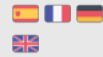





Family Selection At Grand Palladium Kantenah Resort & Spa
















CATEGORY	5*
ADDRESS	Carretera Chetumal-Puerto Juárez Km, 256-100, 77710 Municipio Solidaridad - Quintana Roo (México)
TELEPHONE	+52 9848 772100
FAX	+52 9848 772105
E-MAIL	Customerservicerm@palladiumhotelgroup.com
WEB	Palladiumhotelgroup.com
LAST REFURBISHED	2023
TYPE OF HOTEL	Holiday Resort, Events and Conferences.
BOARD BASIS	All Inclusive 24 hrs .

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 shower	Customer Service	Babysitter***
Copy services*	Wake-up call	Porter
Bellboys		

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

SERVICES

 Fire alarm	 WIFI Premium	 Room Service 24h
 Waiter service in the pool	 Car rental*	 Concierge service
 Pool towel	 Internal transport**	 Medical service*
 Laundry service*	 24-hour security	 Parking
 Info Tours	 Shuttle service***	 Bali Beds***

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

HOTEL FACILITIES

Num. rooms: 163	Villas: 4	Lobbies: 1
Lifts: 1	Swimming pools: 5	Rest. Cabaret: 1
Restaurant-Gastronomic Performance 1	Show cooking Restaurants: 3	Bars: 17
A la carte Rest.: 9	Miniclub /Babyclub /TeenClub	Sporting facilities
Outdoor Jacuzzi	Conference rooms•	Catholic Church
Zentropia Palladium Spa & Wellness •	Boutique Zentropia	Boutique•
Gym	Gift Shop•	Jewelry•

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

ACCESS

Airport km: 90
Taxi min: 90

DISABLED

Accessible rooms: 1
Level access: Yes

BEACH

Beach Access: Yes
Lifeguard: Yes

B. CENTER

Banquet: 4
Total Area m2: 137



ACCESS

Approx. price USD: 100-150



DISABLED

Pool Access: Yes



BEACH

Sand color: White



B. CENTER

Max Capacity: 200



BARS AND RESTAURANTS

Name	Opening hours	Reservation	Dress code	Smoking area	Location
Cabaret Restautant					
<i>Chic Cabaret & Restaurant**</i>	Dinner :08:00pm-11:00pm	✓	✓	-	Trs Yucatan Hotel
Show cooking Restaurants					
<i>La Hacienda</i>	Breakfast:07:00am-11:00am Lunch :01:00pm-03:30pm Dinner :06:00pm-10:30pm	-	✓	-	Gp Colonial
<i>El Gran Azul</i>	Breakfast:07:30am-10:30am Lunch :12:30pm-04:00pm	-	✓	-	Gp Colonial - Gp Kantenah
<i>La Dalia</i>	Breakfast:07:00am-11:00am Lunch :01:00pm-03:30pm Dinner :06:00pm-10:30pm	-	✓	-	Gp White Sand
A la carte Restaurants					
<i>El Dorado (Steak House)</i>	Dinner :05:30pm-10:30pm	✓	✓	-	G P Colonial
<i>La Adelita (Mexican Cuisine)</i>	Dinner :05:30pm-10:30pm	✓	✓	-	G P Colonial
<i>Sumptuori (Japanese Cuisine)</i>	Dinner :05:30pm-10:30pm	✓	✓	-	G P Kantenah
<i>Portofino (Italian Cuisine)</i>	Dinner :05:30pm-10:30pm	✓	✓	-	G P White Sand
<i>La Paisana (Argentinian)</i>	Dinner :05:30pm-10:30pm	✓	✓	-	G P White Sand
<i>Bahia E Brasa (Brazilian Cuisine)</i>	Dinner :05:30pm-10:30pm	✓	✓	-	G P White Sand
<i>Poseidón (Rice And Fish)</i>	Dinner :05:30pm-10:30pm	✓	✓	-	G P White Sand
<i>Chang Thai (Thai Cuisine)</i>	Dinner :05:30pm-10:30pm	✓	✓	-	G P Kantenah
<i>The Nest*</i>	Exclusive Family Selection guest - breakfast:07:30am-10:30am Exclusive Family Selection guest - dinner:06:00pm-10:30pm	-	✓	-	
Lobby bars					
<i>Colonial Lobby Bar</i>	09:00am-01:00am	-	-	-	G P Colonial
<i>Kantenah Lobby Bar</i>	09:00am-00:00am	-	-	-	G P Kantenah
<i>White Sand Lobby Bar</i>	09:00am-00:00am	-	-	-	Gp White Sand
Bars in Restaurants					
<i>El Gran Azul</i>	10:00am-06:00pm	-	-	-	G P Colonial
<i>La Adelita Y El Dorado Waiting Bar</i>	05:30pm-10:30pm	-	✓	-	G P Colonial
<i>Sumptuori Y Chang Thai Waiting Bar</i>	05:30pm-10:30pm	-	✓	-	G P Kantenah
<i>Bahía E Brasa Y La Paisana Waiting Bar</i>	05:30pm-10:30pm	-	✓	-	G P White Sand
<i>Portofino Waiting Bar</i>	05:30pm-10:30pm	-	✓	-	G P White Sand
Restaurant -Gastronomic Performance-					
<i>Bravo Dinner & Dance**</i>	Dinner :07:30pm-10:30pm	✓	✓	-	G P White Sand
Pool bars					
<i>El Secreto</i>	10:00am-00:00am	-	-	-	G P Colonial
<i>La Orilla Pool Bar</i>	10:00am-06:00pm	-	-	-	Colonial Pool
<i>La Perla Pool Bar</i>	10:00am-06:00pm	-	-	-	Piscina White Sand
Swim Up Bar					
<i>El Gran Azul Swim-Up Bar</i>	10:00am-06:00pm	-	-	-	G P Colonial
<i>La Laguna Swim-Up Bar</i>	10:00am-06:00pm	-	-	-	G P White Sand
Beach Bars					
<i>Sand Castle Beach Bar*</i>	Exclusive for Family Selection client: 10:00am-06:00pm	-	-	-	Family Selection
Sports Bar					

