

### Last update: 07-02-2018



### Grand Palladium Colonial Resort & Spa

CATEGORY	5*
ADDRESS	Carretera Federal Chetumal Pto-Juarez Km 256-100, Playa Del Carmen Quintana Roo, México
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E-MAIL	Acliente.riviera@palladiumhotelgroup.com
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BUILT	2002
LAST REFURBISHED	2014
TYPE OF HOTEL	Holiday Resort, Events and Conferences, Family friendly .
BOARD BASIS	All Inclusive Premium.

## $\stackrel{\text{A}}{\Box}$ 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 room	Customer Service	Babysitter***
Fax Service*	Copy services*	Newspapers
Wake-up call	Porter	Bellboys

**Observations:** \*Extra charge \*\*\*Extra charge & On request

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奈 Free Wi-Fi	Room Service	😤 Waiter service in the pool
🛱 Car rental*	Fire alarm	Pool towel
A Medical service*	⊖ Laundry service*	24-hour security
Parking	🗘 Info Tours	

**Observations:** \*Extra charge

Num. rooms: 413 Area: 1.220.000 A la carte Rest.: 9 Sporting facilities Orchid garden Crocodile aquarium

Gift Shop

## HOTEL FACILITIES

Villas: 14	Lobbies: 1
Swimming pools: 6	Restaurants: 5
Bars: 21	Miniclubes/Babyclubes/TeenClubes
Conference rooms	Outdoor Jacuzzi
Catholic Church	Zentropia Palladium Spa & Wellness
Gym	Hairdresser
Boutique	

Observations:	*Extra	charge
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Airport km: 90Accessible rooms:Taxi min: 90Level access: YesApprox. price USD: 100-150Pool Access: Yes

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# Beach Access: Yes

Lifeguard: Yes Sand color: White

## **B. CENTER** Banquet: 3

Total Area: 137 Max Capacity: 200 *Observations: GP Kantenah* 





# BARS AND RESTAURANTS

Name	Opening hours	Reservation	Dress code	Smoking area	Location
Restaurants					
La Hacienda	Breakfast:07:00am-11:00am Lunch :01:00pm-03:30pm Dinner :06:00pm-10:30pm	-	1	-	Gp Colonia
Tikal	Breakfast:07:00am-11:00am Dinner:06:30pm-10:30pm	-	1	-	Gp Kantena
Gran Azul	Breakfast:11:00am-11:45am Lunch :12:00pm-05:00pm	-	1	-	Gp Colonial - Gp Kantena
La Laguna	Breakfast:11:00am-11:45am Lunch :12:00pm-05:00pm	-	1	-	G P White San
La Dalia	Breakfast:07:00am-11:00am Lunch :01:00pm-03:30pm Dinner :06:00pm-10:30pm	-	1	-	Gp White San
A la carte Restaurants					
El Dorado (Steak House)	Dinner :05:30pm-10:30pm	-	1	-	G P Colonia
La Adelita (Mexican Cuisine)	Dinner :05:30pm-10:30pm	-	1	-	G P Colonia
Sumptuori (Japanese Cuisine)	Dinner :05:30pm-10:30pm	-	1	-	G P Kantena
Portofino (Italian Cuisine)	Dinner :05:30pm-10:30pm	-	1	-	G P White San
La Lola (Spanish Cuisine)	Dinner :05:30pm-10:30pm	-	1	-	G P White San
Ribs & More (Steak House)	Dinner :05:30pm-10:30pm	-	1	-	G P White San
Bahia E Brasa (Brazilian Cuisine)	Dinner :05:30pm-10:30pm	-	1	-	G P White San
Poseidón (Rice And Fish)	Dinner :06:30pm-10:00pm	1	1	-	G P White Sar
Chang Thai (Thai Cuisine)	Dinner :05:30pm-10:30pm	-	1	-	G P Kantena
Lobby bars					
Colonial	10:00am-01:00am	-	-	-	G P Colonia
Kantenah	10:00am-00:00am	-	-	-	G P Kantena
La Plaza	07:00pm-00:00am	-	-	-	G P Colonia
Churchill	06:00pm-00:00am	-	-	1	G P Kantena
Hemingway	06:00pm-00:00am	-	-	-	G P Kantena
Xtra Time Sport Bar	00:00am-00:00am	-	-	-	G P Coloni
, White Sand	10:00am-00:00am	-	-	-	Gp White San
Bars in Restaurants					
El Gran Azul	10:00am-00:00am	-	-	-	G P Colonia
La Adelita - El Dorado	05:30pm-10:30pm	-	1	-	G P Colonia
Sumptuori - Chang Thai	05:30pm-10:30pm	-	1	-	G P Kantena
La Laguna	10:00am-00:00am	-	-	-	Gp White San
Bahía E Brasa - Ribs & More		-	1	-	G P White San
La Lola - Portofino		-	1	-	G P White San
Pool bars					
Secret Bar	10:00am-00:00am	-	-	1	G P Colonia
El Rinconcito	10:00am-06:00pm	-	-	1	G P Kantena
La Isla	10:00am-07:00pm	-	-	1	G P White San
Swim Up Bar					
Gran Azul	Summer:10:00am-08:00pm Winter:10:00am-06:00pm	-	-	-	G P Colonia
La Laguna	Summer:10:00am-08:00pm Winter:10:00am-06:00pm	-	-	-	Gp White San
Beach Bars					
Las Olas	00:00am-00:00am	-	-	-	G P Colonia
La Jarra	10:00am-06:00pm	-	-	-	G P Kantena
Poseidón	•	-	-	-	G P White San

