

Welcome Home

ROYAL RESORTS®

ENGLISH



THE ROYAL CANCUN®
THE ROYAL SANDS®
Cancún, México


ROYAL RESORTS®
by *Holiday Inn Club Vacations*



WELCOME TO ROYAL RESORTS®

This is your quick reference guide to services, activities and dining at The Royal Sands® and The Royal Cancun®. For even more information on services and beach, pool and important resort rules, please consult the digital edition of the Resort Regulations for your resort by scanning the QR code in your room. You can also check activity tables and restaurant menus in the Royal Resorts app.

We are here to serve you. We hope that you have a wonderful stay with us.

Guest Service Manager
Ext. 137



MEET YOUR CONCIERGE

Your concierge is on call to help you with restaurant reservations, golf, tours, activity times and on-site events. Ext. 172

THIS IS A
cashless
RESORT

For your convenience you can use your room key card (or debit/credit card) to make purchases.



ROYAL RESORTS RESTAURANTS

Hacienda Sisal

Traditional Mexican cuisine and ambiance in a hacienda setting. Fresh seafood, steaks, fajitas and more. A la carte menu and nightly specials showcasing more Mexican recipes. Premium tequilas, mezcal and craft beers. Open daily, 5 p.m. to 11 p.m. Don't miss the Tequila & Mezcal Pairing on Monday and Fridays at 4:30 p.m. (reservation required) and Sunday Brunch from 8 a.m. to 2 p.m. Live Mexican music on Tuesday and Thursday, Wednesday night is Mariachi night. Dress code: Casual elegant.

Club Bistro

Located at The Royal Sands, 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 from 5:30 p.m. - 10 p.m., closed on Tuesday and Saturday. Reservations required, ext. 165.

Book your table for El Conquistador Night on Thursdays, an evening of delicious memories, a tasting menu and wine pairings with guitarist Jorge Duran to serenade you. Reservations required.

Veranda del Mar

A must for seafood fans, don't miss Veranda del Mar at The Royal Sands. The freshest Caribbean lobster, shrimp cooked a variety of ways, the catch of the day and prime steaks too. Open Sunday to Friday 5:30 p.m. - 10 p.m.

Shows at Gran Salón Hacienda Sisal

Looking for live entertainment, take in the Shows at Gran Salón Hacienda Sisal. Mexican traditions, Caribbean color and more, there are different shows to enjoy during the week. Showtime is at 7 p.m. and is followed by karaoke at 7:45 p.m. until 11 p.m. Open at 6:30 p.m. Call ext. 165 for information and reservations.

La Trattoria

The traditional flavors of Italy: pizzas, pastas, Mediterranean-inspired salads and classic home-style dishes. Casual ambiance. Open daily from 5 to 10 p.m. at The Royal Cancun. Dress code: Casual elegant.

Los Murales at The Royal Haciendas, Riviera Maya

Enjoy an evening of fine cuisine, live music and art at Los Murales. Fresh seafood, steaks and more. Open daily 5 p.m. to 10 p.m. Dress code: Casual elegant.

Kinoko at The Royal Haciendas

Delicious Japanese, Chinese, Korean and Thai cuisine, sushi, Teppanyaki and more at our Asian restaurant. Open daily 5 p.m. to 10 p.m.

**Restaurants on this page require a reservation.
Restaurant Reservations ext. 165**



La Veranda

A family favorite for salads, pastas, steaks, seafood, sandwiches and burgers. Located at The Royal Sands. Open: 7 a.m. to 10 p.m. Breakfast from 7 to 11:30 a.m., lunch from 12 p.m. to 3:30 p.m., try the dinner buffets during the week, there's a different one every night.

Sidelines Sports Bar

Enjoy a burger, ribs, hot dogs and more from the US-style bar menu as you watch your favorite sports. You can also sit on the open-air terrace and snack on sushi, spring rolls or a poke bowl from 3 p.m. to 10 p.m. (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.

Char Hut

Snacks and light lunches with a great beach view, by the pool in Phase II at The Royal Sands, Open: 10 a.m. to 6 p.m.; food served from 11:30 a.m.

La Palapa

Located at The Royal Cancun, La Palapa serves up International dishes, Mexican cuisine and seafood in a spectacular beachfront setting. Open: 7 a.m. to 10 p.m. Start the day in paradise with breakfast 7 a.m. to 11 a.m.

For more delicious dining try the theme nights, the beach BBQ in Phase 2 and Art & Dine, an afternoon of painting and wine on Fridays at 4 p.m. on the terrace. Evening entertainment during the week includes live music, karaoke and a Silent Party on Thursdays at 7:30 p.m. Call the Restaurant Reservations Center for more details, ext. 165.

