserved for a maximum of 60 minutes.

If necessary, security guards may remove belongings from chairs and sunbeds once the 60 minutes is up or if no tag is visible. You will be able to collect your belongings later with the Security staff.

The Gardens

You'll see native plants and colorful tropical flowering shrubs such as hibiscus, allamanda, ixora and bougainvillea. A variety of birds, including hummingbirds, tropical flycatchers and mockingbirds are frequent visitors to the gardens and you may also see iguanas. Please do not feed them.



DAYS AND NIGHTS OF FUN

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

Sports Desk

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

- Tennis courts and equipment
- Sailboats and sailing lessons
- Snorkeling gear
- Bicycles
- Parlor games
- Beach towels
- Golf clubs
- Paddleboard
- Kayaks

All of the above are available at the Sports Desk from 7 a.m. to 10 p.m. daily at The Royal Sands. Please check the conditions of use for sports gear before you sign it out. When you visit a sister Resort, remember that the towel and other equipment you checked out from the Sports Desk at your Resort must be returned to the same place. Please take care of towels and equipment. The cost of replacing items is reflected in the annual Club Service Fee. Members and registered guests are entitled to one towel change per day in accordance with our green-friendly policy. Help us protect the

environment by using your beach towel for several days and not asking for replacements. We appreciate your cooperation.

Tennis

If you like to play tennis, you can reserve your court at the Sports Desk and sign up for classes and matches with the Pro.

Basketball

There is a basketball court at The Royal Sands. You can book the courts and sign out basketballs at the Sports Desk.

Bikes

If you are planning a bike trip, remember that you should always wear a helmet as a safety precaution.

Activity Program

The Activity Center at The Royal Sands offers a fun program of yoga, power dance, pilates, aqua aerobics, Spanish lessons, dance classes, art and craft workshops, beach and pool games and many other activities.

There are activities for adults and teens and a separate Kids Club for children. Opening hours: 9 to 6 p.m., 9 to 5 p.m. at the weekend.



Activities take place every day and you can check the Activity Center notice boards or the Royal Resorts app for times, places, and events. Some activities take place in the Activity Centers, others in the bars, by the pools, on the sun decks or on the beach.

Craft items may not be completed in one session. A charge applies for materials for craft workshops. There is a Rainy Day program for days of bad weather. Activities are subject to change without prior notice.

Kids Clubs

The Royal Sands Kids Club offers supervised daily activities for children aged between four and 12 years. The program includes beach and pool games, arts and crafts, treasure hunts, movies, piñatas and much more. Open Monday to Friday from 9 a.m. to 6 p.m. and from 9 a.m. to 5 p.m. at the weekend.

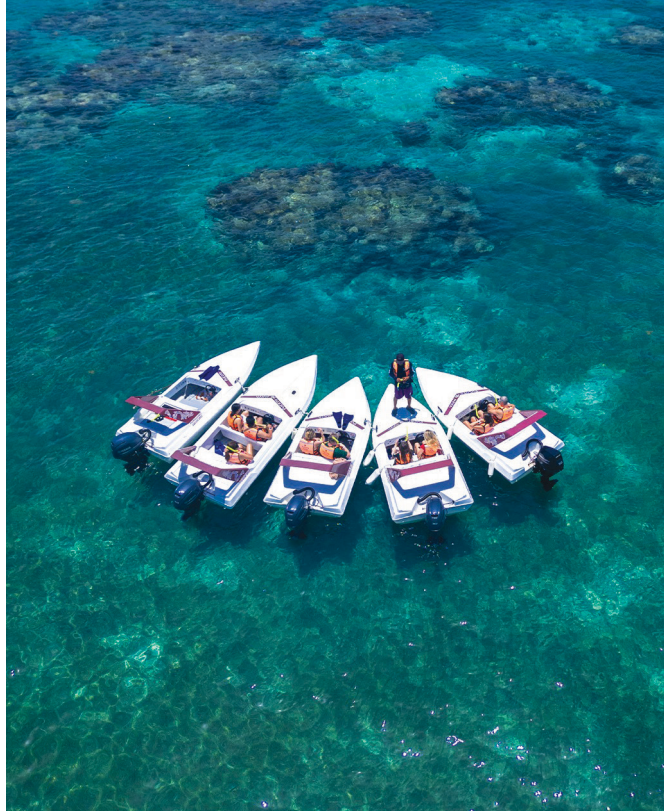
Royal Resorts members can use the Kids Club at no additional charge. Use of the Kids Club is included for All-Inclusive guests.

