



Dear Guest,

Welcome! We hope you had a pleasant journey and will enjoy your stay with us! We endeavour to ensure that all services provided by Cabañas Tulum are at its best. Here is a list of services and information from A – Z that might be useful.

AC - air-Conditioning is available **24/7**. Please make sure to leave the temperature at a minimum of 24° and to turn it off if the windows or doors are open and when you leave the room.

Activities - Our front desk team has plenty of options for activities either for a half day or full day to see the best cenotes, Mayan ruins or peaceful natural places around the area. To take a look on these you can request the booklet or refer to our activities online booklet with the QR code in your room.

Amenities - If you need an extra refill of shampoo, soap, water, disposable trash bags, hangers, incense, coffee, please contact front desk.

ATMs - The most reliable atms are available in town for dollars and pesos and they belong to a specific bank, charge lower fees and are safer. There are a few also at 10 -15 minutes walking distance from the hotel but they don't belong to any bank and charge very high fees.

Bathrobes - you will find two bathrobes for your personal use. If you would like to purchase the robe please check availability with front desk. The price is \$ 70 USD and will be charged to your bill.

Beach - there are plenty of beach beds and lounge chairs under our palm trees. Should you need anything during your beach time, from moving your bed or ordering a drink, our beach staff is always there to assist you.

Beach bags – "take me to the beach and bring me back" - each room is equipped for a beach bag for you to use during your stay. If you would like to purchase a bag at the end of your stay, please check availability with front desk. The cost is \$ 45 USD.

Beach and pool towels - You will find them in your room at check in. Hang them up if you will reuse them or leave them on the floor if you need fresh ones. Should you need a change of pool towels, you can find them at front desk. In case of loss, each towel is charged \$ 40 USD.

Breakfast - breakfast is included in your stay. Each morning, choose between one of our two restaurants, **Ziggy's** or **Fresco's**. Available from **7 am to 11 am**.

Bug spray - available at front desk, biodegradable.

Cooking classes - if you want to learn a few local recipes, we invite you to join one of our cooking classes:

- Mexican salsas, every Wednesday at 1 pm at Fresco's. \$ 42 usd per person.
- Ceviches, every Friday at 1 pm at Fresco's. \$ 59 usd per person.

If you wish to take the class on another day, please check with our Concierge Team if the cook is available.

Doctor - doctor on call is available 24 hours by contacting front desk. The medical service will be paid directly to the doctor.

Do not disturb - For privacy please hang the Do not disturb sign on your door. Housekeeping will not enter your room.

Don't use plastic, be fantastic! We are proud to have managed to reduce the use of plastic in rooms. All single use items, from amenities, to packaging to trash bags in rooms are bio degradable and plastic free. If you need refills of products, please contact front desk.

Dress code - we are in Tulum, on the beach, so there is no real dress code - feel free to dress as you wish; no shoes required at the hotel or the restaurant. Topless sunbathing is not allowed in Mexico and locals are very discrete, so we kindly suggest to avoid topless sunbathing in public areas.

Early check out – if you have an early flight or check out before 7 am, please settle your bill the night prior to departure. Any extra charge after this will be need to be settled at the moment, and since you won't be within the breakfast hours we can offer you a take away box. Please contact front desk for options.

Electricity - the current is 110 V. We kindly ask you to switch out the lights when you leave the room for a lighter impact on the environment, especially during turtle nesting season. Please also disconnect your electronic devices if they are fully charged to avoid problems in case of voltage variations.

Environment - we are nature lovers and respect the beautiful environment Tulum has been blessed with. We recycle plastic, glass, cardboard and use eco-friendly products. We kindly ask you, where

possible, to use chemical free products when going into the ocean and cenotes.

First aid - please contact front desk if you need a First Aid Box.

Fresco's - open from 7 am to 11 pm is our health food restaurant with delicious smoothies and energy drinks, tasty ceviches and tostadas prepared with fresh ingredients and home-made products. Join us for:

- **Brunch** Fridays, Saturdays and Sundays from 11:00 am to 3:00 pm.
- **Happy Hour** – every day from 4 to 6 pm

Gratuities - resort fees and service charges are included in your room rate. If you are happy with our staff's service and you wish to tip them, they will be very grateful and will add pride to the work they do!

