



Valid starting from Winter 2019-2020

Looking for an excuse to tap into your wild side? Nothing says nature like waking up to the sounds of wildlife at Sandos Caracol Eco Resort in Playa del Carmen. Built around a natural ecosystem, the resort's dedication to low impact on its environment means the monkeys and tropical birds are right outside the door. Kids love it! Children are a definite priority at Sandos Caracol, which offers a Kids Club for games, crafts and tons of fun from 10 a.m. until 10 p.m. Topping it off, everyone is sure to love the water park with 29 water slides and wet-and-wild fun for the whole family.

Set on the warm white sands of Playa del Carmen, the resort is home to crystal clear cenotes, mangrove forests and lush jungle. The hotel's All Nature Experience includes a daily program of thrilling eco activities like floating along a river through the mangrove, swimming in the central cenote, Mayan cooking lessons, jungle survival skills and more, in addition to nighttime Mayan shows in stunning outdoor locations.

**Sandos Caracol Eco Resort** offers 955 rooms, spread among 78 buildings with 3 levels each one: **Royal Elite** section, **Select Club Adults Only (18+)** section, **Sanditos Family Section** that includes the new **Eco Collection**.

#### Key facts for families:

- **Water Park** with 29 fun slides and water games surrounded by water spouts for the whole family. Height restrictions apply:

  - 17 slides for maximum height: 1.10 m / 3 feet 7 inches**

  - 5 slides for minimum height: 1.10 m / 3 feet 7 inches AND maximum weight: 130 kilos / 287 lbs**

  - 7 slides for minimum height: 1.40 m / 4 feet 7 inches AND maximum weight: 130 kilos / 287 lbs**

- **Eco Activities for Kids & Adults:** We focus on teaching our children & adults to live in harmony with nature, and to take care of the environment. We offer a variety of activities designed to help children interact with our native animals and plants

- **Kids Club** fully equipped with video games, jungle gym, trampoline, and a mini movie theatre, open from 10:00 am to 10:00 pm with fully supervised activities program such as: children's pool, games and arts & crafts and mini disco. For children 4 – 12 years old.

- **Teens Activities** for 13 to 17 years old with assistance of our animation and sports team. Music, pool tables, table tennis, foosball (table football), beach soccer, volleyball, 7 water slides, among others. Schedule times may vary according to weekly program.

## I. SANDITOS FAMILY SECTION.

### Room description:

<b>Hotel</b>	<b>Room Description</b>
<b>SANDOS CARACOL ECO RESORT</b>	
<b>Standard Room 238 rooms</b>	Two Queen Size beds or one King Size bed. Bathroom with shower, including hair dryer. Slippers. Air conditioning, ceiling fan, cable T.V., radio alarm clock, telephone, iron and ironing board, minibar with sparkling water, soft drinks and beer (restocked every day), water dispenser, safety deposit box, balcony or terrace with Garden, Pool or Jungle view.
<b>Maximum Capacity</b>	3 Adults and 1 child OR 2 Adults and 2 children.

## II. SIGNATURE ECO COLLECTION

Our Signature Eco collection offer completely renovated rooms inside the family section.

