

Last update: 31-03-2025



Grand Palladium Colonial Resort & Spa

CATEGORY

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

Del Carmen Quintana Roo, México

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E-MAIL Customerservicervm@palladiumhotelgroup.com

WEB Palladiumhotelgroup.com

BUILT 2002

LAST 2014 **REFURBISHED**

TYPE OF HOTEL

Holiday Resort, Events and Conferences, Family friendly . **BOARD BASIS**

All Inclusive 24 hrs .

$\stackrel{\triangle}{\Box}$ RECEPTION SERVICES

24-hour service	Check-in: 3 pm	Check-Out: 12pm
Languages spoken:	Card payment:	Early Check In***
Late check out***	Upgrade***	Express Check-Out
Courtesy shower	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	$\mathcal{L}_{\!$	🙇 Car rental***
Concierge service	PC internet connection	Pool towel
☐ Internal transport**	24-hour security	P Parking
Info Tours	Shuttle service***	

*Extra charge for service from 11:00 AM to 11:00 PM

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

****Includes 1 free garment per person per stay

✓ HOTEL FACILITIES

Villas 14	Lobbies 1	Swimming pools: 4
Outdoor Jacuzzi	Miniclub /Babyclub /TeenClub	Conference rooms
Zentropia Palladium Spa & Wellness*	Hammocks on the beach	Gym
Show cooking Restaurants: 4	A la carte Rest.: 8	Beach Club: 1
Restaurant-Gastronomic Performance 3	Jewelry	Bars: 14
Num. rooms 413	Sporting facilities	Catholic Church
	<u> </u>	

Gift Shop Boutique

ACCESS	🕭 DISABLED	BEACH	B. CENTER
Airport km: 90	Accessible rooms: 8	Beach Access: Yes	Banquet: 8
Taxi min: 90	Level access: Yes	Lifeguard: Yes	Total Area m2: 732
Approx. price USD: 100-150	Pool Access: Yes	Sand color: White	137m2 Kantenah + 92m2 Observations: White Sand + 505m2 Grand Maya Coba // TOTAL: 734m2





BARS AND RESTAURANTS Dress Smokin

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	-	✓	-	Gp Colonial
El Gran Azul	Breakfast:08:00am-11:00am Lunch :12:30pm-04:00pm	-	1	-	Gp Colonial - Gp Kantenah
La Dalia	Breakfast:07:00am-11:00am Lunch:01:00pm-03:30pm Dinner:06:00pm-10:30pm	-	/	-	Gp White Sand
La Laguna	Breakfast: 08:00am-11:00am Lunch : 12:30pm-04:00pm	-	-	-	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
Chang Thai (Thai Cuisine)	Dinner :05:30pm-10:30pm	✓	✓	-	G P White Sand
Bahia E Brasa (Brazilian Cuisine)	Dinner :05:30pm-10:30pm	/	1	-	G P White Sand
Poseidón (Rice And Fish)	Dinner :05:30pm-10:30pm	✓	1	-	G P White Sand
Chang Thai (Thai Cuisine)	Dinner :05:30pm-10:30pm	✓	✓	-	Gp Kantenah
Lobby bars					
Colonial Lobby Bar	09:00am-01:00am	-	-	-	G P Colonial
Kantenah Lobby Bar	09:00am-01:00am	-	-	-	G P Kantenah
White Sand Lobby Bar	09:00am-01:00am	-	-	-	Gp White Sand
Bars in Restaurants					
La Adelita Y El Dorado Waiting Bar	05:30pm-10:30pm	-	1	-	G P Colonial
Sumptuori Y Chang Tai Waiting Bar	05:30pm-10:30pm	-	1	-	G P Kantenah
Bahía E Brasa Y La Paisana Waiting Bar	05:30pm-10:30pm	1	1	-	G P White Sand
Portofino Waiting Bar	05:30pm-10:30pm	-	✓	-	G P White Sand
Pool bars					
El Gran Azul Swim-Up Bar	10:00am-06:00pm	-	-	-	G P Colonial
El Secreto Pool Bar	10:00am-12:00am	-	-	-	Gp Colonial**
La Laguna Swim-Up Bar	10:00am-06:00pm	-	-	-	G P White Sand
La Orilla Pool Bar	10:00am-06:00pm	-	-	-	Colonial Pool
La Perla Pool Bar	10:00am-06:00pm	-	-	-	Gp White Sand
Restaurant -Gastronomic Performance-					
Bravo Dinner & Dance	Dinner : 07:30pm-10:30pm	✓	✓	-	G P White Sand*
Chic Cabaret & Restaurant	Dinner :08:00pm-11:00pm	✓	✓	-	Trs Yucatan Hotel***
Le Petit Chef	Dinner :06:00pm-10:00pm	✓	✓	-	G P Kantenah*
Beach Club "Dine around"					
	Lunch : 11:00am-05:00pm	-	-	-	G P Colonial
Other bars	27.00				0 14 1
Churchill Bar	07:00pm-01:00am	-	-	-	Gp Kantenah
Habits Healthy Bar****	10:00am-06:00pm	-	-	-	Zentropia Palladium Spa & Wellness
Sports Bar Xtra Time Sport Bar	12:00am-12:00am	-	-	-	G P Colonial