Reservations are required one day before you would like your children to sign up.

Personal Concierge

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



THOMAS MORE TRAVEL
TOURS & TRANSFERS

Thomas More Travel has everything you need for the vacation of a lifetime in Cancún. 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 for more ideas.

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

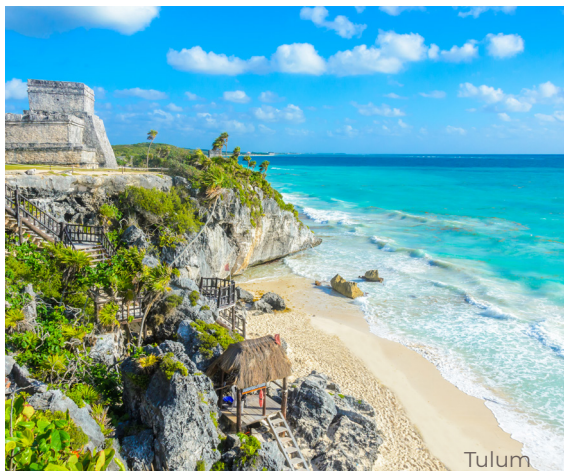
Founded in 1542, Mérida, the capital of the state of Yucatán is an historical treasure trove bursting with colonial churches, 19th-century civic buildings and elegant mansions. The city is also a cultural center: there are bustling markets, museums, quiet tree-lined squares and a different concert or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

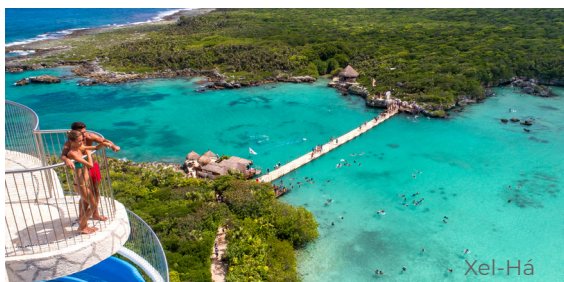
This two-day trip gives you the opportunity to explore two area highlights: the ancient city of Uxmal and gracious Mérida. On your return journey to Cancún, you'll also call in at Izamal, a town famous for its bright yellow convent.



Tulum



Mérida



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."



Ek Balam

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 Playa 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.

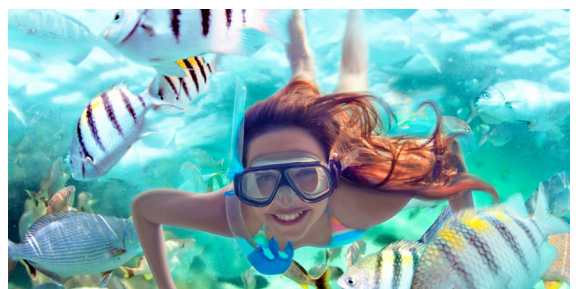


Something Different

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.



Reserve your tours today

Call in at the Thomas More Travel desk located in the resort lobby at The Royal Sands for more information on tours and activities, departure days and times, and transportation services.



The Royal Sands

Open from Monday to Friday 7 a.m. to 8 p.m. Saturday 9 a.m. to 5 p.m.
Sunday 8 a.m. to 8 p.m.

Call ext. 175 to reach the tour desk. The tour desk 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 0 to talk to the Operator.

Car Rental Agency

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.

Water Sports

Visit the Water Sports Center to book your dive classes. If you already know how to dive, sign up for a trip to one of the area's

spectacular reefs. Family activities include snorkeling trips, jungle tours and a variety of water toys for fun in the shallows. Water skiing, windsurfing and sport fishing can also be arranged. You can also take care of all your water sports reservations at the tour desk in the lobby.

Hop on the Shuttle

Use the shuttle bus to travel between The Royal Sands and Hacienda Sisal restaurant and The Royal Cancun. It's free and convenient. Departure times are posted in the lobby and at the Front Desk.

The buses are equipped with ramps for wheelchair access. Passengers may not use the shuttle to transport their luggage between the resorts.

