





## Grand Palladium Colonial Resort & Spa
















<b>CATEGORY</b>	5*
<b>ADDRESS</b>	Carretera Federal Chetumal Pto-Juarez Km 256-100, Playa Del Carmen Quintana Roo, México
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<b>WEB</b>	Palladiumhotelgroup.com
<b>BUILT</b>	2002
<b>LAST REFURBISHED</b>	2014
<b>TYPE OF HOTEL</b>	Holiday Resort, Events and Conferences.
<b>BOARD BASIS</b>	All Inclusive 24 hrs .

### 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 shower	Customer Service	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	 Car rental*	 Concierge service
 Pool towel	 Internal transport**	 Medical service*
 Laundry service*	 24-hour security	 Parking
 Info Tours	 Shuttle service***	 Bali Beds***

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

### HOTEL FACILITIES

Num. rooms: 406	Villas: 14	Lobbies: 1
Swimming pools: 5	Restaurant-Gastronomic Performance 1	Show cooking Restaurants: 3
Rest. Cabaret: 1	Bars: 17	A la carte Rest.: 9
Miniclub /Babyclub /TeenClub	Sporting facilities	Outdoor Jacuzzi
Conference rooms•	Zentropia Palladium Spa & Wellness	Catholic Church
Boutique Zentropia	Boutique•	Gym
Gift Shop•	Jewelry•	

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

### ACCESS

Airport km: 90
Taxi min: 90
Approx. price USD: 100-150

### DISABLED

Accessible rooms: 8
Level access: Yes
Pool Access: Yes

### BEACH

Beach Access: Yes
Lifeguard: Yes
Sand color: White

### B. CENTER

Banquet: 4
Total Area m2: 137
Max Capacity: 200



**BARS AND RESTAURANTS**

Name	Opening hours	Reservation	Dress code	Smoking area	Location
<b>Cabaret Restaurant</b>					
Chic Cabaret & Restaurant**	<b>Dinner :08:00pm-11:00pm</b>	✓	✓	-	Trs Yucatan Hotel
<b>Show cooking Restaurants</b>					
La Hacienda	<b>Breakfast:07:00am-11:00am</b> <b>Lunch :01:00pm-03:30pm</b> <b>Dinner :06:00pm-10:30pm</b>	-	✓	-	Gp Colonial
El Gran Azul	<b>Breakfast:07:30am-10:30am</b> <b>Lunch :12:30pm-04:00pm</b>	-	✓	-	Gp Colonial - Gp Kantenah
La Dalia	<b>Breakfast:07:00am-11:00am</b> <b>Lunch :01:00pm-03:30pm</b> <b>Dinner :06:00pm-10:30pm</b>	-	✓	-	Gp White Sand
<b>A la carte Restaurants</b>					
El Dorado (Steak House)	<b>Dinner :05:30pm-10:30pm</b>	✓	✓	-	G P Colonial
La Adelita (Mexican Cuisine)	<b>Dinner :05:30pm-10:30pm</b>	✓	✓	-	G P Colonial
Sumptuori (Japanese Cuisine)	<b>Dinner :05:30pm-10:30pm</b>	✓	✓	-	G P Kantenah
Portofino (Italian Cuisine)	<b>Dinner :05:30pm-10:30pm</b>	✓	✓	-	G P White Sand
La Paisana (Argentinian)	<b>Dinner :05:30pm-10:30pm</b>	✓	✓	-	G P White Sand
Bahia E Brasa (Brazilian Cuisine)	<b>Dinner :05:30pm-10:30pm</b>	✓	✓	-	G P White Sand
Poseidón (Rice And Fish)	<b>Dinner :05:30pm-10:30pm</b>	✓	✓	-	G P White Sand
Chang Thai (Thai Cuisine)	<b>Dinner :05:30pm-10:30pm</b>	✓	✓	-	G P Kantenah
The Nest*	<b>Exclusive Family Selection guest - breakfast:07:30am-10:30am</b> <b>Exclusive Family Selection guest - dinner:06:00pm-10:30pm</b>	-	✓	-	
<b>Lobby bars</b>					
Colonial Lobby Bar	09:00am-01:00am	-	-	-	G P Colonial
Kantenah Lobby Bar	09:00am-00:00am	-	-	-	G P Kantenah
White Sand Lobby Bar	09:00am-00:00am	-	-	-	Gp White Sand
<b>Bars in Restaurants</b>					
El Gran Azul	10:00am-06:00pm	-	-	-	G P Colonial
La Adelita Y El Dorado Waiting Bar	05:30pm-10:30pm	-	✓	-	G P Colonial
Sumptuori Y Chang Thai Waiting Bar	05:30pm-10:30pm	-	✓	-	G P Kantenah
Bahía E Brasa Y La Paisana Waiting Bar	05:30pm-10:30pm	-	✓	-	G P White Sand
Portofino Waiting Bar	05:30pm-10:30pm	-	✓	-	G P White Sand
<b>Restaurant -Gastronomic Performance-</b>					
Bravo Dinner & Dance**	<b>Dinner :07:30pm-10:30pm</b>	✓	✓	-	G P White Sand
<b>Pool bars</b>					
El Secreto	10:00am-00:00am	-	-	-	G P Colonial
La Orilla Pool Bar	10:00am-06:00pm	-	-	-	Colonial Pool
La Perla Pool Bar	10:00am-06:00pm	-	-	-	Piscina White Sand
<b>Swim Up Bar</b>					
El Gran Azul Swim-Up Bar	10:00am-06:00pm	-	-	-	G P Colonial
La Laguna Swim-Up Bar	10:00am-06:00pm	-	-	-	G P White Sand
<b>Beach Bars</b>					
Sand Castle Beach Bar*	<b>Exclusive for Family Selection client: 10:00am-06:00pm</b>	-	-	-	Family Selection
<b>Sports Bar</b>					
Xtra Time Sport Bar	00:00am-00:00am	-	-	-	G P Colonial
<b>snack bar</b>					

