



🌀 ENGLISH VERSION

- ◆ Information
- ◆ Activities
- ◆ Restaurants
- ◆ Services



Welcome to The Royal Haciendas
✿ HAVE A WONDERFUL VACATION



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Please do not remove it from the villa.

Times, days, activities and other information may change after
the guide has gone to print. 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 five-star vacation villa at The Royal Haciendas, in the Riviera Maya. We are very pleased that you are here and are confident that this will be one of your best vacations ever.

We have prepared this guide to acquaint you with the services available at The Royal Haciendas and how the resort operates. We recommend that you take a few minutes to read about our policies and procedures. 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 five-star level. Help us to help you have the vacation of a lifetime.

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 Directors



LEGAL MATTERS

Access to The Royal Haciendas 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. We suggest that you use discretion when inviting new acquaintances to your villa.

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

All members, guests and visitors must agree to observe and follow all published rules and regulations of the Resort 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 9 a.m. – 10 p.m.

The Royal Haciendas and Royal Resorts have the following insurance policies: Civil responsibility: MD HOT 1101091 03 issued by Grupo Mexicano de Seguros, S.A. de C.V. Damages: INCU/00000762 issued by Allianz Mexico, S.A. insurance company. They cover expenses incurred in Mexico as a result of an incident for which the resort is held responsible.

An independent doctor is on call to attend members and guests at The Royal Haciendas. All medical expenses, including doctor's fees, hospital charges, ambulance, prescriptions, etc.,

must be paid to the provider in cash at the time the service is given. The Resort does not accept responsibility for any medical services 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

Money is not used within the Resort. Members and guests must use the resort card issued to them upon registration. Your resort card may also be used for purchases at all five Royal Resorts in Cancún (The Royal Cancun-Club Internacional de Cancun, The Royal Mayan, The Royal Caribbean, The Royal Islander and The Royal Sands), to pay for tours booked through Thomas More Travel or water sports at The Royal Marina, for meals at Hacienda Sisal and Captain's Cove restaurants and items bought at The Royal Market.

If you misplace or lose your resort 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 resort cards for charges.

All accounts can be settled in Mexican pesos, U.S. dollars (up to the permitted amount, see restrictions below), Canadian dollars, Euros, U.S., Euro or Canadian traveler checks and Visa and MasterCard. Once you have settled your account, you may use a credit card or cash to pay for additional purchases within the Resorts. 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 credit card or the ACH direct debit service (for US members only).

Changing Money

The official currency of Mexico is the peso. Dollars, Canadian dollars and Euros may be exchanged for Mexican pesos at the posted rate with the cashier in the lobby. We recommend that you use pesos in

all your transactions outside the Resort. The Resort cannot exchange pesos into dollars and all currency exchanges made at the Resort will be in pesos.

Changing US Dollars for Pesos

In June 2010, Mexico introduced legislation to regulate changing US dollar bills for Mexican pesos. The new procedures affect banks, bureau de change, hotels and other businesses. If you wish to exchange US dollar bills for pesos, please take note of the following.

- You must show your passport to Front Desk staff when changing money or paying your bills in cash with US Dollars. A copy will be kept in case it is needed for verification purposes.
- Mexican members and guests may change or make payments in cash up to \$300 US per day, per person. The maximum amount you are permitted to change during your stay or the month is \$1,500 US.
- Non-Mexican members and guests may change or make payments in cash up to \$1,500.00 US per person, during your stay or the month.
- In addition, each Member or guest can pay up to \$100 US in cash per transaction for meals and purchases at restaurants, stores, boutiques, etc.
- This measure only applies to dollar bills; it does not apply to travelers' checks at this time.
- You may use your debit card at local ATMs to withdraw money.
- Outside the resort, you can use credit and debit cards to pay for purchases in stores, restaurants and other businesses.



Compensation for Inconvenience is not possible at The Royal Haciendas.

Whether you think of your Royal Haciendas villa as a resort home, timeshare, or Caribbean condo, it is your exclusive property for the interval purchased. When you stay at The Royal Haciendas, you are not a guest in a hotel. The Resort is not a hotel, nor is it managed as such. Accepting this fundamental difference is essential to understanding why compensation is not permitted for any minor inconvenience you might encounter during your stay.

As in your home, unexpected problems can occur. If a drain clogs or the safe will not open, call the Front Desk for assistance. You can rest assured that the matter will be taken care of as quickly as possible, often within minutes. Any form of compensation for the slight inconvenience involved is not feasible, nor should it be expected or requested.

Aside from the infrequent repairs, situations sometimes occur as a result of miscommunication or human error. For example, suppose your name is Johnston and you arrive only to find that a family named Johnson is occupying your villa. Once the mix-up is discovered and moves take place, complimentary compensation should not be anticipated.



“Guests must understand the difference between hotel and resort management.”

As an additional example, suppose during a Saturday villa exchange something is broken and the breakage is unintentional but the result of poor packaging or the chaotic activity of the day. Accidents will happen. Rather than expecting some form of complimentary compensation, a sincere apology from Front Desk personnel should suffice.

Guests who insist upon complimentary compensation for inconvenience or honest mistakes must understand and accept the difference between hotel and Resort management. Unlike hotels, The Royal Haciendas and Royal Resorts are non-profit. Member dues cover operating expenses only. There are no funds to cover free dinners, extra nights or gifts. The cost of such compensatory awards would have to come directly from member dues.

The Royal Haciendas is your vacation home. If a problem arises, please report it. Staff members will do everything possible to make your stay pleasant and comfortable, but they are not permitted to offer, nor allowed to give free gifts. You can expect an apology for an inconvenience, but not a reward.

COMING AND GOING

◆ Checking In

Check in is at 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 keep it safe.

