





Grand Palladium Colonial Resort & Spa

CATEGORY	5*
ADDRESS	Carretera Federal Chetumal Pto-Juarez Km 256-100, Playa Del Carmen Quintana Roo, México
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FAX	+52 9848772105
E-MAIL	Acliente.riviera@palladiumhotelgroup.com
WEB	Www.palladiumhotelgroup.com
BUILT	2002
LAST REFURBISHED	2014
TYPE OF HOTEL	Holiday Resort, Events and Conferences., Family friendly .
BOARD BASIS	All Inclusive.
















RECEPTION SERVICES

24-hour service	Check-in: 3 pm	Check-Out: 12pm
Languages spoken: 	Card payment: 	Day pass*
Night pass*	Early Check In***	Late check out***
Upgrade*	Express Check-Out	Currency exchange
Courtesy room	Customer Service	Babysitter***
Fax Service*	Copy services*	Newspapers
Valet parking	Wake-up call	Porter
Bellboys		

Observations: *Extra charge **Extra charge & On request



SERVICES

 Free Wi-Fi	 Wi-Fi available (fee applies)	 PC internet connection*
 Room Service	 Waiter service in the pool	 Car rental*
 Fire alarm	 Pool towel	 Medical service*
 Laundry service*	 24-hour security	 Parking
 Info Tours		

Observations: *Extra charge



HOTEL FACILITIES

Num. rooms: 413	Villas: 14	Lobbies: 1
Area: 1.220.000	Rest. Buffet: 5	Rest. a la carta: 9
Bars: 25	Miniclubs	Sporting facilities
Swimming pools: 7	Conference rooms	Outdoor Jacuzzi
Orchid garden	Catholic Church	Crocodile aquarium
Boutique*	Gym	Zentropia Spa
Hairdresser	Gift Shop	

Observations: *Extra charge



ACCESS

Airport km: 90
Taxi min: 90
Approx. price USD: 100-150



DISABLED

Accessible rooms: 8
Level access: Yes
Pool Access: Yes



BEACH

Beach Access: Yes
Lifeguard: Yes
Sand color: White



B. CENTER

Banquet: 3
Total Area: 137
Max Capacity: 200



BARS AND RESTAURANTS

Name	Opening hours	Reservation	Smoking area	Dress code	Location
Buffet Restaurants					
La Hacienda	Breakfast: 07:00am-11:00am Lunch : 01:00pm-03:30pm Dinner : 06:00pm-10:30pm	-	-	✓	Gp Colonial
Tikal	Breakfast: 07:00am-10:30am Dinner : 06:00pm-10:30pm	-	-	✓	Gp Kantenah
Gran Azul	Breakfast: 11:00am-11:45am Lunch : 12:00pm-05:00pm	-	-	✓	Gp Colonial - Gp Kantenah
La Laguna	Breakfast: 11:00am-11:45am Lunch : 12:00pm-05:00pm	-	-	✓	Gp White Sand - Gp Riviera
Kabah	Breakfast: 07:00am-11:00am Lunch : 01:00pm-03:30pm Dinner : 06:00pm-10:30pm	-	-	✓	Gp Riviera
A la carte Restaurants					
El Dorado (Steak House)	Dinner : 05:30pm-10:30pm	-	-	✓	Gp Colonial
La Adelita (Mexican Cuisine)	Dinner : 05:30pm-10:30pm	-	-	✓	Gp Colonial
Sumptuori (Japanese Cuisine)	Dinner : 05:30pm-10:30pm	-	-	✓	Gp Kantenah
Portofino (Italian Cuisine)	Dinner : 05:30pm-10:30pm	-	-	✓	Gp White Sand
La Lola (Spanish Cuisine)	Dinner : 05:30pm-10:30pm	-	-	✓	Gp White Sand
Ribs & More (Steak House)	Dinner : 05:30pm-10:30pm	-	-	✓	Gp White Sand
Opavao (Brazilian Cuisine)	Dinner : 05:30pm-10:30pm	-	-	✓	Gp White Sand
Punta Emilia (Rice And Fish)	Dinner : 06:30pm-10:00pm	✓	-	✓	Gp White Sand
Pool bars					
Swim-Up Bar Gran Azul	10:00am-08:00pm	-	-	-	Gp Colonial
Secret Bar	10:00am-00:00am	-	✓	-	Gp Colonial
El Rinconcito	10:00am-06:00pm	-	✓	-	Gp Kantenah
Swim-Up Bar La Laguna	10:00am-08:00pm	-	-	-	Gp White Sand
La Isla	10:00am-07:00pm	-	✓	-	Gp White Sand
Las Rocas	10:00am-06:00pm	-	✓	-	Gp Riviera
Lobby bars					
Colonial	10:00am-01:00am	-	-	-	Gp Colonial
Kantenah	10:00am-00:00am	-	-	-	Gp Kantenah
La Plaza	07:00pm-00:00am	-	-	-	Gp Colonial
Churchill	06:00pm-00:00am	-	✓	-	Gp Kantenah
Hemingway	06:00pm-00:00am	-	-	-	Gp Kantenah
Sport Bar	10:00am-00:00am	-	-	-	Gp Colonial
Sunset Boulevard	11:00pm-02:00am	-	-	-	Gp Riviera
White Sand	10:00am-00:00am	-	-	-	Gp White Sand
Riviera	10:00am-01:00am	-	-	-	Gp Riviera
Teatro Riviera	08:30pm-11:00pm	-	-	-	Lobby Gp Riviera
Bars in Restaurants					
El Gran Azul	10:00am-00:00am	-	-	-	Gp Colonial
La Adelita - El Dorado	05:30pm-10:30pm	-	-	✓	Gp Colonial
Sumptuori - Mare Nostrum	05:30pm-10:30pm	-	-	✓	Gp Kantenah
La Laguna	10:00am-00:00am	-	-	-	Gp White Sand
Opavao - Ribs & More	05:30pm-10:30pm	-	-	✓	Gp White Sand
La Lola - Portofino	05:30pm-10:30pm	-	-	✓	Gp White Sand
Beach Bars					
Beach Bar	00:00am-00:00am	-	-	-	Gp Colonial
La Jarra	10:00am-06:00pm	-	-	-	Gp Kantenah
Punta Emilia	00:00am-00:00am	-	-	-	Gp White Sand