Miamare

The latest dining experience at The Royal Sands, Miamare serves up gourmet pizzas cooked in a wood-burning oven, order them by the slice for lunch poolside in Phase 1 from 12 p.m. to 5 p.m. Now open for dinner from 6 to 9:30 p.m. (except Saturdays); order a spritzer cocktail for the summery flavors of the Mediterranean.

Ask about Miamare Art & Dine, a fun event with painting, pizza and wine on Wednesdays at 4 p.m. Reservations required.



THEME NIGHTS

For more dining, try the theme nights and entertainment options include shows, live music and karaoke. Call the Restaurant Reservations Center for more details, ext. 165



CULINARY EXPERIENCES BY ROYAL RESORTS

Our talented chefs have more delicious dishes in store for you as part of this monthly program. From Mexican recipes to world cuisine and signature cocktails, there's something different to savor at all our restaurants. Try them all!





TRATTORIA SPORTS BAR, THE ROYAL CUNCUN

ROYAL BARS

- Sporting events on big screen TV.
- Daily drink specials and bar snacks.
- Pool tables, backgammon, foosball in Sidelines..
- Happy Hour 5 p.m. to 7 p.m.

Sidelines Sports Bar, The Royal Sands

U.S.-style bar menu.

Open: Monday to Friday 3 p.m. to 11 p.m.

Saturday 10 a.m. to 11 p.m., Sunday 12 p.m. to 11 p.m.

Karaoke on Tuesday and Thursday, 8 to 11 p.m.

Casino from 4 to 6 p.m. on Wednesday

Live rock music on Wednesday 7 to 9 p.m.

Adults only after 7 p.m.

Trattoria Sports Bar, The Royal Cancun

5 p.m. to 10 p.m., daily.

Pool Bars

Pool Bars are open from 10 a.m. to 6 p.m. Alcohol served from 11 a.m. Happy Hour every afternoon from 3 p.m. to 6 p.m.

Beach Bars

Open daily at The Royal Sands and The Royal Cancun. from 10 a.m. to 6 p.m. Don't miss Happy Hour every afternoon.

Karaoke

Stay on for karaoke after the Shows at Gran Salón Hacienda Sisal, 7:45 – 11 p.m. on Sunday, Monday, Wednesday and Friday, on Monday in La Palapa, The Royal Cancun at 7 p.m. and at Sidelines Bar, The Royal Sands on Tuesday and Thursday, 8 to 11 p.m.

There's also Kids Karaoke in Sidelines on Tuesday and Thursday from 6 to 8 p.m. (children must be accompanied by an adult).



SIDELINES, THE ROYAL SANDS



ROYAL ROAST COFFEE CO, THE ROYAL SANDS

Bartolos Pizza

Free villa delivery, hours: 1 p.m. to 9:30 p.m.

Ext. 139

Royal Roast Coffee Co

Starbucks coffee at The Royal Sands. Cappuccinos, espressos, mocha and more. Pastries, cakes, sandwiches, fruit smoothies, coffee gift packs, chocolates and souvenirs.

Open daily The Royal Sands. Ext. 226

ROOM SERVICE

Staying at The Royal Sands or The Royal Cancun? You can access the 24-hour Room Service menu by scanning the QR code in your suite or using the Royal Resorts app. A smaller menu is available from 10 p.m. Ext, 132



ALL-INCLUSIVE
BY ROYAL RESORTS*

ROYAL RESORTS MEMBERS

Add extra touches of luxury to your vacation with the **REFINE All-Inclusive Food & Beverage package**
SPECIAL MEMBER RATE | Includes

- Meals and beverages at The Royal Sands and The Royal Cancun*
- Dining at Club Bistro, Veranda del Mar, La Trattoria, Hacienda Sisal and shows at Gran Salón Hacienda Sisal
- Theme Nights, Room service and more

ON SALE AT THE FRONT DESK

*The Royal Sands and The Royal Cancun REFINE package does not cover restaurants and bars at The Royal Haciendas. If you plan to visit our Riviera Maya resort for the day, please take your credit or debit card to pay for meals and drinks.



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 Phase II, Hacienda Sisal, The Royal Sands Phase I
 - › The Royal Sands Phase 1 to Hacienda Sisal, The Royal Sands Phase II, The Royal Cancun.

Car Rental

Contact the Thomas More Travel desk in the resort lobby if you would like to rent a car.

Ext. 175

Taxis

Available in the motor lobby of your resort. Check the fare before getting into the car.