Name	Opening hours	Reservation	Dress code	Smoking area	Location
Xtra Time Sport Bar	00:00am-00:00am	-	-	-	G P Colonial
snack bar					
Las Olas	Lunch :11:00am-05:00pm 08:00am-06:00pm	-	-	-	G P Colonial
Es Niu Pool Bar*	Exclusive for Family Selection client: 10:00am-06:00pm Exclusive Family Selection guest - lunch:12:00pm-04:00pm	-	-	-	Family Selection

Dinners at the A la Carte restaurants are unlimited and subject to availability. For groups of more than 10 people, please contact our Guest Services staff. The service of alcoholic beverages to persons under 18 is prohibited.

Observations:

*Exclusive for clients of Family Selection.

**It has an extra charge for reservation fee.

 **ROOMS**

TOTAL:163	Junior Suite Garden View	Junior Suite Swim Up	Junior Suite Swim Up Beachside	Suite Beachside	Junior Suite Rooftop Private Pool	Suite Swim Up Beachside	Suite Rooftop Private Pool
Number of rooms	84	48	12	8	6	2	3
m ²	37.12	37.12	37.12	103	51.5	103	103
2 double beds	✓	✓	✓	✓	✓	✓	✓
King size bed	✓	✓	✓	✓	✓	✓	✓
Separate shower	✓	✓	✓	✓	✓	✓	✓
Whirlpool bathtub	✓	✓	✓	✓	✓	✓	✓
Jacuzzi on the terrace	-	-	-	✓	-	-	-
Double sink	✓	✓	✓	✓	✓	✓	✓
separate toilet.	✓	✓	✓	✓	✓	✓	✓
Sofa Bed	✓	✓	✓	✓	✓	✓	✓
Separate living room	-	-	-	✓	-	✓	✓
Combined bedroom and living room	✓	✓	✓	-	✓	-	-
Balcony or terrace	✓	✓	✓	✓	✓	✓	✓
Terrace with furniture	✓	✓	✓	✓	✓	✓	✓
Bathrobe and slippers	✓	✓	✓	✓	✓	✓	✓
Minibar	✓	✓	✓	✓	✓	✓	✓
Wall charger - type C	✓	✓	✓	✓	✓	✓	✓
Flat-screen TV 55"	✓	✓	✓	✓	✓	✓	✓
Flat-screen TV in the living room	-	-	-	✓	-	✓	✓
Electronic safe	✓	✓	✓	✓	✓	✓	✓
Steam iron	✓	✓	✓	✓	✓	✓	✓
Iron and ironing board**	✓	✓	✓	✓	✓	✓	✓
Tea and coffee-making facilities	✓	✓	✓	✓	✓	✓	✓
Nespresso coffee maker	✓	✓	✓	✓	✓	✓	✓
Bathroom amenities	✓	✓	✓	✓	✓	✓	✓
Amenities "Family Selection"	✓	✓	✓	✓	✓	✓	✓
Hair dryer	✓	✓	✓	✓	✓	✓	✓
Wake-up call	✓	✓	✓	✓	✓	✓	✓
VIP-Services	✓	✓	✓	✓	✓	✓	✓
Desk	✓	✓	✓	✓	✓	✓	✓
WIFI	✓	✓	✓	✓	✓	✓	✓
Magnifying mirror	✓	✓	✓	✓	✓	✓	✓
Full length mirror	✓	✓	✓	✓	✓	✓	✓
Pool towels	✓	✓	✓	✓	✓	✓	✓
Turn-down service	✓	✓	✓	✓	✓	✓	✓
Cordless phone	✓	✓	✓	✓	✓	✓	✓
Concierge service	✓	✓	✓	✓	✓	✓	✓