SIGNATURE ECO COLLECTION	Amenities in the Signature Eco rooms
<p><b>ECO FAMILY SUPERIOR</b>  <b>332 rooms</b></p> <ul style="list-style-type: none"> <li>• 1 King size bed.</li> <li>• Bunk bed for 2 children.</li> <li>• Maximum capacity: 3 adults and 1 child OR 2 adults y 2 children.</li> </ul> <p><b>ECO FAMILY SUITE</b>  <b>26 rooms</b></p> <ul style="list-style-type: none"> <li>• 1 King size bed.</li> <li>• Separate area with bunk bed for 3 children.</li> <li>• Family bathroom with 2 showers, 2 sinks and WC</li> <li>• Kid's plunge pool on the balcony.</li> <li>• Minimum paid occupancy: 2 adults and 2 children.</li> <li>• Maximum capacity: 3 adults and 2 children / 2 adults and 3 children.</li> </ul> <p><b>ECO FAMILY PENTHOUSE</b>  <b>34 rooms</b></p> <ul style="list-style-type: none"> <li>• Master bedroom (36 sq m / 387 sq ft) with 1 king size bed, 50" LED TV, Bluetooth music network and its own bathroom with double sink, shower and WC</li> <li>• Separate bedroom (28 sq m / 300 sq ft) with a bunk bed for 3, a sofa, 50" LED TV and its own bathroom with sink, shower and WC</li> <li>• Minimum paid occupancy: 2 adults and 2 children.</li> <li>• Maximum capacity: 3 adults and 2 children / 2 adults and 3 children.</li> </ul>	<ul style="list-style-type: none"> <li>• LED TV</li> <li>• In-room WiFi.</li> <li>• Water dispenser.</li> <li>• Safety deposit box large enough to hold a laptop.</li> <li>• Minibar including snacks. Restocked daily.</li> <li>• 24 hours room service.</li> <li>• Hairdryer.</li> <li>• Shower.</li> <li>• Iron and ironing board.</li> <li>• Individual air conditioning control.</li> <li>• Bath robes and slippers.</li> <li>• Balcony or terrace.</li> </ul>



### III. Select Club Adults only (18+)

Enjoy the exclusive **Select Club, an Adults Only Section (18+)** within the Sandos Caracol Eco Resort. The **exclusive surroundings** create a relaxing environment, intended to provide a **romantic setting** for adult guests.

SELECT CLUB ADULTS ONLY 18+	In room amenities
<p><b>146 Select Club Adults Only Superior 18+</b></p> <ul style="list-style-type: none"> <li>• 1 King size or 2 double beds</li> <li>• Maximum occupancy: 3 adults</li> </ul> <p><b>52 Select Club Adults Only Deluxe 18+</b></p> <ul style="list-style-type: none"> <li>• One king size bed and a sofa bed, with a hydro massage tub in the room.</li> <li>• Maximum occupancy: 3 adults</li> </ul> <p><b>16 Select Club Adults Only Penthouse 18+</b></p> <ul style="list-style-type: none"> <li>• Master bedroom with luxury furnishing, one king size bed, separate living room with a sofa bed, and a large hydro massage tub on the terrace.</li> <li>• Maximum occupancy: 3 adults</li> </ul>	<ul style="list-style-type: none"> <li>• Bottle of sparkling wine and fruit plate upon arrival</li> <li>• 42" Plasma TV</li> <li>• Hot &amp; cold water dispenser</li> <li>• Safety deposit box large enough to hold a laptop</li> <li>• Fully-stocked mini-bar including snacks (restocked every day)</li> <li>• 24-hour Room Service</li> <li>• Vanity mirror</li> <li>• Hair Dryer</li> <li>• Shower</li> <li>• Iron and ironing board</li> <li>• Individual air conditioning control</li> <li>• Bathrobes and slippers</li> <li>• Luxury linens and pillows</li> <li>• In room Wifi</li> </ul>

**This private area allows maximum privacy from the rest of the hotel and offers:**

- Private check-in at exclusive Select Club Adults Only reception.
- Private concierge
- Exclusive pool and Jacuzzi with luxury sun loungers and free WiFi access in the pool area.
- An exclusive à la carte restaurant for breakfast and lunch with delicious gourmet dishes.

**Select Club Adults Only Ocean Front Club House:**

The exclusive Select Club Adults Only Ocean Front Club House allows you to enjoy the beach in an adult-only atmosphere, providing peace and quiet for maximum relaxation. The club house includes the following features:

- Concierge to make sure everything is perfect for your enjoyment
- Towel service
- Lockers & Showers
- Premium liquor bar and snacks
- Selection of books and reading area
- Living room with TV and video games
- Pool table
- Free WiFi access

**The beach area offers:**

- Hammocks
- Lounge chairs
- Bali beds
- Waiter service that is no more than a wave away to assure you don't have to leave your relaxing oasis on the beach for refreshments

**IV. ROYAL ELITE SECTION**

Our **Royal Elite Section** is located in front of the main pool and the ocean.

