





Grand Palladium Kantenah Resort & Spa

CATEGORY	5*
ADDRESS	Carretera Federal Chetumal Pto-Juarez Km 256-100, Playa Del Carmen Quintana Roo, México
TELEPHONE	+52 9848772100
FAX	+52 9848772105
E-MAIL	Customerservicerm@palladiumhotelgroup.com
WEB	Palladiumhotelgroup.com
BUILT	2002
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	Languages spoken: 
Check-Out: 12pm	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: 252	Villas: 7	Lobbies: 1
Swimming pools: 5	Restaurant-Gastronomic Performance 1	Show cooking Restaurants: 3
Rest. Cabaret: 1	Bars: 17	A la carte Rest.: 9
Miniclub /Babyclub /TeenClub	Sporting facilities	Outdoor Jacuzzi
Boutique Zentropia	Conference rooms•	Zentropia Palladium Spa & Wellness •
Catholic Church	Boutique•	Gym
Gift Shop•	Jewelry•	

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



ACCESS

Airport km: 90

Taxi min: 90



DISABLED

Accessible rooms: 2

Level access: Yes



BEACH

Lifeguard: Yes

Beach Access: Yes



B. CENTER

Banquet: 3

Total Area m2: 137



ACCESS

Approx. price USD: 100-150



DISABLED

Pool Access: Yes



BEACH

Sand color: White



B. CENTER

Max Capacity: 200

Observations: GP Kantenah



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

Name	Opening hours	Reservation	Dress code	Smoking area	Location
Sports Bar					
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:252

Deluxe Garden View

Number of rooms	252
m ²	36.9
2 double beds	✓
King size bed	✓
Shower	✓
Separate shower	✓
Whirlpool bathtub	✓
separate toilet.	✓
Sofa Bed	✓
Combined bedroom and living room	✓
Balcony or terrace	✓
Balcony with furniture	✓
Minibar	✓
USB-Charger	✓
Flat-screen TV	✓
Electronic safe	✓
Iron and ironing board	✓
Tea and coffee-making facilities	✓
Bathroom amenities	✓
Hair dryer	✓
Wake-up call	✓
Desk	✓
WIFI	✓
Magnifying mirror	✓
Full length mirror	✓
Digital press	✓
Centralized air conditioning	✓
Crib**	✓
Room service 24h*	✓
Non smoking	✓
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

Name	Type	Opening hours	Area m2	Depth cm	Location
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
Location	Gp Colonial	Gp Colonial	Gp Kantenah
Age	1-3	4-12	13-18
Schedule	09:00am-05:00pm	09:00am-05:00pm	11:00am-12:00am



ENTERTAINMENT

Activities		Sport		Facilities	
Aerobic	Various Games	Basketball	Volleyball	Soccer field 2	Beach volleyball court 2
Yoga	Zumba	Football	Tennis	Basketball court 2	Archery field
Crafts	Children's Entertainment	Paddle	Petanque	Rifle range	Paddle court 2
Night shows	Diurnal animation	Catamaran	Kajak	Tennis courts 6	Multi-purpose courts 2
Billiards	Live Music	Snorkeling	Diving*	Minigolf	
Bowling alley*	Splatter*	Shuffleboard	Aqua-Volley		
Recreational games*		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	Beauty	Massages	Gym	Dressing room
Relaxation area 2	Foot shower with stones 1	Facial treatments	Body treatments		
"Eco meditative" cold bath 1	Cold Jacuzzi	Lockers			
Hot Jacuzzi	Round Jacuzzi with gooseneck				

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

Copyright 2016 - PALLADIUM HOTEL GROUP - Data sheet subject to changes and additional charges that may apply to specific services.

TRS HOTELS
GRAND PALLADIUM HOTELS & RESORTS
 RIVIERA MAYA, MÉXICO

LUGARES / PLACES

- Área de playa Beach Area
- Piscina Infinity Helix Helix Infinity Pool
- Piscina Las Brisas Las Brisas Pool
- Piscina La Terraza La Terraza Pool
- Piscina El Suroeste El Suroeste Pool
- Piscina principal Main Pool
- Piscina Family Selection Family Selection Pool
- Piscina Spa Spa Pool
- PTC Member's Pool
- Piscina infantil Children's pool
- Centro deportivo Sports Center
- Centro comercial Shopping Center
- Baby & Mini Club
- Teatro Theater
- Salones de conferencias Conferencia Rooms
- Tienda de conveniencia Convenience Store
- Concesionario de Rent a Car Car Rental
- Centro de actividades Activites Center
- Mini Golf
- Black & White Lanes Club
- PhotoShop
- Centro de belleza y tratamientos de belleza Beauty and Spa Center
- Mirador Viewing Point
- ZENOTROPIC Beauty & Spa Shop
- Cabaña Hobbit
- Área de hamacas Hammock Area

SERVICIOS / SERVICES

- Recepción TRS Yucatan Hotel TRS Yucatan Hotel Front Desk
- Recepción Colonial Colonial Front Desk
- Recepción Kantenah Kantenah Front Desk
- Recepción Family Selection Family Selection Front Desk
- Recepción White Sand White Sand Front Desk
- Furgón ambulancia de primera clase Water Park
- Mascotas
- PTC Member's Lounge
- Estacionamiento Parking Lot
- Pasadizo sanitario Car Wash
- Centro de salud First Aid
- Maquillaje de boda Wedding Make Up
- Servicios Concierge
- Cajero automático ATM
- Servicio médico Medical Service
- Capilla Chapel
- Sala de ventas PTC PTC Sales Office
- Zentropia Palladium Spa & Wellness
- Wedding by Palladium
- Museo de Dinámarco Cultural Museum
- Gimnasio Gymnasium
- Florescer Floristry
- Servicio laundry Service
- Sala de masaje en la playa Beach Massage Area

RESTAURANTES / RESTAURANTS

- Capillita
- La Barbacoa
- Antojitos
- El Gaucho
- Chic Cabaret & Restaurant
- Helix Beach Club
- La Olla Beach Restaurant
- La Adella
- El Dorado
- La Hacienda
- Chang Thai
- El Dorado
- El Gran Ajol
- La Dalia
- La Laguna
- Bites
- Pizzeria
- La Palanca
- Bites & Breads
- Pizzeria Beach Restaurant
- La Post Chef

BARRES / BARS

- Full Moon Terrace Bar
- Alamos Lobby Bar
- La Terraza Pool Bar
- Las Rocas Pool Bar
- Gala Pool Bar
- El Dorado Bar
- La Laguna Pool Bar
- Kantenah Lobby Bar
- Colonial Lobby Bar
- La Playa
- Estiba
- The Secret Pool Bar
- Pianos
- La Jara Beach Bar
- White Sand Lobby Bar
- PTC Member's Pool Bar

- Oca Times Sports Bar
- PTC Beach Bar
- Helix Healthy Bar
- El Gran Ajol Pool Bar
- Bar La Olla
- Beach Bar The Sun & Coffee
- Pool Bar White Sand
- Bar La Playa



PALLADIUMHOTELGROUP.COM

■ GRAND PALLADIUM KANTENAH RESORT & SPA
 ■ FAMILY SELECTION
 ■ GRAND PALLADIUM COLONIAL RESORT & SPA
 ■ GRAND PALLADIUM WHITE SAND RESORT & SPA
 ■ TRS YUCATAN HOTEL