





Grand Palladium White Sand Resort & Spa

CATEGORY	5*
ADDRESS	Carretera Federal Chetumal Pto-Juarez Km 256-100, Playa Del Carmen Quintana Roo, México
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E-MAIL	Acliente.riviera@palladiumhotelgroup.com
WEB	Www.palladiumhotelgroup.com
BUILT	2005
LAST REFURBISHED	
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	 Medical service*	 Laundry service*
 24-hour security	 Parking	 Info Tours

Observations: *Extra charge



HOTEL FACILITIES

Num. rooms: 264	Villas: 8	Lobbies: 1
Area: 1.220.000	Rest. Buffet: 5	Rest. a la carta: 9
Bars: 25	Miniclubs	Sporting facilities
Outdoor Jacuzzi	Swimming pools: 7	Conference rooms
Catholic Church	Orchid garden	Crocodile aquarium
Boutique*	Gym	Zentropia Spa

Hairdresser

Observations: *Extra charge



ACCESS

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



DISABLED

Accessible rooms: 0
Level access: Yes
Pool Access: Yes



BEACH

Beach Access: Yes
Lifeguard: Yes
Sand color: White



B. CENTER

Banquet: 3
Total Area: 505
Max Capacity: 500

Observations: GP Riviera



BARS AND RESTAURANTS

Name	Opening hours	Reservation	Dress code	Smoking area	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:264	Junior Suite	Suite	Mayan Suite
Number of rooms	210	42	12
m ²	52.6	67.6	69.1
2 double beds	✓	-	-
King size bed	✓	✓	✓
Shower	✓	✓	✓
Separate shower	✓	✓	-
Outdoor shower	-	-	✓
Jacuzzi	✓	✓	✓
Jacuzzi in the room	✓	-	-
Double sink	-	-	✓
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	-	✓	-
Electronic safe	✓	✓	✓
Iron and ironing board	✓	✓	✓
Tea and coffee-making facilities	✓	✓	✓
Bathroom amenities	✓	✓	✓
Hair dryer	✓	✓	✓
Wake-up call	✓	✓	✓
Reading area	✓	✓	✓
Desk	✓	✓	✓
WIFI	✓	✓	✓
Magnifying mirror	✓	✓	✓
Full length mirror	✓	✓	✓
Scales	✓	✓	✓
Telephone*	✓	✓	✓
Fan	✓	✓	✓
Air conditioning	✓	✓	✓
Cot**	✓	✓	-
Private entrance	-	-	✓
adults only	-	-	✓
Room Service	✓	✓	✓
Non smoking	✓	✓	✓

Observations: *Extra charge **On request. The room Wellness Junior Suite includes, relaxing and anti-stress kit, a healthy breakfast on the terrace of the room per stay, private class of spinning and water aerobics, a private tour of jogging with stretching, massage couple 30 min in Zentropia Palladium Spa & Wellness and a romantic dinner for two.

 **POOLS**

Name	Type	Opening hours	Area m2	Depth cm	Location
Main Pool Colonial-Kantenah	Family	Winter: 10:00am-06:00pm Summer: 10:00am-08:00pm	3544	160	Gp Colonial - Gp Kantenah
El Secreto	Adults	10:00am-12:00pm	166	160	Gp Colonial
El Rinconcito	Family	10:00am-06:00pm	122	160	Gp Kantenah
Aquatic Park	Children	08:00am-08:00pm	757	40	Gp Kantenah - Gp Colonial
La Isla	Adults	10:00am-07:00pm	453	150	Gp White Sand
Main Pool White Sand - Riviera	Family	Winter: 10:00am-06:00pm Summer: 10:00am-08:00pm	3678	150	Gp White Sand - Gp Riviera
Las Rocas	Family	10:00am-06:00pm	831.80	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	Darts	Ping-pong	Basketball	Soccer field 2	Beach volleyball court 1
Various Games	Zumba	Volleyball	Football	Basketball court 2	Archery field
Crafts	Children's Entertainment	Tennis	Air rifle shooting	Rifle range	Paddle court 2
Night shows	Diurnal animation	Archery	Paddle	Tennis courts 6	Multi-purpose courts 2
Billiards		Petanque	Catamaran	Minigolf	
		Kajak	Snorkeling		
		Windsurfing	Deep-sea fishing*		
		Diving*	Shuffleboard		
		Waterpolo	Aqua-Volley		
		Aqua-Gym			

Observations: *Extra charge



ZENTROPIA SPA

Facilities		Services Spa		Fitness	
Steam rooms 2	Dry and moist sauna	Beauty	Massages	Gym	Dressing room
Relaxation area 2	Foot shower with stones 1	Facial treatments	Body treatments		
Cold Jacuzzi	Hot Jacuzzi	Lockers			
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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