

#### Last update: 05-02-2025



#### Grand Palladium White Sand Resort & Spa

TEGORY5*DRESSCarretera Federal Chetumal Pto-Juarez Km 256-100, Playa Del Carmen Quintana Roo, MéxicoLEPHONE+52 9848772100IAILCustomerservicervm@palladiumhotelgroup.comBPalladiumhotelgroup.comILT2005ST FURBISHED2016PE OF HOTEL ARD BASISHoliday Resort, Events and Conferences, Family friendly.		
Del Carmen Quintana Roo, MéxicoLEPHONE+52 9848772100IAILCustomerservicervm@palladiumhotelgroup.comBPalladiumhotelgroup.comILT2005ST2016PE OF HOTELHoliday Resort, Events and Conferences, Family friendly .	TEGORY	5*
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		2016
ARD BASIS All Inclusive 24 hrs .	PE OF HOTEL	Holiday Resort, Events and Conferences, Family friendly .
	ARD BASIS	All Inclusive 24 hrs .

### <sup>A</sup><sup>∩</sup> RECEPTION SERVICES

24-hour service	Check-in: 3 pm		Check-Out: 12pm
Languages spoken:	Card payment:	VISA 👟	Day pass*
Night pass*	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.

	ightarrow SERVICES	
Fire alarm	穼 WIFI Premium	Room Service 24h*
$\mathcal{L}_{\underline{\mathcal{L}}\underline{\mathfrak{h}}}^{\mathfrak{G}}$ 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***
<b>Observations</b> , *Extra sharas **On request	***Evtra chargo S. on request	

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

## HOTEL FACILITIES

Num. rooms 264	Villas 8	Lobbies 1
Buildings 1	Swimming pools: 4	Show cooking Restaurants: 3
Restaurant-Gastronomic Performance 3	Beach Club: 1	Bars: 10
A la carte Rest.: 7	Hammocks on the beach	Miniclub /Babyclub /TeenClub
Sporting facilities	Outdoor Jacuzzi	Conference rooms•
Catholic Church	Zentropia Palladium Spa & Wellness	Boutique•
Gym	Jewelry•	Gift Shop•

**Observations:** • Use and enjoyment at Grand Palladium Hotels & Resorts

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🕅 ACCESS	لع disabled	ВЕАСН	B. CENTER
Airport km: 90	Accessible rooms: 0	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 White Sand + 505m2 Grand Maya Coba // TOTAL: 734m2





# BARS AND RESTAURANTS

			Drace	Cmaking	
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	Breakfast:07:30am-10:30am 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	-	1	-	Gp White Sand
A la carte Restaurants	<b>D</b> :	,	,		
El Dorado (Steak House)	Dinner :05:30pm-10:30pm	1	1	-	G P Colonial
La Adelita (Mexican Cuisine)	Dinner :05:30pm-10:30pm		1	-	G P Colonial
Sumptuori (Japanese Cuisine)	Dinner :05:30pm-10:30pm		, , , , , , , , , , , , , , , , , , ,	-	G P Kantenah
Portofino (Italian Cuisine)	Dinner :05:30pm-10:30pm		1	-	G P White Sand
La Paisana (Argentinian)	Dinner:05:30pm-10:30pm		, , , , , , , , , , , , , , , , , , ,	-	G P White Sand
Bahia E Brasa (Brazilian Cuisine)	Dinner :05:30pm-10:30pm	1	1	-	G P White Sand
Chang Thai (Thai Cuisine)	Dinner :05:30pm-10:30pm	1	1	-	G P 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 Thai Waiting Bar	05:30pm-10:30pm	-	1	-	G P Kantenah
Bahía E Brasa Y La Paisana Waiting Bar	05:30pm-10:30pm	-	1	-	G P White Sand
Portofino Waiting Bar	05:30pm-10:30pm	-	1	-	G P White Sand
Restaurant -Gastronomic Performance-					
Bravo Dinner & Dance	Dinner :07:30pm-10:30pm	1	1	-	G P White Sand*
Chic Cabaret & Restaurant	Dinner :08:00pm-11:00pm	1	1	-	Trs Yucatan Hotel***
Le Petit Chef	Dinner :06:00pm-10:00pm	1	1	-	G P Kantenah*
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		-	-	-	Piscina White Sand
Beach Bars	· · · · · · · · · · · · · · · · · · ·				
Las Olas	Lunch :11:00am-05:00pm	-	-	-	G P Colonial
Beach Club "Dine around"					
Poseidón (Rice And Fish)	Dinner :05:30pm-10:30pm	1	1	-	G P White Sand
Other bars					
Churchill Bar	07:00pm-01:00am	-	-	-	Gp Kantenah
Habits Healthy Bar		-	-	-	Exclusive For Zentropia
	10:00am-06:00pm				Palladium Spa & Wellness Guests
Sports Bar					
Xtra Time Sport Bar	12:00am-12:00am	-	-	-	G P Colonial