Guests – In order to respect and guarantee everyone's relaxation, safety and to avoid crowded premises, only hotel guests allowed on hotel premises or our private beach area. If you have friends in Tulum you are welcome to meet them at Ziggy's or Fresco's.

Gym – all guests are welcome to access our gym. In order to ensure privacy, access is limited to 4 guests at a time. Please book your training session at front desk. Towels for use and bottled water in the gym are provided at the gym entrance, please do not use room towels. Please wear appropriate gym outfit and shoes – always wear a t-shirt, shorts and shoes for gym only.

Opening hours are 7 am to 8 pm daily.

Hair dryer - a hair dryer is provided in your closet.

Hot tubs - for Beachfront Rooftop and Sunset rooms: in case you would like to use your **hot tub**, please consider it takes from 40 to 60 minutes

to fill up. If you need any assistance or want us to fill it up for you while you are out, just let us know.

Ice cubes - please contact room service for ice request.

Insects - Tulum has a hot and humid climate tempered by the sea breezes. These conditions attract insects, especially during the rainy season. We fumigate regularly but mosquitoes are hard to control, so please leave your windows closed at sunset to avoid them entering your room and causing you discomfort. Repellent is available at front desk.

Ironing - please contact front desk to ask our housekeeping team to provide you one. In case you need for an item to be ironed, please fill in the laundry form. Express service available at an extra fee.

Late check out – check out time is 12 noon. If you need a late check out, please ask our front desk team if the room is available. In case we have an arrival, we will not be able to accommodate your request but we are happy to store your luggage and give you towels for a shower in the lobby bathroom. You can keep using all the facilities until your departure time.

Linens - Linens are daily changed during the cleaning service.

Laundry service - available with delivery the next day if you send it before 12 pm, 2 days later if you send it after 12 pm. We offer an express service depending on availability of our Laundry company; 50% more per piece will be charged. Prices are in pesos. The laundry bag in your closet is made expressly for us, please do not take it with you.

Mexican wine tasting - every Thursday at 6 pm at Ziggy's. In many states of our country, we produce excellent wine, come and enjoy with

us and discover the flavors of Mexican wines. If you wish to schedule a tasting outside these hours, please ask the Concierge for availability. **\$ 78 Usd per person.**

Nature - “leave only footprints, take only memories,” or pictures!

Parking - is free for all our guests; please let us know which is your rental car or if you need assistance to rent one.

Pets – as much as we love animals, no pets are allowed in the hotel and rooms. Mexican law also forbids access to the beach with pets.

Pillows - if you need extra pillows, please contact front desk, we have two sizes: queen (50 x 66 cm) and king (50 x 76). All our pillows are hypoallergenic.

Pool – pool hours are from 7 am to 8 pm, exclusive use for guests. No diving or jumping allowed. Please be aware that there is no life-guard. Pool towels available at front desk, please do not use room towels.

Power outage - in case of power outages, you can find candles in your bathroom or message us at front desk if you need lamps.

Romantic dinner - Enjoy a private romantic dinner on the beach at Ziggy’s, with candles, flower decoration, and exclusive service.

We consider this dinner one of the most private and personalized dinners in the area, perfect to delight you with delicious dishes and amazing Mexican wine, framed with beautiful views of the beach and the stars.

Proposed menu includes: 5 course dinner menu, a glass of Champagne as your welcome drink, 1 bottle of Mexican Wine (Red or White),

Price: \$ 420 usd. Service and gratuity included.

It is very important for us to know if you have any dietary restrictions or allergies so we can adapt the menu.

Room service and beach service - are both provided via WhatsApp at this number **+52 1 984 157 9538**. Please contact room service if you want us to take out the dirty dishes; you can leave them outside your room.

Beach service available from 9 am to 6 pm.