Designed to be **ecologically sustainable**, this section of the hotel boasts ultra-efficient air conditioning units that lower power consumption. Solar-powered water heating systems have been installed in each villa, in order to avoid using gas. Our villas also have in-room LED lighting systems, and an internal water recycling system to avoid excess energy consumption and waste. These rooms are some of the most **eco-efficient rooms** of the Riviera Maya, all without sacrificing **comfort or luxury**. Royal Elite guests over 18 years old are also able to Access and enjoy all Select Club Adults Only facilities.

ROYAL ELITE SECTION	In room amenities
<p><b>27 ROYAL ELITE SUPERIOR</b> 2 double beds or 1 king size bed.</p> <p><b>41 ROYAL ELITE ONE BEDROOM</b></p> <ul style="list-style-type: none"> <li>• One bedroom with king size bed, a living room with double sofa bed. Designed for families.</li> <li>• This room can connect with a superior room (subject to availability)</li> </ul> <p><b>29 ROYAL ELITE PENTHOUSE</b></p> <ul style="list-style-type: none"> <li>• One bedroom with king size bed, sofa bed and a hydro massage tub.</li> </ul>	<ul style="list-style-type: none"> <li>• 42" plasma TV</li> <li>• iPod Player</li> <li>• In-room WiFi</li> <li>• Safety deposit box large enough to hold a laptop.</li> <li>• Fully-stocked mini-bar including snacks. Restocked daily.</li> <li>• 24-hour Room Service</li> <li>• Premium liquor bottles</li> <li>• Hot and cold water dispenser</li> <li>• Vanity Mirror</li> <li>• Hair Dryer</li> <li>• Shower</li> <li>• Iron and ironing board</li> <li>• Individual Air Conditioning control</li> <li>• Bathrobes and slippers</li> </ul>
Maximum Capacity	3 adults or 2 adults & 2 children.

## V. COMMON FACILITIES FOR ALL GUESTS AT THE 3 SECTIONS:

- 8 Restaurants, 6 of them specialty restaurants for à-la-carte dining:

Restaurants	Type	Service
“La Laguna”	International Buffet	Breakfast: 07:00-11:00 hrs Lunch: 12:30-16:00 hrs Dinner: 18:00-23:00 hrs
“La Toscana”	Italian Buffet	Breakfast: 07:00-11:00 hrs Lunch: 12:30-16:00 hrs
“Las Máscaras”	Mexican Buffet (seasonal)	Dinner: 18:00-23:00 hrs
“La Riviera”	Mediterranean, à la carte.	Dinner 17:30-23:00 hrs
“Fogo do Brazil”	Meat restaurant specialized in Brazilian Rodizio, à la carte	Dinner 17:30-23:00 hrs
“El Templo” ***	Japanese Teppanyaki***	Dinner*** 17:30-23:00 hrs
“Los Lirios”	Steakhouse and fishclub, à la carte	Dinner 17:30-23:00 hrs
“La Toscana”	Italian specialties, à la carte	Dinner 17:30-23:00 hrs
“Salvia”	Eco Food (vegan), a la carte	Dinner 17:30-23:00 hrs

\*\*\*Reservations required.

24 hours all inclusive: snacks available during restaurant closing hours.

Dress code: Casual attire. Casual elegance in the evening: dress shorts are allowed. No swim wear, tops or bare feet allowed in the restaurants.