Observations: *Dinners at the A la Carte restaurants are unlimited and subject to availability. This service does not apply to the Teppanyaki, the Punta Emilia restaurant and the beach barbecue. For groups of more than 10 people, please contact our Guest Services staff. Ask Guest Services about our "Adults Only" restaurant schedule. The service of alcoholic beverages to persons under 18 is prohibited. Next opening in September 2016: A la carte restaurant Chang Thai (Thai cuisine)*

 **ROOMS**

TOTAL:413	Doble Deluxe	Junior Suite	Mayan Suite	Master Suites
Number of rooms	252	130	24	7
m ²	36.9	42	58.4	88.85
2 double beds	✓	✓	-	✓
King size bed	✓	✓	✓	✓
Shower	✓	✓	✓	✓
Separate shower	-	-	-	✓
Outdoor shower	-	-	✓	-
Bathtub with shower	✓	-	-	-
Whirlpool bathtub	-	✓	✓	-
Hydromassage bath in the room	-	-	-	✓
Hydromassage bath on terrace	-	-	-	✓
Double sink	-	-	✓	✓
Second bathroom	-	-	-	✓
Sofa Bed	-	✓	✓	✓
Separate living room	-	-	-	✓
Balcony with furniture	✓	✓	✓	✓
Terrace with a hammock	-	-	✓	-
Bathrobe and slippers	-	✓	✓	✓
Minibar	✓	✓	✓	✓
Radio / alarm clock / iPod dock	✓	✓	✓	✓
Flat-screen TV	✓	✓	✓	✓
Flat-screen TV in the living room	-	-	-	✓
DVD	-	-	-	✓
Electronic safe	✓	✓	✓	✓
Iron and ironing board	✓	✓	✓	✓
Tea and coffee-making facilities	✓	✓	✓	✓
Bar counter	-	-	-	✓
Nespresso coffee maker	-	-	-	✓
Bathroom amenities	✓	✓	✓	✓
Hair dryer	✓	✓	✓	✓
Wake-up call	✓	✓	✓	✓
Rooms for disabled guests	✓	-	-	-
Reading area	✓	✓	✓	✓
Desk	✓	✓	✓	✓
WIFI	✓	✓	✓	✓
Magnifying mirror	✓	✓	✓	✓
Full length mirror	✓	✓	✓	✓
Scales	✓	✓	✓	✓
Telephone*	✓	✓	✓	✓
Video game console	-	-	-	✓
Fan	✓	✓	✓	✓
Air conditioning	✓	✓	✓	✓
Cot**	✓	✓	-	✓
adults only	-	-	✓	-
Room Service	✓	✓	✓	✓
Non smoking	✓	✓	✓	✓