HOTEL GROUP



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+

		ROOMS			
TOTAL:264	Junior Suite Garden View	Junior Suite Beach Side	Suite Garden View	Suite Beach Side	Romance Bungalow by the lake***
Number of rooms	150	60	30	12	12
m²	52.6	52.6	67.6	67.6	69.1
2 double beds	1	1	-	-	-
King size bed	1	1	1	1	✓
Separate shower	1	1	1	1	-
Outdoor shower	-	-	-	-	✓
Whirlpool bathtub	1	1	1	1	✓
Hydromassage bath in the room	1	1	-	-	-
Double sink	-	-	-	-	✓
Sofa Bed	1	1	1	1	-
Separate living room	-	-	1	1	-
Combined bedroom and living room	1	1	-	1	-
Terrace with hammock and furniture	-	-	-	-	J
Balcony with furniture	1	1	1	1	1
Bathrobe and slippers	1	1	1	1	-
Minibar	1	1	1	1	1
Radio / alarm clock / iPod dock	1	1	1	1	1
Flat-screen TV 40"	-	-	-	-	1
Flat-screen TV 42"	1	1	1	1	-
Flat-screen TV 49"	-	-	-	-	1
Flat-screen TV in the living room	-	-	1	1	-
Electronic safe	1	1	1	1	1
Iron and ironing board	1	1	1	1	1
Tea and coffee-making facilities	1	1	1	1	1
Bathroom amenities	1	1	1	1	1
Hair dryer	1	1	1	1	1
Wake-up call	1	1	1	1	1
Reading area	1	1	1	1	1
Desk	1	1	1	1	1
WIFI	1	1	1	1	✓
Magnifying mirror	1	1	1	1	1
Full length mirror	1	1	1	1	✓
Scales	1	1	1	1	1
Telephone*	1	1	1	1	✓
Fan	1	1	1	1	1
Air conditioning	1	1	1	1	1
Crib**	1	1	1	1	-
Private entrance	-	-	-	-	✓
adults only	-	-	-	-	✓
Room service 24h*	1	1	1	1	✓
Non smoking	1	1	1	1	✓
Garden view	1	-	1	-	-
located a few steps from the beach	-	1	-	1	-
located by the lake	-	-	-	-	✓

**Observations:** \*Extra charge \*\*On request \*\*\*for adults only





# POOLS

Name	Туре	Opening hours	Area mi	2 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 plates.* 

\*\* for adults only • Exclusive for clients Palladium Travel Club





# 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	





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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	Catamaran	Kajak	Rifle range	Paddle court 2
Night shows	Diurnal animation	Snorkeling	Diving*	Tennis courts 6	Multi-purpose courts 2
Live Music	Bowling alley*	Shuffleboard	Aqua-Volley	Minigolf	
Splatter*	Recreational games*	Aqua-Gym	Ping-Pong		
		Pickleball Courts 4			

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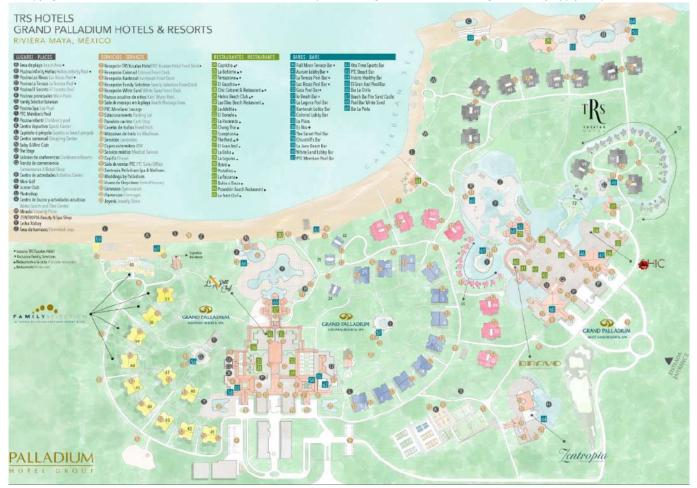


**Observations:** \*Upon request and extra charge

	Z	ZENTROPIA PALL	ADIUM SPA & WEL	LNESS	
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 Lockers	Body treatments		
"Eco meditative" cold bath 1	Cold Jacuzzi				
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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