Name	Opening hours	Reservation	Dress code	Smoking area	Location
Las Olas	<b>Lunch :11:00am-05:00pm</b> 08:00am-06:00pm	-	-	-	G P Colonial
Es Niu Pool Bar*	<b>Exclusive for Family Selection client:</b> 10:00am-06:00pm <b>Exclusive Family Selection guest -</b> <b>lunch:12:00pm-04:00pm</b>	-	-	-	Family Selection

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:**

\*Exclusive for clients of Family Selection.

\*\*It has an extra charge for reservation fee.

 **ROOMS**

<b>TOTAL:406</b>	Deluxe Garden View	Junior Suite Garden View	Junior Suite Pool Side	Romance Villa Suite Pool Side
Number of rooms	252	72	58	24
m <sup>2</sup>	36.9	42	42	58.4
2 double beds	✓	✓	✓	-
King size bed	✓	✓	✓	✓
Shower	✓	✓	✓	-
Outdoor shower	-	-	-	✓
Bathtub	✓	✓	✓	✓
Double sink	-	-	-	✓
Sofa Bed	-	✓	✓	✓
Combined bedroom and living room	-	✓	✓	✓
Balcony with furniture	✓	✓	✓	-
Terrace with hammock and 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	✓	✓	✓	✓
Tea and coffee-making facilities	✓	✓	✓	✓
Bathroom amenities	✓	✓	✓	✓
Hair dryer	✓	✓	✓	✓
Wake-up call	✓	✓	✓	✓
Rooms for disabled guests	✓	-	-	-
Reading area	✓	✓	✓	✓
Desk	✓	✓	✓	✓
WIFI	✓	✓	✓	✓
Magnifying mirror	✓	✓	✓	✓
Full length mirror	✓	✓	✓	✓
Scales	✓	✓	-	✓
Telephone*	✓	✓	✓	✓
Fan	✓	✓	✓	✓
Air conditioning	✓	✓	✓	✓
Crib**	✓	✓	✓	-
adults only	-	-	-	✓
Room service 24h*	✓	✓	✓	✓
Non smoking	✓	✓	✓	✓
Garden view	✓	✓	-	-
located near the pool	-	-	✓	✓

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

 **POOLS**

<b>Name</b>	<b>Type</b>	<b>Area m2</b>	<b>Opening hours</b>	<b>Depth cm</b>	<b>Location</b>
<b>Main Pool Colonial-Kantenah</b>	Family	3544	10:00am-06:00pm	160	Gp Colonial - Gp Kantenah
<b>El Secreto</b>	Relax	166	10:00am-12:00pm	160	Gp Colonial
<b>Aquatic Park</b>	Children	757	09:00am-06:00pm	40	Gp Kantenah - Gp Colonial
<b>Main Pool White Sand</b>	Family	3678	10:00am-06:00pm	150	Gp White Sand
<b>Family Selection Pool*</b>	Family	1920	10:00am-06:00pm	120	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 plates.*

**Observations:**

*\*Exclusive for clients of Family Selection.*

 **KIDSCLUB**

	<b>Baby Club</b>	<b>Mini Club</b>	<b>Teen Club</b>
<b>Location</b>	Gp Colonial	Gp Colonial	Gp Kantenah
<b>Age</b>	1-3	4-12	13-18
<b>Schedule</b>	09:00am-05:00pm	09:00am-05:00pm	11:00am-12:00am

😊 **ENTERTAINMENT**

<b>Activities</b>		<b>Sport</b>		<b>Facilities</b>	
Aerobic	Various Games	Basketball	Volleyball	Soccer field 2	Beach volleyball court 2
Yoga	Zumba	Football	Tennis	Basketball court 2	Archery field
Crafts	Children's Entertainment	Paddle	Petanque	Rifle range	Paddle court 2
Night shows	Diurnal animation	Catamaran	Kajak	Tennis courts 6	Multi-purpose courts 2
Billiards	Live Music	Snorkeling	Diving*	Minigolf	
Bowling alley*	Splatter*	Shuffleboard	Aqua-Volley		
Recreational games*		Aqua-Gym	ping-pong		

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



**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	Body treatments		
“Eco meditative” cold bath 1	Cold Jacuzzi	Lockers			
Hot Jacuzzi	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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