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Grand Palladium Kantenah Resort & Spa

CATEGORY 5

ADDRESS Carretera Federal Chetumal Pto-Juarez Km 256-100, Playa

Del Carmen Quintana Roo, México

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BUILT 2002

LAST REFURBISHED 2023

TYPE OF HOTEL Holiday Resort, Events and Conferences, Family friendly.

≜ RECEPTION SERVICES

24-hour service	Check-in: 3 pm		Check-Out: 12pm
Languages spoken:	Card payment:	COOK VISA 😂	Day pass*
Night pass*	Early Check In***		Late check out***
Upgrade***	Express Check-Out		Currency exchange
Courtesy shower	Customer Service		Babysitter***
Fax Service*	Copy services*		Newspapers
Valet parking	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	🛱 Waiter service on the beach	🖺 Car rental*	
Concierge service	Pool towel	Internal transport**	
Medical service*		24-hour security	
P Parking	Info Tours	Shuttle service***	
Digital press			

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

M HOTEL FACILITIES

Num. rooms: 252	Villas: 11	Buildings: 1
Lobbies: 1	Lifts: 1	Swimming pools: 6
Show cooking Restaurants: 3	Beach Club: 1	Bars: 18
A la carte Rest.: 11	Miniclub /Babyclub /TeenClub	Sporting facilities
Outdoor Jacuzzi	Orchid garden	Catholic Church
Conference rooms•	Zentropia Palladium Spa & Wellness •	Boutique•
Gym	Hairdresser***	Family Selection

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

ACCESS

DISABLED

BEACH

B. CENTER

Banquet: 3





₹ ACCESS	. DISABLED	BEACH	I	Ê B.	CENTER			
Taxi min: 90	Level access: Yes	Lifeguard: Yes		Total Area	m2: 137			
Approx. price USD: 100-150	Pool Access: Yes	Sand color: White		Max Capac Observations: G	-			
BARS AND RESTAURANTS								
Name	Opening hours	Reservation	Dress code	Smoking area	Location			
Show cooking Restaurants								
La Hacienda	Breakfast:07:00am-11:00am Lunch :01:00pm-03:30pm Dinner :06:00pm-10:30pm	-	1	-	Gp Colonial			
El Gran Azul	Lunch :12:00pm-05:00pm	-	1	-	Gp Colonial - Gp Kantenah			
La Dalia	Breakfast:07:00am-11:00am Lunch:01:00pm-03:30pm Dinner:06:00pm-10:30pm	-	1	-	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	-	<i>'</i>	-	G P Kantenah			
Portofino (Italian Cuisine) La Lola (Spanish Cuisine)	Dinner : 05:30pm-10:30pm Dinner : 05:30pm-10:30pm	-	<i>\</i>	-	G P White Sand G P White Sand			
Ribs & More (Steak House)	Dinner :05:30pm-10:30pm	_	<i>,</i>	-	G P White Sand			
Bahia E Brasa (Brazilian Cuisine)	Dinner :05:30pm-10:30pm	-	1	-	G P White Sand			
Poseidón (Rice And Fish)	Dinner :06:30pm-10:00pm	/	/	-	G P White Sand			
The Nest*	Exclusive Family Selection gue breakfast:07:00am-11:00am Exclusive Family Selection gue dinner:06:00pm-10:30pm		1	-	Family Selection			
Chang Thai (Thai Cuisine)	Dinner : 05:30pm-10:30pm	-	✓	-	G P Kantenah			
Chic Cabaret & Restaurant**	Dinner :08:00pm-11:00pm	✓	1	-	Trs Yucatan Hotel			
Lobby bars								
Colonial	09:00am-01:00am	-	-	-	G P Colonial			
Kantenah	09:00am-00:00am	-	-	-	G P Kantenah			
La Plaza	07:00pm-00:00am	-	-	-	G P Colonial			
White Sand Bars in Restaurants	09:00am-00:00am	-	-	-	Gp White Sand			
	10:00am-06:00pm	_	_	-	G P Colonial			
La Adelita - El Dorado	05:30pm-10:30pm	-	/	-	G P Colonial			
Sumptuori - Chang Thai	05:30pm-10:30pm	-	/	-	G P Kantenah			
Bahía E Brasa - Ribs & More	05:30pm-10:30pm	-	/	-	G P White Sand			
La Lola - Portofino	05:30pm-10:30pm	-	1	-	G P White Sand			
Pool bars								
Secret Bar	10:00am-00:00am	-	-	-	G P Colonial			
La Isla	10:00am-07:00pm		-	-	G P White Sand			
Es Niu Pool Bar*	Exclusive for Family Selection 10:00am-06:00pm	client: -	-	-	Family Selection			
Swim Up Bar	10.00diii 00.00piii							
Gran Azul	Summer: 10:00am-08:00pm Winter: 10:00am-06:00pm	-	-	-	G P Colonial			
La Laguna	Summer: 10:00am-08:00pm Winter: 10:00am-06:00pm	-	-	-	G P White Sand			
Beach Bars	11.11201110.00diii 00.00piii							
Las Olas Beach Bar*	10:00am-06:00pm Exclusive for Family Selection 10:00am-06:00pm	client: -	-	-	G P Colonial Family Selection			





Name	Opening hours	Reservation	Dress code	Smoking area	Location
Churchill	07:00pm-01:00am	=	-	=	G P Kantenah
Sports Bar Xtra Time Sport Bar	00:00am-00:00am	_	_	-	G P Colonial

Dinners at the A la Carte restaurants are unlimited and subject to availability. This service does not apply to the teppanyaki and the Poseidon restaurant. For groups of more than 10 people, please contact our Guest Services staff. The service of alcoholic beverages to persons under 18 is prohibited.

⊫ROOMS

TOTAL:252	Deluxe Garden View
Number of rooms	252
m²	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	✓
Flat-screen TV	✓
USB-Charger	✓
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	✓

 $\textbf{\textit{Observations:}} \ \ {}^{*Extra\ charge\ ***On\ request\ ****Extra\ charge\ \&\ on\ request.}_{|r|n}$

POOLS

Name	Туре	Opening hours	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
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



^{*}Exclusive for clients of Family Selection.
**Chic Cabaret & Restaurant has an extra charge for reservation fee.



Name	Туре	Opening hours	Area m2 Depth cm	Location
Family Selection Pool*	Family	10:00am-06:00pm	1920	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 observations:

*Exclusive for clients of Family Selection.

KIDSCLUB

	Baby Club	Mini Club	Teens Club
Age	1-3	4-12	13-18
Schedule	09:00am-05:00pm	09:00am-05:00pm	04:00pm-12:00am
Location	Gp Colonial	Gp Colonial	Gp Kantenah

⊕ ENTERTAINMENT

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

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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	Facial treatments	Body treatments		
	stones 1	Lockers			
"Eco meditative" cold bath 1	Cold Jacuzzi				
Hot Jacuzzi	Round Jacuzzi with gooseneck				

 $\textbf{\textit{Observations:}} \ \textit{SPA services with extra charge.} \ \textit{Access to the Spa wet areas have extra charge.} \ \textit{Only adults.}$

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