THIS IS A
cashless
RESORT

Please note that cash is not accepted at our restaurants and bars, Alea® Spa, Royal Market, Paloma Gift Shop, Thomas More Travel and Special Events. For your convenience, you may use your room key card, debit or credit card to pay for purchases.



DAILY ACTIVITIES

Activity Center

- Beach and pool games, yoga and keep fit, dance classes, crafts and more, check the daily activity program on the noticeboards outside the Activity Center.
- Activity Centers at The Royal Sands and The Royal Cancun. Open Monday to Friday from 9 a.m. to 6 p.m., weekends 9 a.m. to 5 p.m.

Kids Club

- Kids Clubs at The Royal Sands and The Royal Cancun.
- Supervised activities for children aged 4 to 12 years old. Open Monday to Friday 9 a.m. to 6 p.m. and 9 a.m. to 5 p.m. at weekends, check daily activities on the board outside the Activity Center, reservations required. Ext. 169

Sports Desk

- Sign out beach towels, snorkeling gear, sailboats, tennis rackets, bikes and more.
- Sailboats at The Royal Cancun.
- Kayaks and paddle boards available at The Royal Cancun.
- The Royal Sands marina is closed until further notice but guests may make reservations to use sailboats and kayaks at The Royal Cancun (subject to availability).
- Tennis and basketball court reservations. Open daily, 7 a.m. to 10 p.m. Ext. 168

Tennis

- All the resorts have tennis courts.
- Classes and games are available on request with the tennis Pro.
- Don't miss the tennis tournaments at the resorts during the week.
- Court and class reservations at the Sports Desk. Ext. 168

Aqua Park

- Splashy family fun at The Royal Sands.
- Slides, water chutes, splash buckets and more.
- Kiddie slides for small children and a separate area for teens and adults.
- Snack Shack for food and non-alcoholic drinks.
- Don't miss the Kids Pool Party on Friday at 12 p.m. Open daily.



GOLF

Royal Resorts members and guests are entitled to special rates for play at these courses in the Cancun area and the Riviera Maya and there's a tournament too.

Puerto Cancun

Designed by Tom Weiskopf, Cancun's newest course stretches for 7,241 yards between the bay and Puerto Cancun marina. Holes 15 and 16 overlook the beach and Hole 18 is the most challenging. Marina Town Center mall is nearby.

El Camaleón Mayakoba

Designed by Greg Norman, this 7,024-yard par 72 Riviera Maya course has a jungle and mangrove setting with cenotes, canals, rock outcrops and beach views.

Gran Coyote

Designed by Nick Price, Gran Coyote (formerly Grand Coral) is located behind The Royal Haciendas in CoraSol, Riviera Maya. This 7,050-yard course has challenging bunkers and water features. Hole 7 is the most difficult one to play.

Tournament Days

Sign up for the weekly tournament. Tuesday at Puerto Cancun (at least 12 players) and Sunday after 12 p.m. at El Camaleón (at least eight players).

RESERVATIONS

Call the Golf Reservations Center at ext. 165 or the Concierge at ext. 172 to book tee times (reservations one day before). Ask your concierge for information about transportation to the courses.

WATCH THE ROYAL CHANNEL

Dining and activity ideas, Royal News and more. Watch Channel 3 in English

*Recording at the resorts is for informational purposes. If you do not want your picture displayed, please ask Royal Channel staff to remove it or fade it out.





GOLF GEAR RENTALS

The Royal Market offers a convenient golf bag rental service.
Ext. 166

MEMBERS LOUNGE AT THE ROYAL SANDS

Visit the Members Lounge between the jewelry store and Paloma Gift Shop for coffee with friends, comfy sofas, TV, books and newspapers. Complimentary self-service coffee, tea, water, pastries and snacks. Open from 7 a.m. to 3 p.m., Sun. to Fri.

MEMBERS WINE & CHEESE PARTY ^{NEW}

Don't miss this exclusive new event for members, the Members Wine & Cheese Party on Monday at 4 p.m. Reservations in the Members Lounge (charges apply).



Weddings
& SPECIAL EVENTS
BY ROYAL RESORTS

Plan your wedding, anniversary, vow renewal,
romantic dinner, proposal, or make your
honeymoon amazing

**Call ext. 163 visit www.royalresorts.events or
email specialevents@royalresorts.com**



SHOPPING **ROYAL** MARKET

There's a convenience store in every resort

- Groceries
- Dairy and fresh produce
- Meat and seafood
- Wines and liquors
- Ask about our weekly tastings
- Sun care
- Drugstore
- Flowers and fruit baskets
- Free Internet use
- Scooter rentals and more

Open daily 7 a.m. to 10 p.m. Free delivery service 8 a.m. – 8 p.m.
Ext. 166

*By law the sale of alcohol is from 9 a.m. to 10 p.m.,
Monday to Saturday and 9 a.m. to 5 p.m. on Sundays.*

The Royal Cancun Gift Shop

Open from 9 a.m. to 5 p.m.,
Saturday 8 a.m. to 4 p.m. Closed Sunday.



