





Grand Palladium White Sand Resort & Spa

CATEGORY	5*
ADDRESS	Carretera Federal Chetumal Pto-Juarez Km 256-100, Playa Del Carmen Quintana Roo, México
TELEPHONE	+52 9848772100
E-MAIL	Customerservicerm@palladiumhotelgroup.com
WEB	Palladiumhotelgroup.com
BUILT	2005
LAST REFURBISHED	2016
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: 264	Villas: 8	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
Approx. price USD: 100-150



DISABLED

Accessible rooms: 0
Level access: Yes
Pool Access: Yes



BEACH

Beach Access: Yes
Lifeguard: Yes
Sand color: White



B. CENTER

Banquet: 4
Total Area m2: 137
Max Capacity: 200

 **BARS AND RESTAURANTS**

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

Name	Opening hours	Reservation	Dress code	Smoking area	Location
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:264	Junior Suite Garden View	Junior Suite Beach Side	Suite Garden View	Suite Beach Side	Romance Bungalow by the lake
Number of rooms	150	60	30	12	12
m ²	52.6	52.6	67.6	67.6	69.1
2 double beds	✓	✓	-	-	-
King size bed	✓	✓	✓	✓	✓
Separate shower	✓	✓	✓	✓	-
Outdoor shower	-	-	-	-	✓
Whirlpool bathtub	✓	✓	✓	✓	✓
Hydromassage bath in the room	✓	✓	-	-	-
Double sink	-	-	-	-	✓
Sofa Bed	✓	✓	✓	✓	-
Separate living room	-	-	✓	✓	-
Combined bedroom and living room	✓	✓	-	✓	-
Terrace with hammock and furniture	-	-	-	-	✓
Balcony with furniture	✓	✓	✓	✓	✓
Bathrobe and slippers	✓	✓	✓	✓	-
Minibar	✓	✓	✓	✓	✓
Radio / alarm clock / iPod dock	✓	✓	✓	✓	✓
Flat-screen TV 40"	-	-	-	-	✓
Flat-screen TV 42"	✓	✓	✓	✓	-
Flat-screen TV 49"	-	-	-	-	✓
Flat-screen TV in the living room	-	-	✓	✓	-
Electronic safe	✓	✓	✓	✓	✓
Iron and ironing board	✓	✓	✓	✓	✓
Tea and coffee-making facilities	✓	✓	✓	✓	✓
Bathroom amenities	✓	✓	✓	✓	✓
Hair dryer	✓	✓	✓	✓	✓
Wake-up call	✓	✓	✓	✓	✓
Reading area	✓	✓	✓	✓	✓
Desk	✓	✓	✓	✓	✓
WIFI	✓	✓	✓	✓	✓
Magnifying mirror	✓	✓	✓	✓	✓
Full length mirror	✓	✓	✓	✓	✓
Scales	✓	✓	✓	✓	✓
Telephone*	✓	✓	✓	✓	✓
Fan	✓	✓	✓	✓	✓
Air conditioning	✓	✓	✓	✓	✓
Crib**	✓	✓	✓	✓	-
Private entrance adults only	-	-	-	-	✓
Room service 24h*	✓	✓	✓	✓	✓

TOTAL:264

	Junior Suite Garden View	Junior Suite Beach Side	Suite Garden View	Suite Beach Side	Romance Bungalow by the lake
Non smoking	✓	✓	✓	✓	✓
Garden view	✓	-	✓	-	-
located a few steps from the beach	-	✓	-	✓	-
located by the lake	-	-	-	-	✓

Observations: *Extra charge **On request.

 **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	Various Games	Basketball
Yoga	Zumba	Volleyball
Crafts	Children's Entertainment	Tennis
Night shows	Diurnal animation	Paddle
Billiards	Live Music	Catamaran
Bowling alley*	Splatter*	Kajak
Recreational games*		Petanque
		Shuffleboard
		Aqua-Volley
		Aqua-Gym
		ping-pong
		Soccer field 2
		Beach volleyball court 2
		Basketball court 2
		Archery field
		Rifle range
		Paddle court 2
		Tennis courts 6
		Multi-purpose courts 2
		Minigolf

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
Relaxation area 2	Foot shower with stones 1	Massages
"Eco meditative" cold bath 1	Cold Jacuzzi	Facial treatments
Hot Jacuzzi	Round Jacuzzi with gooseneck	Body treatments
		Lockers
		Gym
		Dressing room

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

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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
 - Capullo de playa Beach Umbrella
 - Centro comercial Shopping Center
 - Baby & Mini Club
 - Teatro Theater
 - Salones de conferencias Conferencia Rooms
 - Tienda de artesanías Craftsmen Booth
 - Comedor de Retail Shop
 - Centro de actividades Activites Center
 - Mini Golf
 - Black & White Lawn Club
 - PhotoShop
 - Centro de belleza y tratamientos de belleza Beauty Spa and Day Service
 - Mirador Viewing Point
 - ZENOTROPIC Beauty & Spa Shop
 - Cabaña Hobby
 - Área de hamacas Hammock Area

- SERVICIOS / SERVICES**
- Recepción TRS Yucatan Hotel TRS Yucatan Hotel Front Desk
 - Recepción Colonial Colonial Front Desk
 - Recepción Kinterah Kinterah Front Desk
 - Recepción Family Selection Family Selection Front Desk
 - Recepción White Sand White Sand Front Desk
 - Fregadero automático de platos Auto Dish Washing
 - Mascotas
 - PTC Member's Lounge
 - Estacionamiento Parking Lot
 - Pasadizo sanitario Car's Shop
 - Centro de salud Travel Hotel
 - Servicios de limpieza Housekeeping
 - Servicio de transporte Transfer Service
 - Servicio médico Medical Service
 - Capilla Chapel
 - Sala de ventas PTC PTC Sales Office
 - Zentropia en Palladium Spa & Wellness
 - Wedding by Palladium
 - Museo de Orquídeas Cultural Museum
 - Gimnasio Gymnasium
 - Florescer Florarium
 - Servicio laundry Service
 - Sala de masaje en la playa Beach Massage Area

- RESTAURANTES / RESTAURANTS**
- Capullo
 - La Bóveda
 - Intestinos
 - 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 Olla
 - La Laguna
 - El Bano
 - La Palanca
 - Helix Beach
 - Paradise Beach Restaurant
 - La Pest Chef

- BARES / 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
 - Kinterah Lobby Bar
 - Colonial Lobby Bar
 - La Playa
 - Estiba
 - The Secret Pool Bar
 - Puro
 - La Jara Beach Bar
 - White Sand Lobby Bar
 - PTC Member's Pool Bar

- OTROS / OTHERS**
- Olla 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



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