Observations: *Extra charge **On request

 **POOLS**

Name	Type	Area m2	Opening hours	Depth cm	Location
Main Pool Colonial-Kantenah	Family	3544	Winter: 10:00am-06:00pm Summer: 10:00am-08:00pm	160	Gp Colonial - Gp Kantenah
El Secreto	Adults	166	10:00am-12:00pm	160	Gp Colonial
El Rinconcito	Family	122	10:00am-06:00pm	160	Gp Kantenah
Aquatic Park	Children	757	08:00am-08:00pm	40	Gp Kantenah - Gp Colonial
La Isla	Adults	453	10:00am-07:00pm	150	Gp White Sand
Main Pool White Sand - Riviera	Family	3678	Winter: 10:00am-06:00pm Summer: 10:00am-08:00pm	150	Gp White Sand - Gp Riviera
Las Rocas	Family	831.80	10:00am-06:00pm	150	Gp Riviera

Observations: By law, the use of glass containers is prohibited in the swimming pool area. All beverages and food are served in or on plastic glasses and plates.



KIDSClub

	Baby Club	Mini Club	Teens Club
Years	1-3	4-12	
Schedule	09:00am-08:00pm	09:00am-11:00pm	11:00am-00:00am
Location	Gp Colonial	Gp Colonial	Gp Kantenah



ENTERTAINMENT

Activities	Sport	Facilities
Aerobic	Ping-pong	Soccer field 2
Various Games	Basketball	Beach volleyball court 1
Crafts	Football	Basketball court 2
	Tennis	Archery field
	Air rifle shooting	Rifle range
Night shows	Archery	Paddle court 2
Billiards	Petanque	Tennis courts 6
	Kajak	Multi-purpose courts 2
	Snorkeling	Minigolf
	Windsurfing	
	Deep-sea fishing*	
	Diving*	
	Shuffleboard	
	Waterpolo	
	Aqua-Volley	
	Aqua-Gym	

Observations: *Extra charge



ZENTROPIA SPA

Facilities	Services Spa	Fitness
Steam rooms 2	Beauty	Gym
Relaxation area 2	Massages	Dressing room
	Facial treatments	
	Body treatments	
	Lockers	
Cold Jacuzzi		
Hot Jacuzzi		
Round Jacuzzi with gooseneck		

Observations: SPA services with extra charge. Access to the Spa wet areas have extra charge. Only adults.

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GRAND PALLADIUM RIVIERA MAYA RESORT & SPA

GRAND PALLADIUM COLONIAL

- | | |
|----------------------|-----------------------|
| VILLA 1
1101-1136 | VILLA 8
1901-1936 |
| VILLA 2
1201-1236 | VILLA 9
1901-1936 |
| VILLA 3
1301-1336 | VILLA 20
3001-3033 |
| VILLA 4
1401-1436 | VILLA 21
3101-3132 |
| VILLA 5
1501-1536 | VILLA 30
3001-3008 |
| VILLA 6
1601-1636 | VILLA 31
3101-3108 |
| VILLA 7
1701-1736 | VILLA 32
3201-3208 |

GRAND PALLADIUM KANTENAH

- | | |
|-----------------------|-----------------------|
| VILLA 41
4101-4136 | VILLA 49
4901-4936 |
| VILLA 42
4201-4236 | VILLA 50
5001-5033 |
| VILLA 43
4301-4336 | VILLA 51
5101-5133 |
| VILLA 44
4401-4436 | VILLA 53
5301-5308 |
| VILLA 45
4501-4536 | VILLA 54
5401-5408 |
| VILLA 46
4601-4636 | VILLA 35
3501-3508 |
| VILLA 47
4701-4736 | VILLA 36
3601-3608 |
| VILLA 48
4801-4836 | VILLA 37
3701-3708 |
- SIGNATURE RESIDENCE

