GRAND PALLADIUM
KANTENAH RESORT & SPA

Last update: 30-09-2025

Grand Palladium Kantenah Resort & Spa

CATEGORY	5*
ADDRESS	Carretera Federal Chetumal Pto-Juarez Km 256-100, Playa Del Carmen Quintana Roo, México
TELEPHONE	+52 9848772100
E-MAIL	Customerservicervm@palladiumhotelgroup.com
WEB	Palladiumhotelgroup.com
BUILT	2002
LAST REFURBISHED	2023
TYPE OF HOTEL	Holiday Resort, Events and Conferences, Family friendly .
BOARD BASIS	All Inclusive Premium.

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***	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	PC internet connection	Pool towel
Internal transport**	24-hour security	Parking
Info Tours	Shuttle service***	Bali Beds***

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

HOTEL FACILITIES

Villas 7	Lobbies 1	Swimming pools 3
Outdoor Jacuzzi	Miniclub /Babyclub /TeenClub	Conference rooms
Gym	Zentropia Palladium Spa & Wellness*	Hammocks on the beach
Boutique Zentropia	Show cooking Restaurants: 2	A la carte Rest.: 4
Restaurant-Gastronomic Performance 3	Jewelry	Bars: 11
Num. rooms 253	Sporting facilities	Catholic Church
Gift Shop*	Jewelry*	Boutique

ACCESS	DISABLED	BEACH	B. CENTER
Airport km: 90	Accessible rooms: 2	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	***Observations:*** *137m2 Kantenah + 92m2 White Sand + 505m2 Grand Maya Coba // TOTAL: 734m2*

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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	-	✓	-	Gp Colonial
El Gran Azul	**Breakfast:**08:00am-11:00am **Lunch :**12:30pm-04:00pm	-	✓	-	Gp Colonial - Gp Kantenah
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
La Paisana (Argentinian Cuisine)	**Dinner :**05:30pm-10:30pm	✓	✓	-	Gp Kantenah
Lobby bars					
Colonial Lobby Bar	06:00am-01:00am	-	-	-	G P Colonial
Kantenah Lobby Bar	06:00am-01:00am	-	-	-	G P Kantenah
Bars in Restaurants					
La Adelita Y El Dorado Waiting Bar	05:30pm-10:30pm	-	✓	-	G P Colonial
Sumptuori Y La Paisana Waiting Bar	05:30pm-10:30pm	-	✓	-	G P Kantenah
Restaurant -Gastronomic Performance-					
*Bravo Dinner & Dance**	**Dinner :**07:30pm-11:00pm	✓	✓	-	Gp Select White Sand
*Chic Cabaret & Restaurant****	**Dinner :**08:00pm-11:00pm	✓	✓	-	Trs Yucatan Hotel
*Le Petit Chef**	**Dinner :**06:00pm-10:00pm	✓	✓	-	G P Kantenah
Pool bars					
El Gran Azul Swim-Up Bar	10:00am-06:00pm	-	-	-	G P Colonial
*Secret Pool Bar***	10:00am-12:00am	-	-	-	Gp Colonial
La Orilla Pool Bar	10:00am-06:00pm	-	-	-	Colonial Pool
Beach Bars					
Las Olas	10:00am-05:00pm	-	-	-	G P Colonial
Other bars					
*Churchill Bar***	07:00pm-12:00am	-	-	-	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*

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ROOMS

TOTAL:253	**Junior Suite**	**Residence Suite Beachfront•**
Number of rooms	252	1
m^2	36.9	
2 double beds	✓	-
2 single beds	-	✓
King size bed	✓	✓
Shower	✓	-
Separate shower	✓	✓
Whirlpool bathtub	✓	-
Hydromassage bath in the room	-	✓
Private swimming pool with hydromassage	-	✓
Pool towels	-	✓
Double sink	-	✓
separate toilet.	✓	✓
Second toilet	-	✓
Sofa Bed	✓	-
Separate living room	-	✓
Combined bedroom and living room	✓	-
Balcony or terrace	✓	-
Balcony with furniture	✓	-
Terrace with furniture	-	✓
Bathrobe and slippers	-	✓
Minibar	✓	✓
Flat-screen TV	✓	✓
USB-Charger	✓	-
Flat-screen TV in the living room	-	✓
Electronic safe	✓	✓
Iron and ironing board	✓	-
Steam iron	-	✓
Tea and coffee-making facilities	✓	✓
Nespresso coffee maker	-	✓
Bathroom amenities	✓	✓
Hair dryer	✓	✓
Wake-up call	✓	✓
Walk in closet	-	✓
VIP-Services	-	✓
Desk	✓	-
WIFI	✓	✓
Magnifying mirror	✓	✓
Full length mirror	✓	✓
Cordless phone	-	✓
Air conditioning	✓	✓
Black-out curtains	✓	✓
Crib**	✓	✓
Private entrance	-	✓
Room service 24h*	✓	-
24-hour room service	-	✓
	✓	✓
Non smoking	✓	✓
Ground Floor	-	✓
Nightly amenity	-	✓
Umbrella	-	✓
Front sea view	-	✓

