

Welcome Home

ROYAL RESORTS®

ENGLISH



THE ROYAL HACIENDAS®
Playa del Carmen, México


ROYAL RESORTS®
by *Holiday Inn Club Vacations*®



WELCOME TO THE ROYAL HACIENDAS®

This is your quick reference guide to services, activities and dining at The Royal Haciendas®. For even more information on services and beach, pool and important resort rules, please consult the digital edition of the Resort Regulations 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.

Sandra Aguilar
Resident Manager
Ext. 66127



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.



THE ROYAL HACIENDAS RESTAURANTS

Restaurant Reservations ext. 165

Los Murales

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

Kinoko

Discover our Asian restaurant. Japanese, Chinese, Thai, Korean dishes, sushi and Teppanyaki tables. Reservations required for the Teppanyaki (hours: 5, 6:20, 7:40 and 9 p.m.) experience. Open daily 5 p.m. to 10 p.m. Dress code: Casual elegant.

An open-air Noche y Fuego Teppanyaki experience is available at Luna Grill on Wednesdays at 6 p.m. or 8 p.m. Reservations required.

La Palapa del Sol

Thatched beachfront restaurant serving popular Mexican fare and international favorites. A la carte menu and theme nights during the week. Breakfast served from 7 a.m. to 11:30 a.m. Lunch buffet from 12:30 p.m. to 4 p.m. Dinner is served from 6 p.m. to 10 p.m.

Sol Grill

Our poolside grill located in Phase I serves lunch and drinks from 11 a.m. to 6 p.m. The menu features BBQ wings, nachos, burgers, fajitas and your favorite Baja-style shrimp and fish tacos. Try the ceviches and seafood tostadas from Oceana.

Luna Grill

Located on the pool deck in Phase II, the perfect spot for ceviche and seafood cocktails, burgers, a wrap, sandwich, panini, grilled shrimp or the catch of the day. You can also order Bartolo's pizzas and be sure to try the lunchtime specials at the kiosk, there's a different one every day. Lunch and drinks served from 11 a.m. to 6 p.m.





PIZZA LUNA

Pizza Luna

In the evening dine on gourmet pizzas cooked in a wood-burning oven at Pizza Luna in the Luna Grill location. Enjoy delicious seafood and lobster pizzas and trattoria ambiance under the stars. Open from 6 p.m. to 9 p.m., closed Wednesday.

THEME NIGHTS

See what we have lined up for you this week. Theme nights are held in La Palapa del Sol, 6 p.m. to 10 p.m. Outdoor events are weather permitting. For more information on the weekly entertainment program, call ext. 173



CULINARY EXPERIENCES BY ROYAL RESORTS

Our talented chefs have more delicious dishes in store for you as part of this monthly event. From Mexican recipes to world cuisine and signature cocktails, there's something different to savor at all our restaurants. Ask your waiter for details of lunch specials and dinner and be sure to try them all!

SPREAD THE WORD

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





SOL GRILL

ROYAL BARS

Beach and Pool Bars. Food orders 11 a.m. to 5 p.m. Drinks 11 a.m. to 6 p.m. / **Sol Grill & Luna Grill Bar.** Drinks: 11 a.m. to 6 p.m. **Happy Hour** is from 3 to 6 p.m.

La Rotonda Lobby Bar

The spot for cool cocktails, sports, movies and music videos, a pool table and more. Open from 7 a.m. to 11 p.m. Coffee and pastries are served during the day and sandwiches, ciabattas, sushi and sweet crepes from 5 p.m. Happy Hour is from 6 to 9 p.m. Live music from 8:30 to 10:30 p.m. during the week, Monday (Jimmy soloist), Wednesday (Almas Acústicas group), Thursday (Trio Latino) and Friday (Banda Sahara), Tuesday karaoke, Saturday DJ lounge, Sunday Bingo.

ROOM SERVICE

The contactless 24-hour Room Service menu is available by scanning the QR code in your room. You can also consult it using the Royal Resorts app. Breakfast (6 a.m. to 11 a.m.), lunch and dinner (11 a.m. to 10 p.m.). The menu includes pizzas, roast and fried chicken and ribs. A smaller late-night selection of dishes is available from 10:30 p.m. to 6 a.m. Ext. 132

The sale of alcoholic beverages in our restaurants and bars begins at 11 a.m.