Once you reach your villa, please take a moment to review the inventory list on your kitchen counter. Check the items on the list, make a note of any discrepancies (quantity and quality) and return it to the Front Desk. If you notice that items are missing or that something is damaged, 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

Your account statement will be slipped under your door on Friday morning. Please check the statement against your receipts. Bring any discrepancies to the attention of the Front Desk as soon as possible. You may settle your account from 7 a.m. on Friday until 11 a.m. on Saturday. In compliance with Mexican law, all currency exchanges will be made in pesos.

Checkout time is 11 a.m. on Saturday and is strictly enforced. If your villa is not vacated by this time a \$100 US late fee for every hour thereafter will be charged to your account. Located on the first floor below the Membership Office, the Social Activities Center has a Hospitality Room with facilities for luggage storage, showers, and a waiting area if you should 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 The Royal Haciendas 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. The procedure for Changing Units is simple and convenient and you will not have to call in at the Front Desk.

Although check out is at 11 a.m. and check in is at 4 p.m., your unit may be available from 12 noon, however it may not have been cleaned yet and the maid will 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 extension 177 to request this service.

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



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Changing Units continued from p. 9

1. If you need to add or cancel key cards, please call the Front Desk to confirm the number of key cards you would like for the rest of your stay.
2. 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.
3. Remove your valuables from the safe and leave the door open so that the next occupants can store their belongings.
4. You or another member of your party should be present during the change of unit to be responsible for the luggage that the Bellboy is going to move to the new unit and to check that it arrives in good condition.
5. 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.
6. Please inform the Bellboy if you have supplies in the refrigerator (if you want to give them to the Maid, leave them there).
7. Before you leave the unit, please take one last look around and make sure that you have all your personal belongings.
8. 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 will give priority to your unit. You are welcome to leave your things in the unit and start enjoying your vacation on the beach or in the pool.

For further information or queries please call Changing Units extension 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 Haciendas

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 villa upon payment of the \$25 US per day occupancy fee in effect at the time of your stay.

If you would like to invite additional visitors to spend the day with you, they must purchase a Day Pass from the Front Desk. It costs \$100 pesos per person and entitles them to use resort installations and services from 9 a.m. to 10 p.m. The cost of the Day Pass and your guests' restaurant and store bills will be charged to your account. A maximum of four external guests per villa per day is permitted. The policy applies for all visitors aged three years and older.

A change of bath linens is provided daily for each person registered in the villa. Additional sets may be obtained from the housekeeper 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 carry out inventory and villa inspections prior to checkout. All losses and villa damage beyond normal usage and over \$8 US in value will be charged to the villa occupant. Please do not remove any articles from the villa, including furniture, tableware, glasses, towels, etc.



❧ MAID SERVICE

Maid service is provided daily except on Sundays and Mexican holidays. Maids do not clean the kitchen. Dishwasher detergent is provided in your villa. 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.

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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. Do not leave hot frying pans or saucepans to cool directly on the granite counter, as this will damage it and it is costly to replace. Please use the heatproof mats provided for this purpose and be careful not to scratch the granite.
4. Do not sit on the furniture when you are wet or covered with sand or suntan lotion.
5. Do not hang towels, bathing suits, or other items over the terrace railing.
6. Do not hang damp clothes over the lampshades or furniture.
7. Please deposit your litter in the villa trash can. The Royal Haciendas has a recycling program and you should separate your plastic, aluminum and cardboard waste and put it in the bins provided for this purpose under the kitchen sink in your villa. You'll also find recycling bins throughout the resort grounds, please use them.
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 are able to close it yourself, causing an accident.
10. In order to prevent mildew, mold, condensation and the smell of damp, make sure that all the doors are closed when you use the

air-conditioning. 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 or \$75 US if the incident takes place in the resort corridors.
13. By official decree and for the health and comfort of fellow guests, smoking is only permitted on villa terraces with the sliding doors closed and using the ashtray provided. Smoking is strictly prohibited at all times inside the villas. Rule breakers risk a fine of \$300 US plus the member's distribution rate for the following week (at the time of printing this could be up to \$2,330 US). This fee is the maximum amount it will cost to clean the villa and to relocate the guests in the following week.
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. You may be asked to leave the resort if you repeatedly break any of the Resort rules mentioned in Resort Tips.



◆ Use the Safe

The Resort 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.

If an employee notices valuables lying around or that the safe door is open he/she will report it. Administrative and security supervisors will then visit the villa to check the valuables and close the safe door if necessary. If this is the case, you will have to call the Front Desk to request the new code.



◆ Problems in the Villa?

A maintenance request form can be found on the kitchen counter. Please use this form to report any maintenance problem to the Front Desk.

◆ No Private Resale or Rental Advertising

The resort is designed to ensure that members and guests can enjoy their stay with controlled solicitation. Like any other private club, 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 resort.

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 resort. The right to place and maintain such signs is specifically reserved for the Resort Developer.

Members who would like information about resale and rental programs at The Royal Haciendas and Royal Resorts should contact the Membership Office.

◆ Going Green

The Royal Haciendas has been certified by MARTI (Mesoamerican Reef Tourism Initiative) for its compliance with good environmental practices. You can 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 local NGO Amigos de Sian Ka’an which sells it to raise money for conservation and research projects in the area.

Please join us in implementing environmentally friendly policies by saving water, 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.



◆ Spring Breakers Take Heed

If you are a Spring Breaker please do not even think about staying at The Royal Haciendas unless you plan to be on your best behavior for the entire week!

Each year the Royal Resorts group as a whole deals more strictly with students on spring holiday but there are still incidents of disruptive behavior and destruction, which are not tolerated at our Resort. You and your parents should be aware of Resort policies concerning villa occupancy for young people under the age of 25.



- One registered guest in each villa must be at least 25 years of age and willing to accept responsibility for the actions of all villa occupants. If none of the villa occupants are of this age or older, they should supply the names and telephone numbers of their parents or someone else who will be responsible for their actions and expenses in the resort.
- A \$500 US cash or credit card deposit must be arranged prior to occupying the villa. The registered guest designated as the villa occupant must make the deposit. Partial payments will not be accepted.
- We do not sell or serve alcoholic beverages to persons under the age of 18. You will be asked to show your ID.
- Villa occupancy limits will be strictly enforced.
- No outside visitors are permitted.
- Any infraction of the Resort rules found in the room publication Resort Tips will result in eviction from the Resort.