Golf

Ask your Concierge or call the Golf & Restaurant Reservations Center for information on the special Royal Resorts rate you are entitled to at several prestigious golf courses in Cancún and the Riviera Maya and to book tee times or classes. Reservations are accepted the day before you wish to play. Ext. 172 (Concierge) or ext. 165 (Golf & Restaurant Reservations Center).

Weekly Golf Tournament

Sign up for our weekly golf tournament. You'll find more information on this popular event, days and participating golf courses and how to make your reservation in the Welcome Home Guide. The tournament is held weather permitting and a minimum of 12 players is required.

Didn't bring your Golf Clubs?

If you didn't bring your golf gear and would like to play, The Royal Market has golf clubs available for rent at preferential rates.





La Veranda



Sidelines



Club Bistro

DINING

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

Dial ext. 173 if you want to contact one of the restaurants and the Operator will connect you.

Veranda del Mar

A delightful seafood dining experience is in store for you at Veranda del Mar. The freshest Caribbean lobster, shrimp cooked a variety of ways, the catch of the day and prime steaks too, find your favorites as you dine on the terrace. Open Sunday to Friday nights.

Char Hut

Snacks and light meals are served beside the pool in Phase II. Open daily for drinks and lunch.

Sidelines Sports Bar

Casual dining with a U.S.-style menu of burgers, ribs, hot dogs and more, perfect for watching your favorite sports with friends. You can also enjoy a menu featuring sushi and poke bowls on the open-air terrace for lunch or dinner (weather permitting).

Sidelines is open from 3 p.m. to 11 p.m. from Monday to Friday, Saturday 10 a.m. to 11 p.m. and Sunday 12 p.m. to 11 p.m.

La Veranda

A favorite with families, La Veranda's International fare features everything from salads and pasta to steaks, salmon and seafood with a hint of the Caribbean. All your poolside lunch favorites. Open for breakfast, lunch and dinner. A la carte menu during the week and buffet service on Saturday.

Club Bistro

For an evening of fine dining, Club Bistro offers an a la carte menu of showstopper chef's creations and classic continental favorites. Whether you are dining with family or friends or celebrating a special occasion, the sublime cuisine, sterling service, live guitar music and intimate setting will make your evening unforgettable.

Club Bistro is open for dinner, closed on Saturday. Reservations are required.

Miamare

Located in Phase 1 of The Royal Sands, Miamare serves gourmet pizzas baked in a wood-fired oven. Order by the slice for a casual poolside lunch in Phase 1, available daily.

Miamare also opens for dinner with a menu of delicious pizzas and Mediterranean-inspired mixology (closed on Saturdays).

Ask about Miamare Art & Dine, a fun event with painting, pizza, and wine held on Wednesday afternoons. Reservations required.



Hacienda Sisal

Delicious Mexican food in a magnificent hacienda setting that evokes the romance of Old Mexico. The menu features traditional Mexican recipes, fajitas, seafood, steaks and a selection of premier tequilas and mezcal. There is live Mexican music on Tuesdays, Wednesdays (mariachis) and Thursdays. Sign up for the Mexican Food & Spirit

Pairing on Monday and Friday afternoon. Limited capacity for this experience, reservations are required.

Hacienda Sisal is open daily for dinner. Don't miss the Sunday Brunch. Located next to The Royal Sands. Reservations ext. 165.



Shows at Gran Salon Hacienda Sisal

For live entertainment, take in the different Shows during the week at Gran Salón Hacienda Sisal. There is more music and fun after the show with karaoke. Call the Restaurant Reservations Center ext. 165 for show days and times and to make a reservation.

Dining in Cancun

If you visit The Royal Cancun, enjoy waterfront dining at La Palapa for lunch or in the evening. La Trattoria offers Italian cuisine for dinner.



FAST FOOD

Room Service

There is 24-hour room service at The Royal Sands. Scan the QR code in your suite to see the menu.
Ext. 132.

• Pizza Delivery

Why order out when you can order in? We'll deliver a fresh, piping hot homemade pizza to your villa in no time. Last delivery at 9:30 p.m.
Orders ext. 139



BARS

Pool & Beach Bars

Sip a margarita, daiquiri or piña colada at the swim up bars, afternoon Happy Hour. Open: 10 a.m. to 6 p.m. Alcoholic drinks are served from 11 a.m.