Beach and resort wear, accessories and jewelry, Mexican crafts and gifts, ask about photo sessions, custom-made swimsuit service and fashion shows.

Sidewalk Sale

Tuesday to Thursday 9 a.m. to 4 p.m.

Located at The Royal Sands. 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

**GET ADDITIONAL SAVINGS
15% OFF REEF SHOES**

Valid for adult and junior sizes. Not valid with other discounts or promotions. Ask your Concierge.



WE HAVE YOUR NEXT BIG ADVENTURE

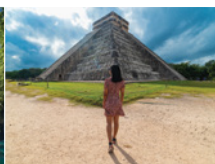


THOMASMORETRAVEL®
TOURS & TRANSFERS

Thomas More Travel is your guide to the Yucatán and Mexican Caribbean. Ask the travel consultant about all the different options available to book.

- Xcaret, Xplor or Xel-Há.
- Chichén Itzá or other ancient Mayan cities such as Cobá, Ek Balam or Tulum.
- Whale shark experience, Dolphin Swims, Snorkeling with Turtles or Nature trips.
- Cozumel, Contoy, Holbox or Isla Mujeres.
- Río Secreto caves.
- Cenotes and Zip Line adventures.
- Fishing, Diving or Snorkeling.
- Evening activities such as the Lobster Dinner Cruise, a Pirate's Adventure or the area's latest nightclubs.
- Ventura Park or Xenses.
- Mexican Cooking experience or visit a traditional Mexican town in the area.

Customize your own excursion with our Private Tours, Luxury Limousines or check our **NEW ACTIVITIES** for those who believe they have done everything.



Transport

Book your airport transfers and transport to and from The Royal Haciendas with Thomas More Travel.

Visit the tour desk in your resort.

The Royal Sands: 7 a.m. - 8 p.m., daily.

The Royal Cancun: 9 a.m. - 5 p.m., daily.

www.thomasmoretravel.com

Ext. 175



ALEA SPA

Check into Alea® Spa at The Royal Sands. Say good-bye to stress with the hydrotherapy circuit of sauna, steam room and Jacuzzi. Choose a facial or body wrap from the Babor, Circadia and Kinich collections or a massage. There's also a gym and beauty salon.

Open daily. Treatments from 8 a.m. to 8 p.m., Saturdays 9 a.m. to 5 p.m. Use of the hydrotherapy circuit from 8 a.m. to 9 p.m., Saturdays from 9 a.m. to 5 p.m. Reservations are required. Beach and villa massages are available at all the resorts from 9 a.m. to 5 p.m., for reservations call Ext 179

Villa Spa

Massages, facials, exfoliations, manicures and pedicures. Located at The Royal Cancun. Open daily from 9 a.m. to 5 p.m.

The Salon

Get a new look, make up, a manicure or pedicure at the Salon at The Royal Sands. Open daily 9 a.m. to 5 p.m.
Ext. 179

Fish Spa

Located in The Royal Sands Lobby. Sunday to Friday 9 a.m. to 5 p.m. Reservations, call Ext 179.

Spa Desk

For information and reservations.
The Royal Sands, 9 a.m. to 5 p.m.

SPREAD THE WORD

Are you enjoying your Royal Resorts vacation? Share your experience by posting your review on Tripadvisor www.tripadvisor.com or Facebook





GYM

Don't miss your daily work out at the Gym during your vacation. The use of the gym is included in the Club Service Fee for members at The Royal Sands and The Royal Cancun (access to the Spa hydrotherapy circuit is not included).

Open Daily

The Royal Sands 7 a.m. to 9:30 p.m., in Alea Spa

The Royal Cancun 7 a.m. to 9 p.m., Villa 1312

Workouts are limited to 50 minutes per guest.



A L E A®

BEACH MESSAGES

Indulge during your vacation with a massage on the terrace and let the sounds of the waves, the soft breeze and the spectacular views of the Caribbean lull you into a perfect state of tranquility. Beach massages are available from 9 a.m. to 5 p.m.



QUICK TIPS

Please the QR code in your villa or room to read a digital edition of the Resort Regulations for full details of the policies and rules at your resort.