Call it harsh rules or tough love, but you will be watched closely. Your ID will be checked and you will pay for any damages caused. You will be asked to leave if your behavior so warrants, without warning or refund; and, trust us, we will report every detail to your parents. You have a choice: come, behave as responsible young adults and enjoy your holiday or, if you plan to party, choose accommodation somewhere else, other than The Royal Haciendas.

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

🌺 ABOUT THE BEACH

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. A lifeguard is on duty during the day; 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.

◆ 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.

There are several designated swimming areas in the bay at The Royal Haciendas and an area for snorkeling along the small reef. If you have any questions ask the beach staff on duty.

◆ 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 area where the waves break in case they lose their footing or are caught in the undertow.

◆ Sea Urchins

Watch where you walk in areas where there are submerged rocks as there may be sea urchins on the sea floor. If you accidentally tread on a black sea urchin, its long spines can cause a nasty wound. Look out for the warning signs on the beach.

It is a good idea to wear sandals when walking around the resort and along the beach.

◆ Don't Touch the Coral

If you are going snorkeling or diving, marvel at the beauty of the coral reef from a distance. Don't touch the coral, remove shells, fish or other marine creatures or stir up sand in the vicinity of the reef. Coral is incredibly fragile and slow growing and the slightest touch may cause damage that will take it hundreds of years to recover from.



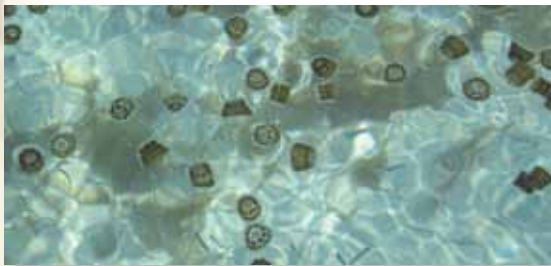
◆ Thimble Jellyfish

During the spring in the Mexican Caribbean, 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 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.

If you see brown patches in the shallows, it may be a swarm of adult thimble jellyfish, check with the staff at the Sports Desk or the lifeguard before going into the sea.



◆ Sea Turtles

During the summer months, female sea turtles come ashore at night to lay their eggs on the beaches in the Mexican Caribbean. Throughout the area, resort security staff, local biologists,

soldiers and volunteers patrol the beaches, marking the nests they find or collecting the eggs and moving them to a protected corral.

The eggs hatch 45 to 60 days later and after the baby turtles have struggled free of the shell and sand, they scuttle down the beach towards the waves to begin life at sea. They are at risk from predators such as seagulls, frigate birds, crabs, raccoons and dogs, and the security guards help protect them from attack.

Four species of sea turtle – the green turtle, loggerhead, hawksbill and leatherback – lay their eggs on area beaches, and this kind of conservation program plays a positive role in the global struggle to save this ancient creature.

If you see a female sea turtle on the beach, please keep quiet and watch from a distance (five meters). Do not shine a torch or use a flash. If the turtle feels threatened 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.

If you have the chance to participate in a turtle release during your Mexican Caribbean vacation, please ensure that your children handle the fragile creatures with care and do not use your flash when taking pictures. Bright lights disorientate the hatchlings and instead of going down the beach towards the sea, they may start wandering away from the water, a course that would lead them to certain death.

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 & WHIRLPOOL RULES

Pool hours are from 7 a.m. to 10 p.m. daily. Children under the age of twelve should use the shallow pool area. They are only permitted in the other pools if they are under parental supervision. Children are not allowed in the swim-up bar area, even though they may have parental authorization or are accompanied by an adult.

Only one beach towel per person per day is available from the Sports Desk. To help protect the environment you may also 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. Stay out of the pool or whirlpool while service signs are posted.
2. Diving and jumping are not permitted; this is also the case for any pool games that might disturb fellow guests.
3. No splashing around swim-up bars.
4. No bonfires on the beach or in the pool area.
5. Radios and sound systems are not allowed in the pool or beach areas without personal earphones.
6. No bottles or glass items are allowed in the pool, whirlpool or beach areas.
7. No floats, rafts or beach toys are allowed in the pools or whirlpools (except in the children's pool).
8. Coolers are for beach use only, they are not allowed in the pool areas.
9. No running or horseplay in the pool area.
10. Do not move villa terrace furniture to the beach and pool area or the gardens.
11. When coming in from the beach, shower with fresh water provided near the beach.
12. Small children wearing armbands or life jackets should still be supervised.
13. There are no lifeguards on duty at the pools. Swim at your own risk.
14. In case of emergency please use the life preservers.
15. Small children will not be allowed into the pools unless they are wearing special waterproof diapers available in the resort store.



◆ Enjoying the Whirlpools

Please observe the pool rules when using the whirlpools. No children please.

Parents will be held responsible for the actions of their children in the pool areas. Please go over these rules with them to avoid problems.

◆ Using the Pool Loungers & Beach Palapas

For the comfort of all members and guests, it is strictly prohibited to stake out your territory by placing towels or personal belongings on beach loungers, chairs and hammocks or under beach umbrellas (palapas) if you are not using them at the time, for example if you leave the beach or pool for breakfast or lunch. All such items left unattended will be removed by security after one hour and a card informing guests of their non-compliance with the rule will be left on the chairs. It may be possible to reclaim your belongings later by describing them; however, when Resort beach towels and other equipment are so removed you will be charged for missing items since it is impossible to positively associate you with them.

◆ The Gardens

We want you to enjoy the gardens at The Royal Haciendas; however, in order to keep the lawns looking beautiful, please do not sit or walk on the grass.