Beach Bars are open from 10 a.m. to 6 p.m.

Sidelines Sports Bar

If you are a sports fan and like to follow the fortunes of your favorite team, catch up with the latest action at Sidelines Sports Bar in The Royal Sands. Karaoke Night on Tuesday and Thursday. Open from 3 p.m. to 11 p.m. Monday to Friday, Saturday 10 a.m. to 11 p.m. and Sunday 12 p.m. to 11 p.m.

Seven Nights of Fun

We offer a variety of exciting theme dining options, why not try a different one every night. Ask your Personal Concierge (Ext. 172), check the listing in the Welcome Home Guide and call the Golf & Restaurant Reservations Center (Ext. 165) for more information on cookouts, shows and live music.





Special Events

Are you planning a wedding, vow renewal or party for your next vacation? Will you be celebrating your anniversary or a birthday during your stay and would like to have a romantic dinner? Whatever the occasion, the Special Events department takes care of all the details and make your day or evening unforgettable. Call ext. 163 or write to specialevents@royalresorts.com

Golf & Restaurant Reservations Center

Need help booking a table at your favorite restaurant? Save time, call the Golf & Restaurant Reservations Center and staff will make reservations for you at Hacienda Sisal, La Trattoria, Club Bistro or at the Cancún restaurants of your choice. They are a great source of information on all the Royal Resorts restaurants, theme nights and more. Call with your questions on menus, pricing, transportation and groups. Call ext. 165

The Royal Roast Coffee Co.

Order your favorite coffee whether it's a standard cup of java, a cappuccino, espresso or mocha you like and accompany it with a selection of pastries, desserts and baguettes. Located in The Royal Sands branch of Royal Market. Open daily: 7 a.m. to 9 p.m. ext. 226



A L E A[®]

SPA & FITNESS CENTER



Your Cancún vacation is all about relaxing, pampering and looking after your body, so why not spend some time at **Alea[®] Spa at The Royal Sands**? You'll soon see how refreshed and revitalized you feel.

Begin your Spa wellness experience with a hydrotherapy session in the sauna, steam room and Jacuzzi. Then you'll be ready for one of our tempting massages, exfoliations, body wraps or luxury facials. Cleanse your body with one of our detoxification products, we have the ideal treatment for you.

Don't forget to call in at the boutique during your Spa visit. There is a wide range of skincare and Spa products perfect for relaxing at home.

Beach Massages

If you prefer to enjoy your massage outdoors with the sound of the waves to lull you, you'll love the massage areas on the terraces overlooking the beach. Beach massages are available daily from 9 a.m. to 5 p.m. at The Royal Sands.

Treatment Times

Alea® Spa at The Royal Sands is open daily. Spa treatments from 8 a.m. to 8 p.m. Sunday to Friday and 9 a.m. to 5 p.m. on Saturday. Use of the hydrotherapy circuit 8 a.m. to 9 p.m. The gym is open daily from 7 a.m. to 9:30 p.m.

Spa Reservations: Call ext. 179, visit the Spa desk in The Royal Sands lobby (open 9 a.m. to 5 p.m.) or ask the Spa reps by the pools.

Salon at the Spa, The Royal Sands

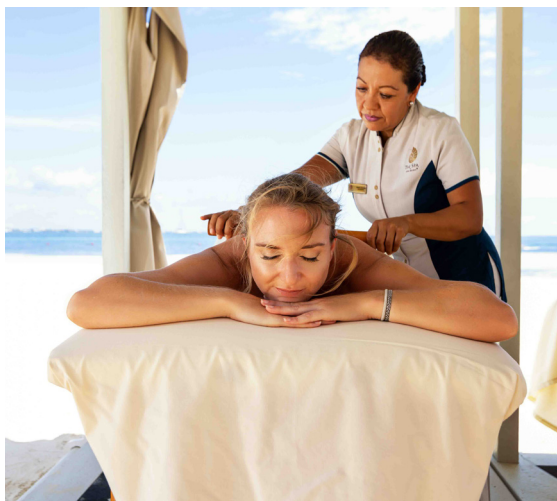
Visit the beauty salon in Alea Spa at The Royal Sands. Choose from a luxury menu of services, including haircuts, colors and styling, manicures, pedicures and make up. The purchase of any of the services at this salon includes a day pass to use the wet area and gym.