ALL-INCLUSIVE
BY ROYAL RESORTS*

ROYAL RESORTS MEMBERS

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

- Meals and beverages at The Royal Haciendas*
- Dining at Los Murales, Kinoko, La Palapa del Sol, Sol and Luna Grill, Pizza Luna and La Rotonda
- Theme Nights, Room service and more

ON SALE AT THE FRONT DESK

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



GETTING AROUND

Transport from The Royal Haciendas to Playa del Carmen

- Shuttle transportation is available from The Royal Haciendas to Playa del Carmen.
- Reservations required.
- Check rates, times and make reservations at the Front desk or call ext.171

Schedule

- The Royal Haciendas – Playa del Carmen
10:15 a.m.* – 12 p.m.*- 5:30 p.m.* - 6:30 p.m.*
- Playa del Carmen – The Royal Haciendas
12:30 p.m. – 3 p.m. – 6 p.m. – 8 p.m. – 9 p.m.

Shuttle services at times marked with an asterisk * are free. The return fare is \$60 pesos per person. The drop off/pick up point in Playa del Carmen is Calle 20 with 5th Avenue, close to plazas and popular restaurants. Times are subject to change without prior notice, please ask at the Front Desk.

For your comfort and that of all our passengers, suitcases, pushchairs, walkers, scooters and other bulky items that may obstruct seats and the aisle are not permitted. In the event that such items are needed, we recommend that you take a taxi. Ask the bellboys for the taxi rates.

Car Rental

Contact the Thomas More Travel desk in the resort lobby if you would like to rent a car. Ext. 175

Taxis

Call the Bellboys on ext. 177 to request a taxi, giving 15 minutes notice. Always confirm the fare before getting into the car.

DAILY ACTIVITIES

Activity Center

- Beach and pool games, yoga and keep fit, dance classes, crafts and more, get the activity schedules through the Royal Resorts app, by scanning the QR code or on the notice boards near the Sports Desks and the Royal Market.
- Don't miss the new Mixology and Cooking classes on Monday and Wednesday at 2 p.m., Multiuse area, Phase 1.

Location: Central building in Phase 1, exit the rear door of the lobby and go down the stairs to your left. The Activity Center is open daily 9 a.m. to 10 p.m. Ext. 159 & 169



AQUA PARK

Tennis

- Book court times, private classes and games with the tennis Pro at the Sports Desk
- Sign up for the tennis clinics and a weekly tournament. Ext. 168

Teens Games Room

- Ping-pong and bumper pool tables
 - Xbox One and Wii games (parental consent required).
- Location: next to the Sports Desk, Phase 2. Open daily from 12 p.m. to 10 p.m.

Kid's Club

- Get the activity program by scanning the QR code, using the Royal Resorts app or check the board outside the Activity Center.
- Special evening activities from 6 p.m. to 8 p.m., Monday to Friday (additional charge, reservations required, some have food)
- Located in the Activity Center.

Open daily 9 a.m. to 8 p.m. Ext. 169

Sports Desk

- Sign out beach towels, snorkeling gear, kayaks, tennis rackets, pickleball bats, balls, bikes and more
- Bike tours
- Tennis and multisport court reservations
- Two locations in Phase 1 and 2

Open daily, 7 a.m. to 10 p.m. Ext. 168

Ceramic Painting

In the craft area behind the Phase 2 Sports Desk every day except Saturday from 9 a.m. to 5 p.m.

Children's Aqua Park

Your children will love the Aqua Park in the Children's Pool in Phase 1 of the resort. For children aged three to 12 years, it has slides, games and activities for plenty of watery fun. Open daily 9 a.m. to 6 p.m.

Dive Balam

Located next to the Sports Desk in Phase 1, the dive center offers:

- Scuba and snorkeling trips
- Resort courses for beginners
- Wall, wreck and cave dives for experienced divers

Open: 9 a.m. to 5 p.m., closed Saturday. The travel desk also takes dive center bookings.



GOLF

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

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.

Puerto Cancun

Designed by Tom Weiskopf, Cancún'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.

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.