TOTAL:163

	Junior Suite Garden View	Junior Suite Swim Up	Junior Suite Swim Up Beachside	Suite Beachside	Junior Suite Rooftop Private Pool	Suite Swim Up Beachside	Suite Rooftop Private Pool
Butler service	✓	✓	✓	✓	✓	✓	✓
Centralized air conditioning	✓	✓	✓	✓	✓	✓	✓
Black out curtains	✓	✓	✓	✓	✓	✓	✓
Crib**	✓	✓	✓	✓	✓	✓	✓
24-hour room service	✓	✓	✓	✓	✓	✓	✓
Non smoking	✓	✓	✓	✓	✓	✓	✓
Sea view	-	-	-	✓	-	-	-
Front sea view	-	-	-	-	✓	-	✓
Garden view	✓	✓	✓	-	-	✓	-

Observations: *Extra charge **On request ***Extra charge & on request.
|r|n

 **POOLS**

Name	Type	Opening hours	Area m2	Depth cm	Location
Main Pool Colonial-Kantenah	Family	10:00am-06:00pm	3544	160	Gp Colonial - Gp Kantenah
El Secreto	Relax	10:00am-12:00pm	166	160	Gp Colonial
Aquatic Park	Children	09:00am-06:00pm	757	40	Gp Kantenah - Gp Colonial
Main Pool White Sand	Family	10:00am-06:00pm	3678	150	Gp White Sand
Family Selection Pool*	Family	10:00am-06:00pm	1920	120	Fs Kantenah

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.

Observations:

*Exclusive for clients of Family Selection.

 **KIDSCLUB**

	Baby Club	Mini Club	Teen Club
Age	1-3	4-12	13-18
Schedule	09:00am-05:00pm	09:00am-05:00pm	11:00am-12:00am
Location	Gp Colonial	Gp Colonial	Gp Kantenah

 **ENTERTAINMENT**

Activities	Sport	Facilities
Aerobic	Basketball	Soccer field 2
Yoga	Volleyball	Beach volleyball court 2
Crafts	Tennis	Basketball court 2
	Paddle	Archery field
	Catamaran	Rifle range
Night shows	Kajak	Tennis courts 6
Billiards	Snorkeling	Multi-purpose courts 2
Bowling alley*	Diving*	Minigolf
Recreational games*	Shuffleboard	
	Aqua-Volley	
	Aqua-Gym	
	ping-pong	

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

 **ZENTROPIA PALLADIUM SPA & WELLNESS**

Facilities	Services Spa	Fitness
Steam rooms 2	Dry and moist sauna	Gym
Relaxation area 2	Beauty	Dressing room
	Massages	
	Facial treatments	
	Body treatments	
	Lockers	
"Eco meditative" cold bath 1	Cold Jacuzzi	
Hot Jacuzzi	Round Jacuzzi with gooseneck	

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

FAMILY SELECTION

Premium Drinks

Night Courtesy Service

Private reception with kids club area

Family Butler and Pool Butler Service

special bracelet

Nightly turndown service

Exclusive restaurant for breakfast and dinner

Exclusive pool with sun loungers and food service

Exclusive beach area with loungers

Amenities upon arrival

Preference list for stay

Exclusive house wine in restaurants

Guaranteed reservation in restaurants

Preferential Rate for Chic Cabaret

Daily Premium Minibar

Nespresso coffee machine in rooms