The Gym

Located in Alea Spa, The Royal Sands Gym offers a variety of fitness machines so that you can keep up with your daily workout and stay in shape even on vacation. Gym staff 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 use of the Gym is included in the annual Club Service Fee paid by members at The Royal Sands. It is also included in the All-Inclusive package.

Open daily: 7 a.m. to 9:30 p.m.





SHOPPING

La Paloma Gift Shop

Visit La Paloma Gift Shop at The Royal Sands for an extensive selection of beachwear, casual resort clothing for the whole family, sunglasses, beach bags and jewelry. There is something for everyone, from children's toys and men's shirts to souvenirs and colorful Mexican handicrafts for your friends back home. Gift Shop staff will also take reservations for souvenir photo sessions by the pool.

Open 8 a.m. to 8 p.m., Monday to Friday,
Sat. 8 a.m. to 4 p.m., Sunday 9 a.m.
to 5 p.m. Ext. 164.



Jewelry Store

Mexico is the world's top producer of silver and not surprisingly, it is an excellent buy in Cancún and you can start your jewelry shopping at Royal Resorts. Drop by the jewelry store in The Royal Sands for a look at its collection of silver, gold and semi-precious stones.

Opening Hours • The Royal Sands

Monday to Friday, 10 a.m. to 2 p.m. and 3 p.m. to 7 p.m. Saturday 10 a.m. to 3 p.m. Closed Sundays. Ext. 178



Royal Market

Where shopping is a great experience. Check out the extensive selection of imported and domestic goods, fruit and vegetables, dairy and deli produce, frozen meat and seafood, snacks, beers, wines and spirits, ice cream, candies and chocolate. Also stocked: sun care products, pharmacy items, patented and generic medicines, beach toys, souvenirs and more. Enjoy more beach time instead of a trip to the supermarket. Free villa delivery service from 8 a.m. to 8 p.m. Located off the resort lobby.

Royal Market also offers a variety of useful services such as:

- Scooter rentals for guests with mobility challenges.
- Flowers and fruit baskets.
- Starbucks coffee at The Royal Sands.
- Internet access Ask in the store.
- Golf club rentals.
- Drugstore.

The Royal Market is open daily 7 a.m. to 10 p.m. at The Royal Sands. Ext. 166



Before your next trip

Use the convenient online shopping service at:

www.royalresorts.com

To stock up your fridge using the Kitchen Starter Kit or surprise your family and friends with flowers, fruit baskets, wines and gift certificates.





ADDITIONAL INFORMATION

Express Check in

Save time on your next vacation at The Royal Sands 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 Royal Market and save yourself a shopping trip upon arrival.



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.

Members Lounge

Exclusively for Royal Resorts members. Coffee and pastries are served in the morning and snacks and soft drinks from 11 a.m. until closing time.

Open 7 a.m. to 3 p.m., Sunday to Friday. Don't miss the Members Wine & Cheese Event in Sidelines Bar on Monday afternoon (visit the Members Lounge to make reservations for this exclusive Member event).



Taxis

Available at the Motor Lobby. Check the posted official fares. Please make a note of the taxi number before getting in.

Buses

Buses run to and from Downtown Cancún 24 hours a day. Ask at the Front Desk for bus fares.

Tipping

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.

Water

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

Parking

Use the parking lot. You may only park in the entrance when loading and unloading. Remember to lock your car; the Resort is not responsible for theft or damages. No Valet parking.

Mail Service

Stamps are available at The Royal Market in your resort and the mailboxes are also located there.



Churches

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

Electricity

110 AC, same as in the United States.

Ice

Ice may be purchased at the Royal Market

Lost & Found

Contact the Front Desk.