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TOTAL:253	Junior Suite	Residence Suite Beachfront•
located a few steps from the beach	-	✓

Observations: **Extra charge **On request ***Extra charge & on request. \r\n•Palladium Travel Club*

POOLS

Name	Type	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

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	Junior Club
Location	Gp Colonial	Gp Colonial	Gp Kantenah
Age	1-3	4-12	13-18
Schedule	09:00am-05:00pm	09:00am-05:00pm	11:00am-12:00am

ENTERTAINMENT

Activities		Sport		Facilities	
Various Games	Yoga	Tennis	Badminton	Soccer field 2	Beach volleyball court 2
Zumba	Children's Entertainment	Petanque	Kajak	Basketball court 2	Archery field
Night shows	Daytime entertainment	Snorkeling	Diving*	Rifle range	Paddle court 2
Live Music	Bowling alley*	Shuffleboard	Aqua-Volley	Tennis courts 6	Multi-purpose courts 2
Splatter*	Recreational games*	Ping-Pong	Pickleball Courts 4	Minigolf	

Observations: **Upon request and 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	Body treatments		
“Eco meditative” cold bath 1	Cold Jacuzzi	Lockers			
Hot Jacuzzi	Round Jacuzzi with gooseneck				

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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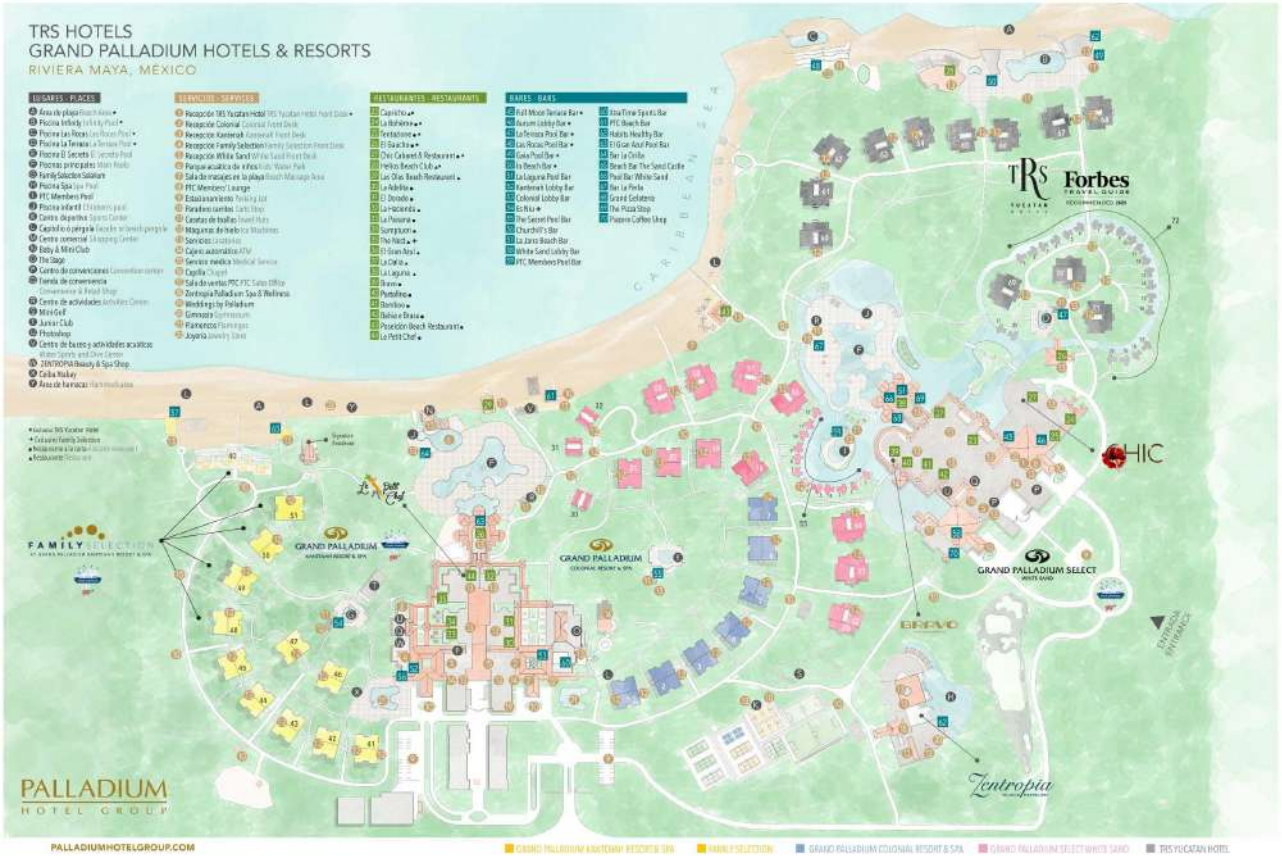
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