You'll see a variety of native plants and trees in the gardens, as well as tropical favorites like bougainvillea, hibiscus, oleander, ixora and allamanda, and you may also spot colorful birds on the grounds and the occasional iguana sunning itself. We recommend that you do not feed them.



🌿 DAYS & NIGHTS AT THE ROYAL HACIENDAS

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

◆ Sports Desk

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

- Tennis courts and equipment
- Kayaks
- Snorkeling gear and instruction
- Parlor games
- Activities Program
- Beach towels
- Golf clubs

All of the above are available at the Sports Desk, open daily from 7 a.m. to 10 p.m. Ext. 168. Please take care of your towels and the equipment you sign out. The cost of replacing items is reflected in the annual Club Service Fee.

Kayaks are available from 9 to 5 p.m., last outing is at 4 p.m. Lifeguards may cancel this activity if weather conditions deteriorate.

◆ Tennis, the sport for a lifetime

Tennis is getting better and better at The Royal Haciendas. Join owners and guests who are having fun, making friends and enjoying a healthier lifestyle, through tennis. Meet the instructor; attend the Sunday clinics, sign up for a private lesson and have fun with family activities during the week. These services have an additional cost and reservations are required, call the Sports Desk at ext. 168 or ask your personal concierge.

◆ Activities Program

The activities team offers a fun program of activities for children, teenagers and adults. Options include Hatha yoga, step aerobics, Spanish lessons, aqua basket, Mini Olympics, pool and beach volleyball, handcraft workshops, beach and pool games and many other activities.

Check the Activities Center notice boards or the Welcome Home Guide for times and locations of the activities that interest you. Activities take place in the Activities Center in Phase I, in the Games Room in Phase II, in La Rotonda Bar, or in the pool or on the beach.

Please bear in mind that craft items take several sessions to complete. There is a charge for handcraft classes, t-shirt, bracelets, mask painting, picture frame, sign design, stained glass painting and sand art. Activities staff will give you the prices for different activities.

Located in Phase II of the resort, the Games Room for teens has ping-pong and foosball tables, bumper pool and more. For further information call Ext. 169.

The Activities Center is open daily from 9 a.m. to 7 p.m. Monday to Friday, 8 a.m. to 4 p.m. on Saturday and 9 a.m. to 6 p.m. on Sunday. Ext. 169. The Games Room is open daily from 10 a.m. to 5 p.m. Sunday to Friday and is closed on Saturdays.

There is a Rainy Day program for periods of prolonged rainfall.

Please note that although the Social Activities team organizes activities for kids, parents must still supervise their children at all times.

The Activities program is subject to change without prior notice. Always check times and locations as the schedule may vary.



◆ Snorkeling & Kayak Tours

You can also book a snorkeling or kayak tour at the Sports Desk. Explore the bay and see the colorful sea creatures of the Caribbean up close on the reef. Please make your reservation one day in advance with Sports Desk staff (Ext. 168). Both tours are weather permitting.

◆ Evening Activities

Your options include a weekly Ping-pong Tournament, Casino Night, Bingo and Trivia Night for adults and a Movie Night for children in the Activity Center.

◆ Handicraft Painting

Satisfy your creative impulses with a spot of handicraft painting. This activity is available from 9 a.m. to 5 p.m. every day except Saturday, in the craft area in Phase II of the resort.

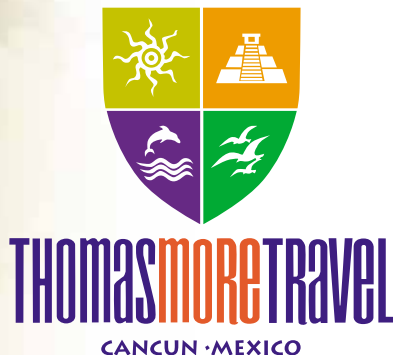
The cost of the session depends on the size of the item you are painting.



◆ Personal Concierges

A Personal Concierge will greet you upon arrival at the resort. He/she is at your service for the duration of your stay to provide information about The Royal Haciendas, Royal Resorts and the Riviera Maya and help you with restaurant, golf and tour reservations so that you have more time to enjoy this exciting destination.

Your Personal Concierge will also invite you to a series of complimentary and fun events during the week. Don't miss them, they are a great way to find out about your resort, get tips on what to do and where to go in the area, and to meet fellow members and guests. Call Ext. 172 to talk to your Concierge.



✿ OUT & ABOUT WITH THOMAS MORE TRAVEL

Thomas More Travel has everything you need for the vacation of a lifetime in the Riviera Maya. 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 in the lobby for more ideas. Ext. 175 & 407



◆ Discovering the Past

Travel back in time during your vacation. 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, one of the most important ancient civilizations in the Americas. There's more, the area's historical attractions go far beyond the cities of the Maya. A visit to the stately colonial city of Mérida is 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 cliff top 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 that is a vast natural aquarium.

If you are short of time, morning tours are also available to Tulum.

◆ Chichén Itzá

Discover Chichén Itzá, the ancient capital of the Itzae Maya, declared a UNESCO World Heritage Site in 1988 and voted one of the New Seven Wonders of the World in a global poll in 2007. At the height of its glory (A.D. 800 - 1150), Chichén Itzá controlled the Yucatán economically and politically and endured as a sacred site even after the Spanish Conquest.

Thomas More offers several different trips to Chichén Itzá, including an afternoon tour of the site and the evening Light & Sound Show.

◆ Cobá

Combine history, nature and adventure during a visit to Cobá. Deep in the jungle, just a one-and-a-half-hour drive from Playa del Carmen, 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 Cobá trips are available: one includes a swim in the crystal-clear waters of a cenote (sinkhole) and a visit to the Aktun Chen Caves, 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 jungle clearing at night.

◆ Mérida

Founded in 1542 by conquistador Francisco de Montejo on the site of an ancient Mayan city called T'ho, 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 offers two trips to Mérida: a one-day excursion which includes a visit to Hacienda Sotuta de Peón, and an overnight stay in Mérida with side trips to the ancient Mayan city of Uxmal and the colonial town of Izamal.