Long Distance

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

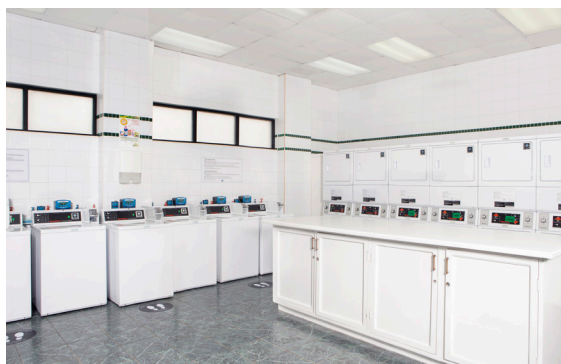
Guest Laundry

There is a self-service guest laundry at The Royal Sands. Ext. 167. The opening hours are Monday to Saturday 7 a.m. to 1 p.m.; 1:30 p.m. to 5 p.m.; 5:30 p.m. to 10 p.m.

For your convenience all washing machines have an automated liquid detergent dispenser service which costs \$8 US. If you do not want to use this service, please ask for it to be turned off. The washing cycle without liquid detergent costs \$7 US. Dryer service \$7 US.

Preferential rate for members, ask laundry staff for details.

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



Babysitting

Contact the Operator 24 hours in advance for information on this service and to make a reservation. Royal Resorts is not responsible for this service.

Medical Service

Located off the lobby area at The Royal Sands (next to the guest laundry). All medical charges and expenses must be paid in cash, directly to the provider at the time the service is provided. The Resort does not accept responsibility for any medical service given. Ext. 160.

Wake-Up Calls

Dial 0 and the Operator will help you.

Membership

To become a Royal Resorts by Holiday Inn Club Vacations member and to receive membership information, visit the Membership Office at The Royal Sands.

International Mailing Service

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

Wheelchairs

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



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:

www.royalresortsfoundation.org,
contact@royalresortsfoundation.org

Ext. 182.

Royal Channel

Royal Channel is your in-house TV station broadcasting to the Royal Resorts in Cancún and the Riviera Maya. Tune into channel 2 and 3 for programs in English and Spanish. Watch programs on life in the resorts, dining and shopping spots, daily activities and shows about the area.



Independent Concessions

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

GUEST SATISFACTION SURVEY

After your stay at The Royal Sands 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

Thomas More Travel offers a daily shuttle service to the airport on private, air-conditioned buses solely for Resort

members and guests, a convenient option for your safety and ease of luggage handling. Rates, departure times and additional information are available at the tour desk. If you have already made your reservation, please contact the tour desk at least 24 hours before you are due to travel to reconfirm your flight and departure pass. Shared and private transport service is available and there is an option for members and guests arriving at The Royal Sands 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 The Royal Haciendas

Ask your concierge about visits to The Royal Haciendas or call in at the tour desk for details of the shared transport service available to The Royal Haciendas from Monday to Thursday. Private vans can also be hired at the tour desk for departures throughout the day.





Saturday Inter-Resort Shuttle

This is a Thomas More Travel service for Cancún resort members and guests who are scheduled to move to The Royal Haciendas on Saturday for their second week. Ask at the tour desk for current rates and departure times from The Royal Sands. Ext. 175.

GETTING AROUND

Free Shuttle Service

Use the shuttle link between the Royal Sands, Hacienda Sisal and The Royal Cancun.

- Seating limited to 41 passengers, reservations required.
- Make your reservation on the reservation list managed by the bellboys or security guards in the motor lobby, which is available 30 minutes before the bus is due to arrive.
- Reservations before this time are not permitted.
- Check the schedules in the motor lobby of your resort.
- The buses have ramps for wheelchair access.

Routes

- Sunday – Friday
 - › The Royal Cancun to The Royal Sands Garden Lobby, Hacienda Sisal, The Royal Sands Main Lobby

The Royal Sands Main Lobby, to Hacienda Sisal, The Royal Sands Garden Lobby, The Royal Cancun.

NEED HELP

For immediate assistance, please contact the Front Desk personnel by dialing ext. 171 or the Guest Services Manager at ext. 137. Other Resort services may be contacted by calling their listed telephone numbers, i.e., Travel Agency, Room Service. etc.