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: *Extra charge

**Exclusive for adults 18+

***Extra charge and exclusive for adults 18+

****Exclusive for guests of Zentropia Palladium Spa & Wellness

⊫ROOMS

TOTAL:413	Deluxe Garden View	Junior Suite Garden View	Junior Suite Pool Side	Romance Villa Suite Pool Side***	Ambassador Suite Poolside•
Number of rooms	252	72	58	24	7
m^2	36.9	42	42	58.4	88
2 double beds	✓	✓	✓	-	-
King size bed	✓	✓	✓	✓	✓
Shower	✓	✓	✓	-	✓
Outdoor shower	-	-	-	✓	-
Hydromassage bath in the room	/	✓	✓	✓	/
Jacuzzi on the terrace	-	-	-	-	/
Double sink	-	-	-	/	/
separate toilet.	-	-	-	-	1
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	/	/	✓	/	/
Flat-screen TV in the living room	-	-	-	-	/
Electronic safe	/	/	/	/	/
Iron and ironing board	✓	✓	/	/	-
Steam iron	-	-	-	-	/
Tea and coffee-making facilities	✓	✓	/	/	✓
Bar counter	-	-	-	-	/
Bathroom amenities	✓	✓	/	/	✓
Hair dryer	/	/	/	/	/
Wake-up call	/	/	/	/	✓
Rooms for disabled guests	/	-	-	_	-
Reading area	✓	/	/	/	✓
Desk	/	/	/	/	/
WIFI	/	/	/	/	/
Magnifying mirror	/	/	/	/	/
Full length mirror	·	/	<i>,</i>	/	· /
Scales	/	· /	-	/	
Telephone*	/	/	1	/	
Fan	/	, ,	,	, , , , , , , , , , , , , , , , , , ,	· -
Air conditioning	<i>y</i>	· · · · · · · · · · · · · · · · · · ·	√	√	- /
Black out curtains	•	-	•		,
Crib**	-	- /	-	<u>-</u>	v
adults only	,	-	-	- /	<u>-</u>
Room service 24h*	-	- /	-	<i>,</i>	- -
					-
24-hour room service	-	- /	-	- ✓	<i>,</i>
Non smoking					
Garden View	-	-	-	-	/
Garden view	✓	✓	-	-	-





TOTAL:413Deluxe Garden ViewJunior Suite Garden ViewJunior Suite Pool SideRomance Villa Suite Pool Side ****Ambassador Suite Poolside***located near the pool------

Observations: *Extra charge **On request ***for adults only •Palladium Travel Club

POOLS

Name	Туре	Opening hours	Area m2	Depth cm	Location
Pool Colonial-Kantenah	Family	10:00am-06:00pm	3544	160	Gp Colonial - Gp Kantenah
El Secreto**	Adults	10:00am-12:00am	166	160	Gp Colonial
Aquatic Park	Children	09:00am-06:00pm	757	40	Gp Kantenah - Gp Colonial
Pool White Sand	Family	10:00am-06:00pm	3678	150	Gp White Sand

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:

KIDSCLUB

	Baby Club	Mini Club	Junior 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	Volleyball	Soccer field 2	Beach volleyball court
Yoga	Zumba	Football	Tennis		2
Crafts	Children's	Badminton	Petanque	Basketball court 2	Archery field
	Entertainment	Kajak	Snorkeling	Rifle range	Paddle court 2
Night shows	Diurnal animation	Diving*	Shuffleboard	Tennis courts 6	Multi-purpose courts 2
Live Music	Bowling alley*	Aqua-Volley	Aqua-Gym	Minigolf	
Splatter*	Recreational games*	Ping-Pong	Pickleball Courts 4		

Observations: *Upon request and extra charge

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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				

Observations: Access to the wet areas of the Spa is at an extra charge and is for adults only. All Spa services have an extra charge. Services for minors are available.

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^{**}for adults only *Exclusive for clients Palladium Travel Club