◆ Mérida & Hacienda Sotuta de Peón

First stop on this trip is Hacienda Sotuta de Peón, an estate where henequen is still grown. As you explore the hacienda, you'll learn about the history of this plant and how it was processed to extract the sisal fiber used to make rope. Your hacienda experience also includes a tour of the estate house, a visit to the fields, a swim in a cenote and lunch.

Then it's on to Mérida for a City Tour, which takes in the major landmarks and also includes time for shopping.



◆ 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 The Royal Haciendas, you'll also call in at Izamal, a town famous for its bright yellow convent.

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.

Another option is to combine history with a dash of nature and sign up for the Ek Balam-Río Lagartos tour. In the morning you'll drive to the Gulf coast village of Río Lagartos where you'll board a boat and explore the mangroves, salt marshes and lagoons of the Río Lagartos Biosphere Reserve, a haven for countless species of birds and animals, including the flamingo, roseate spoonbill, white pelican, herons and ibis. After lunch, it's on to the archaeological site of Ek Balam, famous for the magnificent carved façade of the principal temple, the Acropolis.

◆ Dos Palmas

Meet the Maya of today, see how they live and learn about their timeless traditions by visiting their villages. Ask about the trip to Dos Palmas, a Mayan community in the Riviera Maya. This magical evening includes a purification ritual with a Mayan *hmen* or priest in a *temascal* or pre-Hispanic sweat lodge, a visit to a cenote and dinner with the villagers.

The Dos Palmas evening is part of a sustainable development project to help members of the community.



◆ Island Hopping

Discover the islands of the Mexican Caribbean. Each one has its own attractions and ambiance.



Isla Mujeres

◆ Isla Mujeres

All aboard for a trip to Isla Mujeres, a tiny speck of land with plenty of Caribbean charm. A variety of cruises are available from Cancún and the boat trip across the bay 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

◆ Cozumel

Once the sacred island of the Mayan goddess Ixchel, patroness of fertility, childbirth and weaving, Cozumel was a major trade enclave in ancient times. Centuries later, it was the place where Spanish conquistador Hernán Cortés

first set foot on Mexican soil in 1519 and was a refuge for Caribbean pirates such as Captain Henry Morgan and Miguel Molas.

Nowadays, Mexico's largest inhabited island is one of the top dive destinations in the world. Protected by a National Marine Park, Cozumel's magnificent reefs offer plenty of scuba 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 several 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

◆ 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, 150 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 a 10-minute drive south of Playa del Carmen, 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 and snorkeling. You can even sail 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. The park runs sea turtle conservation and bird breeding programs.

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

One of the largest natural aquariums in the world, this chain of turquoise inlets, lagoons, cenotes, caves and freshwater springs is a feeding zone for fish from the offshore reefs. You can don a mask and flippers and take to the water in search of blue tangs, parrot fish and other colorful creatures.

The park also has a dolphin program, turtle tanks, regional wildlife, an apiary, restaurants, stores and other facilities.

There are several small Mayan shrines in the park and a larger archaeological site across the road from the entrance.



◆ Aktun Chen & Yalkú

Discover two natural wonders in one day with this trip to Aktun Chen Caves and the peaceful Yalkú inlet.

Located a few minutes south of Akumal, Aktun Chen is a 400-hectare reserve of tropical forest where a five-million-year-old limestone cave system was discovered. During a guided tour of the cave, you'll learn about the limestone landscape of the Yucatán Peninsula, the formation of caves and cenotes and the importance of both to the ancient Maya, as a source of fresh water and as sacred sites.

You can also try your hand at zip lining, swim in a cenote and meet some of the Yucatan's jungle creatures during your visit to Aktun Chen.

From Aktun Chen it's a short drive to the picturesque bay of Akumal and to Yalkú, a turquoise-colored caleta or inlet of crystalline waters fed by cenotes and underground rivers.



Like its larger cousin, Xel-Há, Yalkú is a natural aquarium frequented by a variety of colorful fish from the offshore reef. Look out for sergeant majors, parrot, angel and damselfish.

◆ 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.

The thrilling zip lining circuit features 11 towers, two rope bridges and 13 zip lines at varying heights in the forest and through caves and cenotes. The views of the Caribbean from the highest tower are spectacular.



◆ 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 which was sculpted by water erosion over millions of years. The galleries have been illuminated so that visitors can appreciate



the silent pools, mysterious depths, stalactites and stalagmites in all their glory as they walk, swim and float through them.

The jungle reserve of Rio Secreto is a five-minute drive south of Playa del Carmen.

◆ Mayan Encounter

Venture deep into the jungle on an excursion that combines Mayan history and traditions with a dash of adventure. After a visit to the archaeological site of Cobá, it's on to the village of Chimuch for an activity-packed day. Explore the forest with a local guide, try your hand at rappel, zip lining and canoeing. Snorkel in a cenote and learn about the Mayan way of life and customs that have endured for thousands of years.

◆ 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 your exciting ATV journey



with horseback riding, snorkeling, speedboats, a visit to an archaeological site or a trip to the beach.

Thomas More Travel offers a variety of 4x4 adventures in different locations. Whether you choose a jeep or a hummer, you'll enjoy your safari.

◆ Horseback Riding

Imagine riding through the jungle and galloping along the beach. You can even take your horse for a swim in the Caribbean. Lunch is included.



◆ Dolphin Swims

For an unforgettable vacation moment try a Dolphin Swim or Encounter. They are available in Xcaret, Xel-Ha, Puerto Aventuras, Cancún and on Isla Mujeres.



◆ Take the Plunge

Explore the Caribbean from top to bottom. Thomas Moore Travel offers snorkeling, diving and fishing trips, cruises, windsurfing and more.



◆ 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, a UNESCO World Heritage Site south of Tulum. Island hoppers can also explore the little-known island of Holbox in the Gulf of Mexico. Ask at the Tour Desk.