Calling the Front Desk

Dial ext. 171 or:

The Royal Sands 65100

Resort Services Directory

Front Desk - Manager on Duty	171
Guest Service Manager	137
Concierge - Membership Office.....	172
Bell boys.....	177
Restaurant.....	173
Room Service.....	132
Bartolo's Pizza delivery service.....	139
Golf & Restaurant	
Reservations Center.....	165
Special Events.....	163
Travel Agency.....	175
La Paloma Gift Shop.....	164
Royal Market.....	166
Doctor's Office.....	160
Royal Market drugstore counter.....	162
Alea® Spa.....	179
Gym.....	186
Beauty Salon.....	151
Sports Desk.....	168
Activity Center.....	169
Kids Club.....	178
Guest Laundry.....	167
Wake up calls.....	0
Operator.....	0
Voice mail messages.....	180

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).



Internet

A high-speed wireless Internet connection is available in the villas and throughout the premises at The Royal Sands.

Use the printed access code given to you during check in or ask at the Front Desk.



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 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

The Royal Sands

Suite

Villa number + 0

Example: Villa 5421 dial 54210

Room

Villa number + 1

Example: Villa 5421 dial 54211

The Royal Haciendas

Suite

7 + Villa number + 0

Example: Villa C-415 dial 74150

Room

7 + Villa number + 1

Example: Villa C-416 dial 74151

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.



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 SANDS

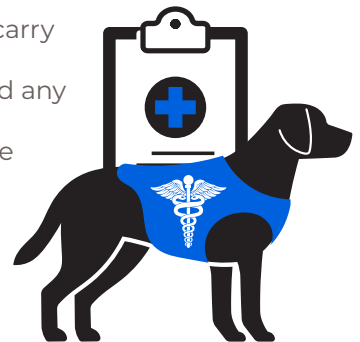
Pets are not permitted at The Royal Sands or any of the Royal Resorts. However, certified service dogs are welcome at our resort. Emotional support or anxiety control animals are not permitted as they are not considered to be service dogs.

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.
- Cleaning fees may apply.



Types of service dog

Service dogs fall into the following categories:

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

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

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

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



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

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







THE ROYAL SANDS®

by *Holiday Inn Club Vacations*™

ALL-INCLUSIVE PACKAGE



ALL-INCLUSIVE PACKAGE

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

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.

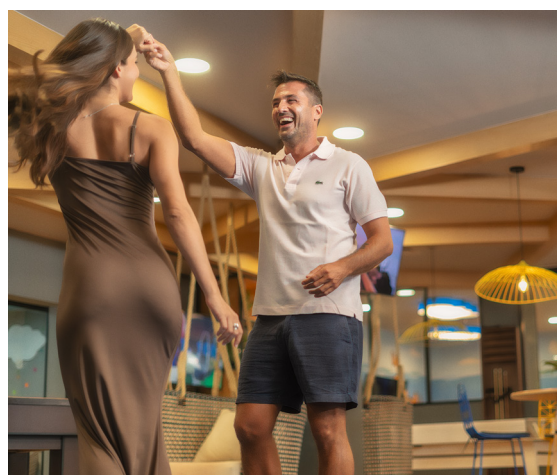
Craft workshops are also available and have an additional fee for materials. Rainy day activities are available in the event of bad weather. The Activity Center is open 9 to 6 p.m. Monday to Friday, 9 to 5 p.m. at the weekend.

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 weekend. Space is limited and subject to availability. Ext. 159

Fitness Center

Keep in shape during your stay at the Fitness Center. It has all the latest weight and cardiovascular equipment. Located in Alea Spa. Open daily from 7 a.m. to 9:30 p.m. Ext. 186





Sports Desk

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

If you are staying at The Royal Sands or The Royal Cancun you can also book a sailboat or a kayak for some fun time out on the lagoon or the bay at The Royal Cancun. Classes can be arranged if you have never used a sailboat before, but there is a charge for non-members.

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.

Aqua Park at The Royal Sands

Slides, water chutes and splash buckets for hours of family fun. There is a separate Kiddie Slide area for smaller children. Please read the Aqua Park rules in Section A of this guide for more details. Open daily



DINING

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

Restaurants at The Royal Sands

La Veranda

A family friendly poolside restaurant serving breakfast, lunch and dinner. International cuisine, seafood, steaks and pasta. Open daily for breakfast, lunch and dinner. A la carte menu and buffets.

Club Bistro

Club Bistro offers an a la carte menu of showstopper chef's creations and classic continental favorites in an intimate setting. Live guitar music during the week. Open for dinner, closed on Saturday. Reservations required, ext. 165



Veranda del Mar

Seafood fans will love Veranda del Mar. The freshest Caribbean lobster, shrimp cooked a variety of ways, the catch of the day and prime steaks too. Open for dinner, Sunday to Friday.

