



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 over 70,000 members from 51 countries at its beachfront resorts in Cancun and the Riviera Maya.

On December 7, 2013 Royal Resorts unveiled its latest property, Grand Residences Riviera Cancun[®], 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 been No. 1 in the Puerto Morelos area and has consistently made the Riviera Maya's top ten resorts on Trip Advisor. It is also in the Trip Advisor Travelers' Choice 2018 World's Top 25 Luxury Hotels listing.

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 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 1-888-387-4755; Toll free in Mexico 01-800-888-7744;
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.

Gold Crown Award by Resorts Condominium International

Placed in the world's top 20 by Interval International.
Recipient of the annual Interval International Five Star Award, 1984-2012

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





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CONEVyT, 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.

Grand Residences Riviera Cancun is in the Trip Advisor Travelers' Choice 2018 Top 25 Luxury Hotels in the World and the Top 25 Hotels in Mexico in four different categories: Top Hotels, Luxury, Best Service and Families. The Royal Haciendas, The Royal Sands and The Royal Cancun are in the Trip Advisor Travelers' Choice 2018 Top 25 Hotels in Mexico for Families.

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 received 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.

MARTI (Mesoamerican Reef Tourism Initiative) certified 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 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

featuring the Royal Resorts blog

E-mail:

cancun@royalresorts.com (for information)

Social Media:

www.facebook.com/royalresort

www.twitter.com/royalresorts





ROYAL RESORTS®

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)

Grand Residences by Royal Resorts®

Luxury beachfront hideaway just to the south of Puerto Morelos with 144 beautifully appointed two, three and four-bedroom suites, one-bedroom and Jr. Suites and exceptional resort amenities, activities and gourmet dining. Affiliated with the Leading Hotels of the World®

Resort Services

Cancún & Riviera Maya:

Full-service Spas at The Royal Sands and The Royal Haciendas; a smaller Villa Spa at The Royal Cancun and the Spa Express 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, The Royal Cancun and The Royal Haciendas)

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





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Kids Club at The Royal Sands, The Royal Haciendas, The Royal Cancun and The Royal Caribbean, also serving the The Royal Islander (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

Multiuse sports court at The Royal Haciendas, full basketball court at The Royal Sands and half basketball courts at The Royal Islander and The Royal Cancun

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

Complimentary Inter-Resort Shuttle Bus (in Cancun)

Guest Laundry at every resort

Concierge Service

Restaurants and Bars

Royal Marina

Swimming pools

Thomas More Travel tour desk

Sports desk (sign out 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





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In-house pizza delivery service

Weddings & Events service

Doctor's Office

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)

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)

Char Hut (The Royal Sands)

Sand Dollar Terraza Gourmet (The Royal Sands)

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

Gran Salon Hacienda Sisal venue for weddings and other special events

Bars in Cancun

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





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Restaurants in the Riviera Maya:

Los Murales Seafood Restaurant (The Royal Haciendas)

La Palapa del Sol

Sol y Luna Grill (two poolside locations)

La Rotonda Bar

Restaurants at Grand Residences

El Faro Grill

Flor de Canela

Heaven Beach 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 larger than the units at the Cancun resorts and have a whirlpool tub for two on the terrace.

The suites at Grand Residences Riviera Cancun set new standards of luxury in the area and feature touches of elegance such as Jacuzzis, Bulgari® bath products, fresh flowers and deluxe appliances.

For further information contact:
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