◆ Playa del Carmen

During your stay be sure to visit Playa del Carmen, district capital of the Riviera Maya. This beachfront town has a vibrant atmosphere that blends Mexican color, Caribbean rhythm and European style and is now among the world's top vacation spots.

Once a Mayan port called Xaman-Há, Playa del Carmen is still the principal crossing point for passengers bound for the island of Cozumel.

Playa's main street, Quinta Avenida (5th Avenue), is an eclectic mix of open-air restaurants, bars, colorful craft shops, boutiques and small hotels that springs to life as the sun goes down.

Although taxis are available from the resort and the Membership Office offers a limited shuttle service during the day (prior reservations required in the Membership Office), you may need additional time for your souvenir shopping, dining and evening entertainment. If this is the case, contact the tour desk for details of shared or private van transport.



◆ Transport Services

Call in at the tour desk or ask your Personal Concierge about transport from the resort to Royal Resorts during the week, times and fares. Thomas More Travel also has a convenient Airport Transfer service, see page 38 for more information.



◆ Reserve your Tours Today

Call in at the tour desk in the lobby for more information on tours and activities, departure days and time. Open daily: 9 a.m. – 5 p.m. Ext. 175 & 407.

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 Thomas More Travel at Ext. 175 or 0 to talk to the Operator.

◆ Car Rental

If you want to explore the area on your own, why not rent a car. The car rental desk is located in the lobby. This is an independent concession and all suggestions and comments must be directed to the on-site concession manager.
Open: 8 a.m. to 6 p.m. daily. Ext. 174

◆ Dive Center

Visit Dive Balam to book your dive and snorkeling trips, resort and advanced dive certification courses, wall, wreck and cave dives. In order to go diving in the area's cenotes and underground rivers, you must be a certified cave diver or take a special cave diving course. Located in Phase I of the resort. Open: 9 a.m. to 5 p.m. every day except Saturday.

The dive and snorkeling trips offered by Dive Balam can also be reserved at the tour desk.

◆ Golf

If you enjoy golf and would like to get out on the fairway during your stay, ask your Personal Concierge for more information on local courses and assistance with tee time reservations. Discounted green fees are available at several courses in Cancún and the Riviera Maya.



DINING AT THE ROYAL HACIENDAS

Whether it's breakfast by the beach, a casual poolside lunch and or a romantic candlelit seafood dinner, get ready for a delectable dining experience at The Royal Haciendas. After dinner, relax in La Rotonda Bar with a glass of wine or your favorite cocktail. Too tired to cook? Try the Lapa Lapa takeout food counter.

Themed dinner buffets are offered at La Palapa del Sol during the week. For the current dining and entertainment line up check the Welcome Home Guide.

◆ Los Murales

Art and cuisine go hand in hand at Los Murales, the resort's latest restaurant. Everywhere you look you will find artistry, from the Byzantine-style murals that give the restaurant its name to the exquisitely presented food on your plate.

The menu is a marriage of flavors. Fish, lobster, shrimp, crab and scallops, meat and poultry are paired with a dash of lime, fresh herbs, chili and the exotic spices of the Far East. Each dish is a voyage of discovery, an experience that you will want to repeat over and over again.

The restaurant's six murals are magnificent. They are inspired by a series of paintings of tropical fruit and vegetables by Cuban artist Arturo Montoto and masterfully reproduced in Byzantine-style tesserae by craftsmen at Venetian Mosaics of Mexico, the famous Perdomo family workshop in Cuernavaca.

Los Murales is open from 5 to 10 p.m., Sunday to Friday. Live music. Dress code: Casual elegant. Reservations required, Ext. 173.



◆ La Palapa del Sol

Our beachfront restaurant serves, seafood, steaks, delicious Mexican fare and a dash of world cuisine. Dine inside or outside on the terrace and enjoy the spectacular views that are the perfect accompaniment for a memorable meal. Try the breakfast buffet or have a leisurely lunch and you'll find plenty to choose from on the a la carte dinner menu.

La Palapa del Sol is open daily: Breakfast buffet: 7 to 11:30 a.m., Lunch Buffet available on Tuesdays and Wednesdays from 12:30 – 4 p.m. or choose from the a la carte menu, and Dinner: 6 to 10 p.m.

Try the theme dinner buffets during the week. The current line up includes Caribbean, Mexican, a BBQ, International, Italian, Prime Rib and Oriental but is subject to change without prior notice. More Information: Ext. 173.



◆ Sol & Luna Grill

Located in the pool areas of Phase I and Phase II of the resort, Sol & Luna Grill opens for lunch and offers a tempting selection of burgers, sandwiches, salads and tacos.

Bar open daily: 10 a.m. until 6 p.m., food served from 11 a.m. to 5 p.m. Daily Happy Hour, 3 to 6 p.m. Ext. 173



◆ La Rotonda

Sip your favorite cocktail at La Rotonda Bar. There is a big screen TV for sporting events, music for all tastes, movies, a pool table and an entertainment line up during the week that includes karaoke and live music. The murals you see in the bar take their inspiration from the work of the late Mexican painter Rodolfo Morales, from the state of Oaxaca. Daily Happy Hour. Bar open 6 to 11 p.m. (last orders at 10:30 p.m.)

◆ Lapa Lapa Gourmet Express

If you decide to stay in one evening and don't want to cook, the Lapa Lapa Express counter offers salads, main course staples such as roast chicken, BBQ ribs, salads, pasta and pizza. Lapa Lapa is located in La Palapa del Sol and is open from 10 a.m. – 10 p.m. Ext. 138



◆ Romantic Beach Dinners

Enjoy a romantic three-course dinner on the beach, the perfect option for couples or family and friends celebrating a special occasion. Please reserve in advance; a deposit is required. Dinner on the beach is weather permitting. Ext. 163

STAYING IN SHAPE

◆ The Gym

Stay in shape with the latest cardiovascular and weight machines (integrated and free standing), our staff will show you how to use the equipment and we have a professional trainer who will design an exercise regime to suit your particular needs. If you would like to talk to the trainer please ask staff to make an appointment.