Miamare

Located in Phase 1 at The Royal Sands, Miamare serves up gourmet pizzas cooked in a wood-burning oven, order them by the slice for lunch poolside daily. For dinner, there's a pizza and mixology menu, available nightly (except Saturdays).

Ask about Miamare Art & Dine, a fun event with painting, pizza and wine on Wednesday afternoon. Reservations required.

Char Hut

With spectacular views of the Caribbean and the pool, this open-air grill is a popular option for lunch.

A la carte menu. Open daily for drinks and lunch.

Sidelines Sports Bar

Casual dining with a U.S.-style menu of burgers, ribs, hot dogs and more, perfect for watching your favorite sports with friends. You can also enjoy a menu featuring sushi and poke bowls on the open-air terrace for lunch or dinner (weather permitting).

Sidelines is open from 3 p.m. to 11 p.m. Monday to Friday, Saturday 10 a.m. to 11 p.m. and Sunday 12 p.m. to 11 p.m.

Pool & Beach Bars

Pool bars open from 10 a.m. to 6 p.m., alcoholic beverages served from 11 a.m. Beach bar at The Royal Sands 10 a.m. to 6 p.m.

DINING OUT IN CANCÚN

Hacienda Sisal

Dine on mouthwatering Mexican cuisine, fajitas and steaks in a hacienda setting with traditional décor and a festive ambiance. A la carte menu. Live Mexican music Tuesday to Thursday. Located next to The Royal Sands. Reservations required, subject to availability. Ext. 165. Dress code: casual elegant. Open daily for dinner.

Shows at

Gran Salón Hacienda Sisal

Try the different Shows during the week at Gran Salón Hacienda Sisal. Gran Salón is located next to Hacienda Sisal. The shows are followed by karaoke. Call the Restaurant Reservations Center ext. 165 for show days and times and to make reservations.

Restaurants in The Royal Cancun

La Palapa

Enjoy fresh seafood, Mexican favorites and International dishes in a tropical thatched palapa with incredible views of the beach, the Caribbean and Isla Mujeres in the distance. This is an idyllic spot for breakfast, lunch and dinner and the friendly waiters are famous. You won't want to leave! Open daily for breakfast, lunch and dinner. A la carte menu and theme nights with buffets during the week.

La Trattoria

Savor the exquisite flavors of Italy. Delicious pastas, pizzas, Mediterranean salads and other classic homemade dishes. Casual ambiance. Open daily for dinner. Reservations required, subject to availability. Ext. 165. Dress code: casual elegant.

La Trattoria Sports Bar

Enjoy your favorite cocktail, an ice-cold beer or a refreshing non-alcoholic drink



while you catch up on all the news from the world of sport. Open daily in the evenings.

Pool & Beach Bars

10 a.m. to 6 p.m. Alcohol served from 11 a.m. Food served from 12 p.m.

Restaurants at The Royal Haciendas

The Royal Sands and The Royal Cancun All-inclusive packages do not cover restaurants or bars at The Royal Haciendas in the Riviera Maya. You are welcome to visit our sister resort; 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 Los Murales and Kinoko and for the Teppanyaki Experience at The Royal Haciendas.



EVENING ENTERTAINMENT AT THE ROYAL SANDS AND THE ROYAL CANCUN

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

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.

Staying at The Royal Sands or The Royal Cancun, you'll find the Room Service menu in your suite.

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 sister 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 Hacienda Sisal, Club Bistro, Veranda del Mar, La Trattoria restaurants and for shows at Gran Salon Hacienda Sisal in Cancun and Los Murales and Kinoko at The Royal Haciendas 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 Sands, The Royal Cancun or 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.

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.



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

Romantic Beach Dinners \$

Ext. 163

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

Bartolo's Pizza \$

Ext. 139

Pizza delivery service

Sailing lessons \$ (charge for non-members)



Bodyboards \$

Sailing lessons \$ (charge for non-members)

Bodyboards \$

Arts & Crafts Activities \$
Crafts workshops at the Activity Center, Ceramic and Finger Painting.

Guest Laundry \$

Medical Service \$
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.