Bars & Snacks	Type	Service
Lobby Bar “L’Elefant”	Cocktail & Lobby bar	07:00 – 24:00 hrs
Sports Bar “El Manglar”	Sports Bar	10:00 – 24:00 hrs
Chill-out “El Mapache”	Chill-out	18:00 – 24:00 hrs
La Tortuga	Pool Bar	10:30 – 18:00 hrs
2 Pool Bars “Sirena” and “Iguana”	Poolside bars	10:30 – 18:00 hrs
Theatre Bar	Theatre bar	16:00 – 23:00 hrs
Beach Bar	Beach Bar	10:30 – 18:00 hrs
Los Lirios	Disco bar (18+)	23:00-02:00 hrs

### **“ALL INCLUSIVE” FOR ALL GUESTS AT THE 3 SECTIONS:**

- All meals included every day: Buffet Breakfast, Buffet Lunch, Buffet or à la carte Dinner. 24 hours all inclusive.
- Unlimited domestic drinks: beer, soft drinks, house wine and domestic & international cocktails including disco (18+) 24 hours within the Resort
- Hotel Taxes and service charges; **environmental sanitation fee to be paid upon check in.**
- Free WiFi in designated public areas of the hotel; in the following room sections: Royal Elite, Select Club and Signature Eco.
- 1 Tennis Court with unlimited day and night use within schedule of operation (reservation required). Includes equipment (balls & rackets), proper attire and court shoes required. 1 multi-use court.
- Water sports: Boogie board, Sailing (insurance fee applies, lessons not included) & Kayaking (subject to ocean conditions). Snorkeling gear (1 hour per day) and introductory Scuba Diving lesson in pool (once per stay).
- Gym: free use of fitness equipment (18 + years).
- Daily activities program with our sports and entertainment team: darts, dancing courses, billiards, football, zumba, beach activities, pool games, water aerobics, water polo, beach volleyball and water volleyball...
- 3 Pools: 1 Exclusive for Select Club Adults Only 18+ Guests, 1 Chill Out Pool, 1 Activities Pool with separate children area.
- Splashing Water Park for the whole family with 29 fun water slides and games surrounded by water spouts (height restrictions apply).
- Kids Club from 10:00 am to 10:00 pm with fully supervised activities program such as: children's pool, games and arts & crafts and mini disco, for children 4 – 12 years old.
- Teens Activities for 13 to 17 years old with assistance of our animation and sports team. Music, pool tables, table tennis, foosball (table football), beach soccer, etc.
- Nightly entertainment at the theatre: Shows, live music and theme nights, movies,...
- Trendy Disco Bar with music from 11pm to 2 am (18+ years).

### **ALL NATURE EXPERIENCE**

The **ALL-NATURE EXPERIENCE** emphasizes the nature-related experiences that have always characterized the Playa del Carmen hotel. These eco activities allow guests to explore and learn about the property's on-site ecosystems throughout the week, tied together by a Maya love story... During their stay, guests can witness this love story unfold across three nighttime ceremonies every week in the resort's most scenic natural locations. All this is part of the hotel's all inclusive plan.

The All-Nature Experience, with the slogan “**AN EXPERIENCE FOR EVERYONE**” offers seven **DAILY THEMED TOURS**, one for each day of the week. Guests can now choose the theme that best suits their vacation style to experience several related eco activities tied into one tour:

- The Soul of Nature
- Water World
- Adventure
- Ancient Maya Cooking
- Magic Village
- Maya World
- Nature and Survival

In addition, the resort's most beloved eco activities will remain available separately from the theme tours, including swimming in the Jade River, Animal Keeper, Eco Tours, the Sensory Experience, swimming in the cenote, the bike path, the romantic boat ride.

**INCLUDING A SPECTACULAR YEARLY EVENT to celebrate the Day of the Dead on November 1<sup>st</sup> and 2<sup>nd</sup>.**

**OPTIONAL ACTIVITIES: (Extra charges apply)**

- Arts & Crafts
- Baby Sitting Service
- Spa: Massages, body treatments, beauty salon, Temazcal, sauna, steam room & Jacuzzi (18+ yrs)
- **New! Spa Kids** with select treatments (all children must be accompanied by a responsible adult)
- Golf : 18 hole course designed by Nick Price inside the residential complex of Grand Coral (right next to the hotel)
- Scuba diving & reef snorkeling trips
- Tour desk
- Car Rental
- Romantic Dinners on the Beach
- A la carte wines
- ATM machine & money exchange
- Photo Shop
- Medical Service
- Laundry Service
- Wedding services