The Royal Resorts Fitness Centers are open only to guests over the age of 16. The use of training shoes and sportswear is compulsory.

The Gym is located at the end of D Building, on the second floor and is open from 7 a.m. to 8 p.m., closed on Saturdays. Ext. 186. Daily and weekly rates are available and include the use of the Wet Area in the Spa. If you book a facial, body wrap or a massage in the Spa, the use of the Gym is included on the day you enjoy your treatment.

If you are staying for several weeks, ask about the Multi Week Pass, which also entitles you to use the Fitness Centers at The Royal Sands, The Royal Caribbean and The Royal Cancun.



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

◆ Spa

Your Riviera Maya vacation is all about relaxing, pampering and looking after your body, you'll soon see how refreshed and revitalized you feel after a morning at the Spa.

Enjoy some time in the sauna, steam room or a soak in the Jacuzzi and choose your favorite massage from our tempting selection. Then you'll be ready for one of our luxury facials or body wraps. Whether you are looking for pure relaxation or want to cleanse your body with one of our detoxification products, we have the ideal treatment for you.

Call in at the boutique during your Spa visit, we stock a wide range of home Spa products, sun blocks and tanning creams, essential oils, robes, sandals, books and much more.



◆ Beach Massages

If you would prefer your massage outdoors with the soothing sound of the waves, you can enjoy yours in our massage lounge pavilions overlooking the beach.

Opening Hours

The Spa is open daily from 8 a.m. to 7 p.m. Ext. 179

Beach Massages: 10 a.m. to 5 p.m.

◆ Beauty Salon

Located next to the Spa Reception, the Beauty Salon offers a range of services including manicures, pedicures, acrylic nails, hair cuts, color, styling and conditioning, braiding and make up.

Opening hours are: 9 a.m. to 6 p.m., Monday to Friday, weekends: 9 a.m. to 5 p.m.

Reservations: Ext. 151 or with one of the Spa representatives in the pool areas.



SHOPPING AT THE ROYAL HACIENDAS

◆ The Royal Market

Use the convenience store to stock up on groceries, drinks and household items. Check out the extensive selection of imported and domestic goods, fruit and vegetables, dairy and deli produce, pharmacy and sun care, beers, snacks, ice cream, candies, postcards, souvenirs and more. Why waste your precious beach time on a trip to the supermarket? Free villa delivery service from 8 a.m. to 8 p.m.



The Royal Market also offers a variety of useful services such as phone cards, Web Passes for the Internet (double time free, exclusively for use of the computers in The Royal Market), photocopying and printing, DVD, scooters, beach chairs, coolers and travel mobility aids rentals. You can also place your orders for flowers and fruit baskets here.

Use our convenient online shopping service to surprise your family and friends, products available include: flowers, fruit baskets, Kitchen Starter Kit gift certificates, wines, liquors, champagne and greeting cards.

The Royal Market is open daily 7 a.m. – 10 p.m. Ext. 166.

◆ Receiving emails

If someone you know back home is going to send you an e-mail, they can use repcionrh@royalresorts.com. They need to include your full name in the subject line.



FOR YOUR INFORMATION

◆ Babysitting

Contact the Operator at Ext. 0 for rates and reservations 24 hours before you require a babysitter. The Royal Haciendas is not responsible for the babysitting service.

◆ Churches

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



◆ Doctor

Please call the Operator at Ext. 0 if you need a doctor. All medical charges and expenses must be paid directly to the service provider. The Resort does not accept responsibility for any medical service given.



◆ Voltage

110 AC, same as in the United States.

◆ Guest Laundry

Open: 7 a.m. – 1 p.m., 1:30 – 6 p.m., 6:30 – 11 p.m.

Last washing cycle at 9 p.m. The washing machines and driers are self-service, please ask the laundry attendant for operating instructions. For your convenience, all washing machines have an automated chemical dispenser service available at additional cost. If you do not want to use this service, please ask the laundry attendant to turn it off. You may also purchase detergent, fabric softener and bleach at The Royal Market. Ext 167.

◆ Ice

Ice may be purchased at The Royal Market.

◆ Independent Concessions

Some independent concessions operate in the resort, for example, the car rental company and the dive center. Please contact the on-site concession manager if you have suggestions or comments.

◆ Internet

The resort has a wireless internet connection.

Ask at the Front Desk for the code.

If you haven't brought your laptop, you may purchase a web pass and use the computers in The Royal Market.



◆ Express Check in

Save time on your next vacation by preregistering on www.royalresorts.com if you are a member. You may do so up to three months before your trip and no later than 11 a.m. on the Thursday before you are due to arrive at your resort. Visit 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 The Royal Market and save yourself a shopping trip upon arrival.



◆ Long Distance

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

◆ Lost & Found

Contact the Front Desk.

◆ Mail Box

The mailbox is located in The Royal Market.



◆ Mail Service

Stamps are available at the convenience store.

◆ Membership

To become a member at The Royal Haciendas or any of the Royal Resorts or to receive membership information, visit the Membership Office.



◆ Parking

Please use the parking lot provided. You may only park in the motor lobby when loading and unloading. There is no valet parking. Please lock your car; the Resort is not responsible for theft or damages.

◆ Royal Channel

Royal Channel is the Royal Resorts in-house TV station. Tune in to channels 5 and 17 for information on services, fun activities and entertainment options in the resort, ideas for places to visit and interesting facts about Mexico. Channel 17 has English language programming and Channel 5 is our Spanish channel.



◆ Special Events

Are you planning to get married in the Mexican Caribbean or do you have another important family event coming up, such as a birthday, engagement or graduation party, a wedding anniversary or renewal of vows? Or perhaps you would like to organize dinner on the beach for a get-together of friends or relatives. Royal Resorts has a Special Events department to help you organize a day or night to remember at The Royal Haciendas. If you would like to know more, contact Ext. 163 or e-mail specialevents@royalresorts.com



◆ Taxis

Taxis are available at the Motor Lobby. Please call the Bellboys at Ext 177 to request one and give them 15 minutes notice. Check the rates before getting into the car. It is also a good idea to make a note of the taxi number.

