



**ROYAL RESORTS®**  
**COMPANY OVERVIEW**

Based in Cancún, Royal Resorts® is the leading vacation ownership resort company in the Mexican Caribbean. The company was founded in 1975 and opened its first resort, The Royal Cancun, in 1978. Since then, it has been among the top-rated resort companies in the world. To date, Royal Resorts has a membership base of 85,000 with over 50,000 member families from 51 countries at its beachfront resorts in Cancun and the Riviera Maya. All its properties have five-star ratings and independent surveys report a 97 percent member satisfaction rate, one of the highest ratings received in the vacation ownership industry worldwide.

On December 7, 2013 Royal Resorts unveils its latest property, Grand Residences®, a beachfront resort to the south of Puerto Morelos that is setting new standards in luxury and comfort and is affiliated with The Leading Hotels of the World®. Since opening it has climbed the Trip Advisor listing of Riviera Maya hotels and is now No. 1 out of 350.

**Corporate Office:** Boulevard Kukulcan, Km. 17, Lot 51, Local 102-W, The Royal Islander, Zona Hotelera C.P. 77500  
Cancun, Q. Roo, Mexico

**Philosophy:** To provide an unparalleled level of customer service unique to the vacation ownership industry.

**Employees:** Royal Resorts is one of Cancun's three largest companies and has 3,000 employees.

**Telephone:** +52-998 881-0100 (from the U.S.), 881-0100 (in Cancun)  
For reservations call toll-free from United States & Canada 1-888-838-7841; Rest of the World 1-954-736-5841

**Awards:** The Royal Sands Resort & Spa® was rated number one in the world by the Timeshare Users Group in 2001. Two Royal Resorts are currently in the top 30 worldwide on the Timeshare Users Group website.

Gold Crown Award by Resorts Condominium International

Placed in the world's top 20 by Interval International. Recipient of the Five Star Award annually by Interval International, 1984-2012. In the Interval International Resort Recognition Program introduced in 2008, the Royal Resorts in the Mexican Caribbean are classified as Premier Resorts, the highest distinction, only awarded to properties





that offer an exceptional vacation experience and state of the art services

Superior Services Award by Interval International

A.R.D.A. Ace Employer, 2002

CONEVt, the Mexican Council for Employee Education Award in 2006-2008 and additional accolades in 2011, Royal Resorts is setting industry standards in this field and has been ranked number one in the state of Quintana Roo and one of the top 32 companies nationwide.

The Royal Haciendas, Top 25 Hotels in Mexico, Trip Advisor Traveler's Choice 2013

Three Royal Resorts: The Royal Sands, The Royal Cancun and The Royal Haciendas have been awarded the Trip Advisor Traveler's Choice award for 2014 in the category of Best Family Resorts in Mexico. All five Royal Resorts® in Cancun and the Riviera Maya received the Trip Advisor Traveler's Choice Family Awards 2012 and featured in the Trip Advisor list of the Top 25 Hotels for Families in Mexico.

The Royal Sands, Trip Advisor Travelers' Choice 2010 and 2011, top family resort in Cancun. The Royal Cancun and The Royal Sands, Trip Advisor Travelers' Choice, 2009 in category of World's Top 80 Family Resorts.

Grand Residences by Royal Resorts® was the recipient of two Perspective Magazine awards in February 2013 as Best Fractional Resort in Latin America and Best Fractional Resort Worldwide at the GNEX Conference (Global Networking Expo).

The Royal Haciendas is the recipient of the 2014 Perspective Magazine award as Best Timeshare Resort, Latin America.

Distintivo S award for Sustainability from the Mexican Tourism Board for The Royal Sands, The Royal Cancun and The Royal Haciendas.





## ROYAL RESORTS®

MARTI, the Mesoamerican Reef Tourism Initiative has certified all the Royal Resorts as properties with eco-friendly policies.

Royal Resorts has been participating in the annual sea turtle conservation campaign in the Mexican Caribbean since 1985 and four of its resorts account for 20 percent of all the turtles protected in Cancun.