Room service Ziggy's and Fresco's menus are available from 7 am to 10:30 pm for food and until 11:00 pm for drinks. To place the order you can send a text through Whatsapp using the QR code that you have in the room.

Special menu from 6 pm to 11 pm.

Safety - we have 24 hour security on the premises. However, as always when travelling, we suggest you follow some basic rules. Do not leave valuables on the beach or on your patios unattended, and lock your doors and windows if you leave your room.

Safety box - each room is equipped with a safe deposit box, we encourage you to use it to store your valuables as the Hotel is not responsible for loss of personal items. Instructions are provided inside. Choose 4 digits and press pound to reset the password.

Sea Turtles - it's sea turtle nesting season in Tulum from May-October! Females come ashore at night to lay their eggs. Usually we have around 35 nests! Turtles are creatures of habit, so we expect the same each year. If you are lucky enough to see one, please do not disturb her or get near her. It takes a large amount of energy for these lovely sea creatures to get out of the water and dig their nest. If you see a cordoned off patch on the beach, this means we have a nest. If you are lucky enough to see baby turtles hatch at night, we ask you to please turn off your lights as baby turtles are guided to the sea by the

moonlight and might get lost and confused if they see other types of light. If they hatch during the day, we will call the biologists who will protect them until night when there are no birds and release them. Quintana Roo sea turtles are protected – help us protect the environment and these beautiful creatures.

Smoking – as per Mexican law, smoking is forbidden. We kindly ask you to respect this policy.

Spa - **Naj Naay** gives you the most pleasant welcome for moments of pure relaxation. Please refer to our Spa booklet with the QR code in your room to choose your treatments and contact front desk for booking. For you complete relaxation, visit our humid area before taking a treatment: Sauna, Turkish bath, Scottish shower, hot and cold pools. Book your visit at front desk.

If you want to pamper yourself and your loved one with a sunset romantic private date at the spa, please contact the front desk to book it.

Staff - you will find us at Front Desk from **7 am** to **11 pm**; from 11 pm to 7 am our night manager and our night security guard will help you out with anything you need.

Sun block - we live in a fragile ecosystem, please remember to use a bio sunscreen and suntan lotion and not to use any kind of spray inside the room.

Taxis - please contact our concierge team to assist you. For long travels to visit the Riviera Maya we suggest you book your taxi one day before.

Tequila and Mezcal tasting - every Tuesday at Ziggy's at 6 pm you will learn a lot about our culture and taste the best tequilas and mezcales

in Mexico. If you wish to schedule a tasting outside these hours, please ask the Concierge for availability.

\$ 78 Usd per person.

Umbrellas - are available in your room for rainy days - in case of loss, \$35 dollars will be charged to your bill.

Yoga – we offer daily yoga classes in our yoga palapa, the cost is \$20 usd per person. Check our Yoga schedule on the lobby blackboard for each day's yoga class. Yoga mats available in your room; in case of loss, \$ 45 usd will be charged.

Yoga Palapa - if you would like to access our Yoga Palapa outside of daily morning classes, we offer private lessons upon request; contact front desk to know the price and availability.

Water - you have a complimentary bottle of water in your room; house-keeping will replace it daily. There is a water dispenser in the lobby area if you would like to refill your bottles.

Wifi - wifi is available in all areas of the hotel. Our username is **thebeach&cabanas** and the password is **Ilovetulum**. QR code available in your room. Please keep in mind that being on the beach, sometimes the signal is not too strong, especially in very high season when Tulum is very busy.

Ziggy's - open from **7 am to 11 pm**, is our beach club & restaurant with international Mexican cuisine, with our specialty being freshly-caught local seafood. Enjoy **live music bands Tuesday-Sunday from 7:30 pm to 9:30 pm**.

For further information, questions or directions we're right here for you! Feel free to contact us, we'll be glad to assist you whenever we can.

Welcome to Paradise and have an awesome stay!!!

Whatsapp **Front Desk**: +52 1 984 157 55 69

Whatsapp **Room Service – Food & B**: +52 1 984 196 6497