GRAND PALLADIUM WHITE SAND

- | | |
|-----------------------|-----------------------|
| VILLA 52
5201-5236 | VILLA 56
5601-5636 |
| VILLA 53
5301-5336 | VILLA 57
5701-5736 |
| VILLA 54
5401-5436 | VILLA 58
5801-5836 |
| VILLA 55
5501-5532 | VILLA 59
5901-5936 |

GRAND PALLADIUM RIVIERA

- | | |
|-----------------------|-----------------------|
| VILLA 60
6001-6036 | VILLA 65
6501-6536 |
| VILLA 61
6101-6136 | VILLA 66
6601-6636 |
| VILLA 62
6201-6236 | VILLA 67
6701-6736 |
| VILLA 63
6301-6336 | VILLA 68
6801-6836 |
| VILLA 64
6401-6436 | |

THE ROYAL SUITES

- | | |
|-----------------------|-----------------------|
| VILLA 69
6901-6936 | VILLA 71
7101-7136 |
| VILLA 70
7001-7036 | VILLA 72
7201-7222 |

Mar Caribe  Caribbean Sea


PALLADIUM
 HOTELS & RESORTS



RESTAURANTES - RESTAURANTS

- | | |
|-----------------------|---------------------|
| 1 La Alcatraz | 10 El Dorsado |
| 2 La Hacienda Buffet | 11 La Laguna buffet |
| 3 Mare Huasteca | 12 Bambuco |
| 4 Sumpstouri | 13 Tortifino |
| 5 Tikal buffet | 14 Nils & More |
| 6 El Gran Atal buffet | 15 Rodisio |
| | 16 El Jardin |

BARES - BARS

- | | |
|----------------------|-------------------------|
| 15 El Teatro | 25 White Sand lobby |
| 16 Churchill | 26 Riviera lobby |
| 17 Hemingway | 27 Punta Emilia |
| 18 Kantenaar lobby | 28 La Isla |
| 19 Colonial lobby | 29 La Terraza Royal bar |
| 20 La Plaza | 30 Las Rocas bar |
| 21 El Rivococco | PTC beach bar |
| 22 Secret bar | Sports bar |
| 23 Beach bar | Sunset Boulevard |
| 24 La Jara beach bar | |

SERVICIOS - SERVICES

- | | |
|-------------------------|---------------------------------|
| Recepción Colonial | 17 Servicios |
| Colonial Front desk | Lavaterio |
| Recepción Kantenaar | 18 Oficina Automatiza |
| Kantenaar Front desk | ATA |
| Recepción White Sand | 19 Servicio médico |
| White Sand Front desk | Medical service |
| Recepción Riviera | 20 Estacionamiento |
| Riviera Front desk | 21 Parking lot |
| Recepción Royal Suites | 22 Capilla |
| Royal Suites Front desk | 23 Chapel |
| PTC Member Lounge | 24 Sala de eventos PTC |
| White Sand | PTC sales office |
| PTC Member Lounge | 25 Zoológico Palladium |
| Colonial | Spa & Wellness |
| Casita de Iniatas | 26 Palladium Workshop |
| Taxi bus | 27 Tienda de artículos de playa |
| Máquinas de billete | 28 Mini water Park |
| Ice machines | |

LUGARES - PLACES

- | | |
|-------------------------|---------------------------|
| A Actividades acuáticas | K Teatros |
| Water activities | Theatres |
| B Alberca de adultos | L Salones de conferencias |
| Adult pool | Conference rooms |
| C Alberca de niños | M Boutique |
| Kids' pool | Boutique |
| D Alberca principales | N Centro de actividades |
| Main pools | Activities center |
| E Alberca El Rivococco | O Mini golf |
| El Rivococco pool | Mini golf |
| F Alberca Royal Suites | P Alberca Las Rocas |
| Royal Suites pool | Las Rocas pool |
| G Centro deportivo | Q Alberca spa |
| Sports center | Spa pool |
| H Capilla de bodas | R Black & White Jr. Club |
| Wedding gazebos | Black & White Jr. Club |
| I Centro comercial | S Zona de play & Royal |
| Shopping center | Royal beach area |
| J Mini club | T Logo Shop |
| Kids' club | Logo Shop |

-  ORQUIDEARIO - ORCHIDACEAE
  COCODRILOS - CROCODILES
  FLAMENCOS - FLAMINGOS
  PARRADA, TRAIN - TRAIN STOP