Dinners at the A la Carte restaurants are unlimited and subject to availability. This service does not apply to the teppanyaki, the Punta Observations: Emilia restaurant and the beach barbecue. For groups of more than 10 people, please contact our Guest Services staff. Ask Guest Services about our "Adults Only" restaurant schedule. The service of alcoholic beverages to persons under 18 is prohibited.





		ROOMS		
TOTAL:413	Deluxe	Junior Suite	Mayan Suite	Master Suites
Number of rooms	252	130	24	7
n²	36.9	42	58.4	88.85
2 double beds	✓	1	-	✓
King size bed	✓	1	✓	✓
Shower	1	1	-	-
Separate shower	-	-	-	✓
Dutdoor shower	-	-	✓	-
Whirlpool bathtub	✓	1	1	-
Hydromassage bath in the room	-	-	-	✓
lydromassage bath on terrace	-	-	-	1
Double sink	-	-	1	✓
Second toilet	-	-	-	1
Sofa Bed	-	1	1	1
Separate living room	-	-	-	1
Combined bedroom and living				
room	-	1	1	-
Balcony with furniture	✓	1	-	✓
Ferrace/Balcony with hammock			,	
and furniture	-	-	1	-
Bathrobe and slippers	-	1	1	✓
Minibar	1	1	1	✓
Radio / alarm clock / iPod dock	1	1	1	1
lat-screen TV	1	1	1	1
lat-screen TV in the living room	-	-	-	1
DVD	-	-	-	1
Electronic safe	1	1	1	1
ron and ironing board	1	1	1	1
Tea and coffee-making facilities	1	1	1	1
Bar counter	-	-	-	1
Vespresso coffee maker	-	-	-	1
Bathroom amenities	/	1	/	1
lair dryer	1	1	1	1
Wake-up call	· ·		/	
Rooms for disabled guests	· ·	-	- -	-
Reading area	· •	1	1	1
Desk	· ·	· /	· ·	1
VIFI	↓ ↓	v V	↓ ↓	↓ ↓
Aagnifying mirror	· ·		v	1
Full length mirror	<i>J</i>	<i>J</i>	✓ ✓	J
Scales	J	✓ ✓	✓ ✓	1
	<i>J</i>	<i>J</i>	✓ ✓	
elephone*			<b>v</b>	1
/ideo game console	-	-	-	1
an	/	1	1	1
ir conditioning	1	1	1	1
Crib**	1	1	-	1
dults only	-	-	1	-
loom Service	✓	1	✓	1
Non smoking	✓	1	1	$\checkmark$

**Observations:** \*Extra charge \*\*On request





## POOLS

Name	Туре	<b>Opening hours</b>	Area m2	Depth cm	Location
Main Pool Colonial-Kantenah	Family	Winter: 10:00am-06:00pm Summer: 10:00am-08:00pm	3544	160	Gp Colonial - Gp Kantenah
El Secreto	Relax	10:00am-12:00pm	166	160	Gp Colonial
El Rinconcito	Family	10:00am-06:00pm	122	160	Gp Kantenah
Aquatic Park	Children	09:00am-06:00pm	757	40	Gp Kantenah - Gp Colonial
La Isla	Relax	10:00am-07:00pm	453	150	Gp White Sand
Main Pool White Sand	Family	Winter: 10:00am-06:00pm Summer: 10:00am-08:00pm	3678	150	Gp White Sand

**Observations:** 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.





# KIDSCLUB

	Baby Club	Mini Club	Teens Club	
Years	1-3	4-12	13-18	
Schedule	09:00am-08:00pm	09:00am-11:00pm	11:00am-00:00am	
Location	Gp Colonial	Gp Colonial	Gp Kantenah	





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Activities		Sport		Facilities	
Aerobic	Darts	Ping-pong	Basketball	Soccer field 2	Beach volleyball court
Various Games	Zumba	Volleyball	Football		1
Crafts Children's	Children's	Tennis	Air rifle shooting	Basketball court 2	Archery field
	Entertainment	Archery	Paddle	Rifle range	Paddle court 2
Night shows	Diurnal animation	Petanque	Catamaran	Tennis courts 6	Multi-purpose courts 2
Billiards	Live Music	Kajak	Snorkeling	Minigolf	
		Windsurfing	Deep-sea fishing*		
		Diving*	Shuffleboard		
		Waterpolo	Aqua-Volley		
		Aqua-Gym			

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### **Observations:** \*Extra charge

∞ 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 Lockers	Body treatments		
Cold Jacuzzi 0	Hot Jacuzzi 0				
Round Jacuzzi with gooseneck					

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

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