The restaurants at all Royal Resorts and at Grand Residences are holders of the prestigious Distintivo H awarded by the Mexican Tourism Board for high standards in food preparation, kitchen hygiene and storage

**Web Sites:**

[www.royalresorts.com](http://www.royalresorts.com)

**E-mail:**

[www.royalresortsnews.com](http://www.royalresortsnews.com) (Official Royal Resorts blog)

**Social Media:**

[cancun@royalresorts.com](mailto:cancun@royalresorts.com) (for information)

[www.facebook.com/royalresort](http://www.facebook.com/royalresort)

[www.twitter.com/royalresorts](http://www.twitter.com/royalresorts)

**Properties Owned:**

Cancun, Mexico

The Royal Cancun® (opened in 1978, 201 two-bedroom master suites) (All-Inclusive)

The Royal Caribbean® (opened in 1988, 207 two-bedroom master suites)

The Royal Islander® (opened in 1993, 179 two-bedroom master suites)

The Royal Sands® (opened in 2000, 340 two-bedroom master suites) (All-Inclusive)

Riviera Maya, Mexico

The Royal Haciendas®

Opened in 2006, The Royal Haciendas® is located in the Grand Coral Beach & Golf Community five minutes north of Playa del Carmen. The resort has 252 deluxe two-bedroom master suites. (All-Inclusive)

Riviera Cancun, Mexico

Grand Residences by Royal Resorts® is a luxury beachfront hideaway just to the south of Puerto Morelos. Beautifully





## ROYAL RESORTS®

appointed two, three and four-bedroom residences, one-bedroom and Jr. Suites and exceptional resort amenities and activities. Affiliated with the Leading Hotels of the World®

### **Resort Services**

#### **Cancún & Riviera Maya:**

Spas at The Royal Sands and The Royal Haciendas, the Villa Spa at The Royal Cancun and the Spa Xpress at The Royal Caribbean

Gyms at The Royal Sands, The Royal Caribbean, The Royal Cancun and The Royal Haciendas

Beauty salon

Beach and villa massage service at all resorts

Gift Shops (at The Royal Sands & The Royal Caribbean)

Social Activities Program for children, teenagers and adults at all resorts

Kids Club at The Royal Sands, The Royal Haciendas and The Royal Cancun (supervised activities for children aged between 4 and 12 years)

Daily Maid Service (except Sundays and official Mexican holidays)

Special golf rates at several local golf courses

Tennis courts with floodlights for evening play

In-house TV Channel, the Royal Channel (programs in English and Spanish)

Complimentary Inter-Resort Shuttle Bus (in Cancun)

Guest Laundry

Personal Concierge Service

Restaurants and Bars

Royal Marina

Swimming pools





## ROYAL RESORTS®

Tour desk

Sports desk (beach towels, tennis and snorkeling gear, bicycles, sailboats, kayaks, board games and more)

Water sports center

Car rental desk

Convenience Stores (also offering Internet, faxes, printing, iPad, DVD rentals, flower and fruit basket ordering service)

The Royal Roast Coffee Co. coffee shop (The Royal Sands and The Royal Caribbean)

Room service (not available 24 hours)

Doctor's Office

Handicapped Units

Complimentary Wi-Fi access in the villas and throughout all six resorts

Jewelry stores at The Royal Sands and The Royal Caribbean

### **Restaurants in Cancun:**

Captain's Cove (lagoon-side restaurant located opposite The Royal Mayan, open to the public)

Hacienda Sisal (next to The Royal Sands, open to the public)

El Conquistador (The Royal Islander, opens in April)

Cayo Largo (The Royal Islander)

Paco's Tacos (The Royal Islander)

La Palapa (in The Royal Cancun)

La Trattoria (in The Royal Cancun)

Tradewinds (The Royal Caribbean)

La Veranda (The Royal Sands)





## ROYAL RESORTS®

Char Hut (The Royal Sands)

Royal Express Food to Go outlets and Bartolo's Pizza in-house ordering service

**Bars in Cancun**

Pancho & Willy's (Captain's Cove), Sidelines (The Royal Sands), La Cabaña (The Royal Caribbean), Sports Bar at The Royal Cancun (opening May 2014)

**Restaurants in the**

Los Murales Seafood Restaurant (The Royal Haciendas)

**Riviera Maya:**

La Palapa del Sol

Sol y Luna Grill (two poolside locations)

La Rotonda Bar

**Master Suite Amenities:**

Central air-conditioning, fully equipped kitchen for vacation meals (fridge, stove, dishwasher, microwave, etc.), tastefully furnished living/dining room, private terrace with incomparable views. Two bedrooms with king-sized bed in master bedroom, Murphy beds, in-room safe, complimentary Wi-Fi, television, DVD, telephone, stereo and two bathrooms.

**Capacity:**

With the exception of some of the units at The Royal Cancun, the spacious Royal Resorts master suites sleep six people and have two entrances. The innovative Flexivilla concept means that they can also be divided into a one-bedroom suite for four and a hotel room for two if required.

The units at The Royal Cancun come in two sizes: two-bedroom, one-bathroom units sleeping five people and two-bedroom, two-bathroom units for six people. They are not Flexivillas and cannot be subdivided into suites and rooms.

The deluxe two-bedroom master suites at The Royal Haciendas are even larger than the units at the Cancun resorts and have additional touches of luxury such as a whirlpool tub for two on the terrace.

For further information contact:  
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