◆ 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.



◆ Wheelchairs

Standard wheelchairs are available through the Front Desk (subject to availability) and Amigo Classic travel mobility aids can be rented from The Royal Market.

◆ Wake-Up Calls

Dial * 11 and follow the instructions.

◆ Water

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

IN SEARCH OF EXCELLENCE GUEST SATISFACTION SURVEY

You will receive a guest/member satisfaction survey with your Club Bill. Please fill it out and place it in the Survey Box in the lobby. Alternatively, you may visit www.royalresorts.com and complete the online version of the survey. By filling in the survey you are automatically entered in a draw and could win a week's stay at Royal Resorts. The name of the winner is published online on www.royalresortsnews.com every month.

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

For Saturday departures, Thomas More Travel offers a shuttle service to the airport on private, air-conditioned buses solely for Resort members and guests. Contact the tour desk in the lobby before Friday for the current rates, departure times and additional information. If you already have a reservation, you must reconfirm it. Pick up your ticket at the desk before 5 p.m. on Friday. Ext. 175 Shared and private transport service is available and there is an option for members and guests arriving at Royal Resorts 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 Cancún

Ask your concierge about transport between the resort and the Royal Resorts during the week. Thomas More offers a private van transport service, available any time of the day.

◆ Thursday service to The Royal Sands

Departure at 11 a.m., return to The Royal Haciendas at 6 p.m. Ask at the tour desk for current rates.

◆ Saturday Inter-club Shuttle to Royal Resorts

This is a Thomas More Travel service for guests staying at The Royal Haciendas and moving to one of the Royal Resorts in Cancún. Departure from The Royal Haciendas at 1 p.m. Ask at the tour desk for current rates and arrival times at the Cancún resorts.

* Information is subject to change.

NEED HELP?

For immediate assistance, please contact the Front Desk. Other Resort services may be contacted by calling their listed telephone numbers, i.e., Car Rental, Travel Agency, etc.



◆ Calling the Front Desk at Royal Resorts in Cancún

The Royal Cancun (Club Internacional de Cancun).....	61100
The Royal Sands.....	65100
The Royal Islander.....	64100
The Royal Caribbean.....	63100
The Royal Mayan.....	62100
Or dial Ext. 171	

◆ Quick Dialing

Front Desk - Manager on Duty.....	171
Guest Service Manager.....	137
Concierge - Membership Office.....	172
Los Murales Restaurant.....	173
La Palapa del Sol Restaurant.....	173
Lapa Lapa Express Food to Go.....	138
Car Rental.....	174
Thomas More Travel.....	175
Medical Services.....	176
Bellboys.....	177
Spa.....	179
Gym.....	186
The Royal Market.....	166
Sports Desk.....	168
Activity Center.....	169
Special Events.....	163
Guest Laundry.....	167

Beauty Salon.....	151
Voice mail messages.....	180
Wake up Call.....	* 11
Operator & Fax service.....	0
Local calls.....	9

◆ Automatic Long Distance Calls

Calls are charged to your Villa account. Simply pick up the phone and dial:

◆ In Mexico:

9 + 01 + area code + phone number
(\$8.42 pesos per minute)

◆ 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

USA Collect
Third Party, Calling Card, Credit Card calls, dial 955

◆ Canada

Collect calls, dial 966

◆ UK Reverse

Reverse charge calls, dial 956

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

◆ 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 01 800 calls
\$5.00 pesos

Calls charged to villa accounts do not have a resort service fee (rates include tax). For a 1-800 number that cannot be reached from Mexico, the service charge is \$14.00 pesos per minute (tax included).



◆ Phone cards

International calling cards are available from The Royal Market.

◆ 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 Haciendas

Suite

Dial: 7 + villa number + 0

Example: 73250

Room

Dial: 7 + villa number + 1

Example: 73251

The Royal Cancun (Club Internacional de Cancun)

If 3 digits in Villa number, dial: 12 + Villa number

Example: C III 12III

If 4 digits in Villa number, dial: 1 + Villa number

Example: B 1021 11021

The Royal Mayan

Suite

If 3 digits in Villa number, dial: 2 + Villa number + 0

Example: A-403 24030

If 4 digits in Villa number, dial: 2 + last 3 digits + 0

Example: J 1040 20400

Room

If 3 digits in Villa number, dial: 2 + Villa number + 1

Example: A-403 24031

If 4 digits in Villa number, dial: 2 + last 3 digits + 1

Example: J 1040 20401

The Royal Caribbean

Suite

If 3 digits in Villa number, dial: 3 + Villa number + 0

Example: C-408 34080

If 4 digits in Villa number, dial: 3 + last 3 digits + 0

Example: D 1214 32140

Room

If 3 digits in Villa number, dial: 3 + Villa number + 1

Example: C-408 34081

If 4 digits in Villa number, dial 3 + last 3 digits + 1

Example: D 1214 32141

The Royal Islander

Suite

Dial Villa number + 0

Example: 4233 42330

Room

Dial Villa number + 1

Example: 4233 42331

The Royal Sands

Suite

Dial Villa number + 0

Example: 5421 54210

Room

Dial Villa number + 1

Example: 5421 54211

◆ Stay in touch with Royal Resorts

Keep up with all the latest Royal Resorts news when you return home by visiting www.royalresorts.com and our blog site www.royalresortsnews.com You can also visit our Facebook page

www.facebook.com/royalresort and follow us on Twitter at www.twitter.com/_royalresorts

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 fire extinguisher closest 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 a warning is emitted, you will be advised on the correct procedures to follow and will be made as comfortable as possible in the circumstances. Royal Resorts has a Hurricane Contingency Plan.

Information is subject to change without prior notice.