Pool loungers, chairs and beach palapas are for all guests to enjoy

Please do not reserve them by placing towels or personal belongings on them. Security staff will do their best to accommodate you, however based on demand, they may remove items left unattended for more than 60 minutes. You will be able to collect them later at the Front Desk.

Sunbed and chair policy at The Royal Sands

Reserving sunbeds and chairs is not permitted. If you are going to step away for a moment, please use the tag that you received at check in to reserve your place for 60 minutes. Once the time is up, security guards will remove your belongings and also from chairs where no tag is displayed. You will be able to collect personal items later with the Security staff.

- Beach Safety signs are located on the beach, check the flags before going into the water.
- Pool Rules signs are located in pool area, hours are 7 a.m. to 10 p.m. daily.
- Please do not use the pools or the Aqua Park at The Royal Sands if you have a stomach upset or nausea. Small children must wear special waterproof diapers and use the bathroom before going in the water. Pool cleaning fees will be charged in the event of an accident that causes a pool closure. Read the Aqua Park rules in the Resort Regulations before use.
- By law, smoking (including vaping) is not permitted in rooms, suites, villas, on the terrace, in restaurants, pools, on the beach and in other public areas where nonsmokers and smokers congregate. There are designated smoking areas in the resort and on the beach. Ask at the Front Desk for locations.
- This is a Cashless Resort. Please use your room key card or your debit or credit card to pay for food, drinks and other purchases.
- The room charge option is not available for inter-resort visits. Purchases made at other resorts must be paid for with a credit or debit card, this includes tips.
- The REFINE All-inclusive package at The Royal Sands and The Royal Cancun covers restaurants and bars at both resorts, however, it does not include food and beverages at The Royal Haciendas. If you visit our Riviera Maya resort, a credit or debit card will be required for meals, drinks and other purchases.
- Visiting hours are from 8 a.m. to 11 p.m. and all visitors must register at the Front Desk. Visitor fees apply; ask at the Front Desk.
- Mobility - ask security for help with the pool lifts available at The Royal Cancun and The Royal Sands. Wheelchairs are available at the Front Desk and Royal Market offers a scooter rental service.
- For maintenance requests, please fill out the form located on your kitchen counter.
- The resort Wi-Fi access code is printed on the telephone in your room.

- 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 to have it turned.
- Taxis are available in the motor lobby. Check rates before getting in.
- All the resorts have a guest self-service laundry (fees apply). Call ext. 167
- Our Drone policy in the Resort Regulations and at the Front Desk.
- As part of our cashless resort policy, US dollar currency exchange for Mexican pesos is now available using the ATM in the resort lobby. The exchange rate is competitive and your transactions are in a secure environment. The Front Desk no longer offers the money exchange service.
- You may pay your Club Bill at the end of your stay using the Royal Resorts app and your credit card. If paying at the Front Desk, debit or credit cards (Visa, Mastercard or American Express) or Mexican pesos are accepted.
- Check out is at 11 a.m., Reception is open 24 hours if you wish to settle your bill beforehand.
- The suggested daily tip for maids is \$3 US for the suite and \$2 US for the room or \$5 US for the villa, when the villa is fully occupied, or the equivalent in Mexican pesos.. Waiters receive 15% and bellboys \$2 US per bag but you may leave more if you wish to reward outstanding service.
- Book or reconfirm your airport transportation at the Thomas More Travel desk.
- Please follow sea turtle conservation rules during the summer nesting season, you'll find them in the Resort Regulations.

GUEST SERVICES TEAM

We hope you have a great vacation and are here to help you in any way we can.



Wendy Torres Amaro
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RESORT SERVICES DIRECTORY

	Ext.
Front Desk - Manager on Duty	171
Guest Service Manager	137
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Bell boys	177
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Room Service	132
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The Royal Market drugstore counter	162
Spa	179
Gym	186
Beauty Salon	151
Sports Desk	168
Activities Center	159
Jewelry Store	178
Guest Laundry	167
Wake up calls	0
Operator	0
Voice mail messages	180

Help Change Lives

Together we can make a difference

Royal Resorts will add US\$2* to your bill at checkout for charity to support these causes

- Health & community projects in the Cancún area
- Children's education
- Conservation
- Emergency relief for Royal Resorts team members in times of serious illness
- Physiotherapy for children with special needs

Visit www.royalresortsfoundation.org for news about the Royal Resorts Foundation, like us on Facebook

Call ext. 182 or email contact@royalresortsfoundation.org

* This is an optional donation and guests can choose to contribute more or request that it be removed.





ROYAL RESORTS[®]

by *Holiday Inn Club Vacations[®]*

The Royal Cancun[®]

The Royal Sands[®]

Cancún, México