GOLF GEAR RENTALS

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



MEMBERS LOUNGE

MEMBERS LOUNGE

Located in the lobby, The Royal Haciendas Members Lounge is open from 7 a.m. to 9 p.m., Sunday to Friday. It is a perfect spot for relaxing with a complimentary newspaper, coffee and meeting fellow members. Enjoy the board game tournaments during the week from 6 p.m. On Monday there's domino, chess on Wednesday and backgammon on Friday. Coffee and snacks available from 7 a.m. to 5 p.m. and coffee and cookies from 5 p.m. to 9 p.m. There is no valet service in the evening.

Don't miss the Wine & Cheese Members' Cocktail on Friday with live music, La Rotonda Bar, 5 to 6 p.m.



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



Your resort convenience store

- Groceries
- Dairy and fresh produce
- Wines and liquors
- Fresco line of sandwiches and salsas
- Meat and seafood ordering service
- Drugstore
- Flowers and fruit baskets
- Free Internet use
- Scooter rentals and more
- Ask about our weekly tastings
- Sun care

Open daily 7 a.m. - 10:30 p.m.. Free delivery service 8 a.m. – 8 p.m.
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.
Ext. 166



Beach and resort wear, jewelry and souvenirs. Located in the lobby next to the Royal Market. 7 a.m. to 9:30 p.m. daily.
Ext. 164



WATCH THE ROYAL CHANNEL

Dining and activity ideas, Royal News and more. Channel 2 and 3.

*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.



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 **ACTIVITIES** for those who believe they have done everything.



Transport

Book your airport transfers and transportation to and from The Royal Haciendas with Thomas More Travel. Ask at the tour desk about services, rates and departure times.

Visit the tour desk in the lobby area.

Sunday to Thursday 7 a.m. - 8 p.m.

Friday & Saturday. 9 a.m. - 5 p.m.

Or call in at the desk on the pool deck in Phase I.

www.thomasmoretravel.com

Ext. 175



ALEA SPA

Start your wellbeing experience at Alea® Spa in the lobby at The Royal Haciendas with the hydrotherapy circuit of sauna, steam and Jacuzzi. Choose a facial or body wrap from the Babor or Circadia collections or a massage. There's also a beauty salon and a gym, which is located in Building D. The Spa is open Monday to Friday from 7:30 a.m. to 8:30 p.m., Saturday and Sunday 9 a.m. to 5 p.m. for spa treatments and the use of the hydrotherapy circuit. Reservations required. Beach massages daily. Located in the lobby. Ask Spa staff about packages and promotions. Ext. 179

Beauty Salon

Haircuts and color, manicures, pedicures, acrylic nails. Located in the Spa.



GYM

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 Haciendas. Open daily: 7 a.m. to 8 p.m.

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.

RESORT SERVICES DIRECTORY

	Ext.
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
Medical Service	160
Royal Market drugstore counter	162
Spa	179
Gym	186
Beauty Salon	151
Sports Desk	168
Activities Center	169
Kids Club	159
Jewelry Store	164
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.

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 The Royal Haciendas.

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

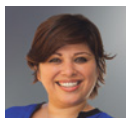
Please do not reserve them by placing towels or personal belongings on them. Security staff will do their best to accommodate you, however based on demand, they may remove items left unattended for more than 60 minutes.

- 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 if you have a stomach upset or nausea. Small children must wear special waterproof diapers and go to the toilet before entering the water. Pool cleaning fees will be charged in the event of an accident that causes a pool closure.
- 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. If you are planning to visit our Cancun resorts for the day, please take your credit/debit card to pay for meals, drinks and any purchases you may make.
- Before opening your front door, close the sliding patio doors to prevent it from slamming and causing an accident.
- Visiting hours are from 8 a.m. to 11 p.m. All visitors must register at the Front Desk. There is a \$100 peso fee per visiting guest per day for members. Guests staying at the resort with the All-Inclusive package must check at the Front Desk for visitor fees.
- Mobility - ask security if you need help. 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.
- Taxis are available in the motor lobby. Check rates before getting in.
- The Royal Haciendas has a guest self-service laundry. Fees apply. Call ext. 167
- Our Drone policy is published in the Resort Regulations and at the Front Desk.

- 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.
- 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 online and 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. 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.

THE ROYAL HACIENDAS GUEST SERVICES TEAM

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



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