



Address: Carretera Cancún – Tulum, Km 55.3, Playa del Carmen, Quintana Roo, México C.P. 77710 Telephone: (52) 984 206 3470 Fax: (52) 984 206 3471 General Manager: Antonio Denotti Hotel Sales Office: sales@eldoradomaroma.com North America Sales: marketing@karismahotels.com Weddings Coordinator: weddings@eldoradomaroma.com Group Coordinator: grupos@karismamexico.com www.karismahotels.com





RESTAURANTS







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\widehat{H} the property

El Dorado Maroma, a Spa Resort by Karisma offers all the elements for an active, authentic and luxurious vacation experience. The resort is located on the renowned Maroma Beach, which is considered to be one of the top ten beaches in the world by independent reviewers, including Travel Channel. Along with luxurious features and amenities, you will enjoy Karisma's exclusive Gourmet Inclusive® experience, offering stand out cuisine created by top chefs, gournet services and amenities such as beach butlers, full concierge service, turn-down, 24-hour room service and premium beverages. This intimate resort with 157 suites is ideal for adults, ages 18 and older, seeking relaxation, personalized service, exquisite cuisine, romance and unforgettable adventures.

ACCOMMODATIONS

All suites and facilities at this beachfront property offer beautiful views of our lush tropical gardens or the stunning white sand and clear waters of the magical Maroma Beach. All suites are designed in a luxurious and contemporary Caribbean décor and are equipped with air conditioning, ceiling fans, cable TV, DVD/CD player, telephone, shower, hair dryer, make-up mirror, ironing board & iron, radio/alarm clock, electronic safety deposit box, mini bar with beer, water and soft drinks that are refilled daily, coffee/tea maker and a comfortable oversized terrace with an outdoor bed where you can enjoy breathtaking views. With 13 categories available, you will find suites that stand out of the ordinary. All of them provide the feeling of being at home, offering tranquility with a sleek and harmonious inspired design.

JUNIOR SUITE

Romantically decorated suites in a blend of contemporary and authentic Mexican style feature a king size bed or 2 double beds, balcony or terrace, relaxing hot tub, a marble top bathroom with double sinks, private toilette cabin and spacious closets. These suites are located near our beautiful beach, just steps away from a semi-private pool offering privacy in a quiet tranquil atmosphere.

↑ 2 adults ↓ 405 ft² / 37.58 m² ↓ 102 ft² / 9.52 m²

HONEYMOON SUITE

Oversized luxurious suites with a beautiful view, featuring a private terrace with a double bed perfect for enjoying the romantic Caribbean scenery, these suites offer a King size bed, in-suite relaxing hot tub for two, a comfortable living area and our exclusive "Aguas del Amor" outdoor shower.

1 2 adults

 $106 \text{ ft}^2 / 54.67 \text{ m}^2$ $106 \text{ ft}^2 / 9.80 \text{ m}^2$

MI HOTELITO BEACHFRONT SUITE

Surrounded by the unique beauty of nature in the Caribbean, our romantically decorated suites offer a king size bed and balcony or terrace, just steps away from a relaxing swimming pool and the gorgeous sands of Maroma Beach.

2 276 ft² / 25.63 m² 128 ft² / 11.87 m²

ROYAL SUITE

Our Royal Suites offer romance and intimacy with all the comforts and amenities, a spacious bathroom and an oversized terrace or balcony that offers magnificent views to the ocean or the beautiful gardens.

2 adults

102 ft² / 37.58 m² 102 ft² / 9.52 m²

PRIVATE POOL SUITE

These suites offer the ultimate in privacy where you can enjoy the Caribbean scenery from your own private pool. These suites feature our lovely outdoor shower "Aguas del Amor", romantic indoor relaxing hot tub for two, Ipod Station, king size bed and comfortably decorated plush seating area that includes a pull out bed.

5 addits588 ft² / 54.67 m² 106 ft^2 / 9.80 m²

SWIM UP SUITE

Enjoy our most luxurious suite; step right off your terrace into a lazy river that connects to the main pool with a unique swim up bar where you will enjoy fresh creations from our bartenders. These suites feature a romantic setting with a relaxing hot tub for two, our lovely outdoor shower "Aguas del Amor", king size bed, a comfortable living area that includes a pull out bed, Ipod Station and an oversized terrace with chairs.

 $588 \text{ ft}^2 / 54.67 \text{ m}^2$ $106 \text{ ft}^2 / 9.80 \text{ m}^2$





Mi Hotelito Beach Front Suite



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ROYAL SUITE SWIM UP

Luxurious suites where you can step right off to your terrace into the lazy river that connects to the main pool. This suite offers romance and intimacy with all the comforts and amenities from the Swim up.

↑ 2 adults 588 ft² / 54.67 m² ↑ 106 ft² / 9.80 m²

PRESIDENTIAL STUDIO

These suites are available with the spectacular views of our tropical gardens or the turquoise water of the Caribbean located just steps away from the beautiful Maroma beach and a semi-private pool. All suites offer a king size bed, living space, including an oversized fully equipped kitchen, ½ bathroom, a marble top bathroom with double sink, private toilette cabin, spacious closets and a relaxing hot tub for two.

¹ 2 adults 1,227 ft² / 114 m² ¹/₁₁₈ ft² / 11 m²

HONEYMOON VILLA

These gorgeous suites combine the comfort of home with an enticing blend of textures, patterns and colors, living space with an open floor plan; the ground floor will offer you a spacious living area, dining area, ½ bath, marble bar, modern kitchen with coffee machine, premium National and International liquor and beer, wine and a terrace with access to your private tropical gardens that features your very own cozy pool. The second floor features a master suite with king size bed, a master bathroom that includes a princess corner, double vanity, marble walk in shower, our famous outdoor shower "Aguas del Amor", in suite relaxing hot tub for two, private toilet cabin, spacious closet and a balcony that offers views to our lush tropical gardens.

🔢 1,996 ft² / 185.23 m² 🛱 433 ft² / 40.28 m² 💾 189 ft² / 17.54 m²

HONEYMOON BEACHFRONT VILLA

Inspired by your dreams, these harmonious two story suites feature a breathtaking view of the ocean. The ground floor features a spacious living area, dining area, full bathroom, marble bar, modern kitchen with coffee machine, premium National and International liquor and beer, wine and an oversized terrace with access to your personal pool and beach bed just a few steps from the powder white sand. The master suite, located on the second floor, features a king size bed, an oversized terrace with additional seating area and an outdoor relaxation bed where you can watch the sunrise. It also features a master bathroom with spacious closets, princess corner, double vanity, marble walk in shower, our famous outdoor shower "Aguas del Amor" and a relaxing hot tub for two to create the perfect ending to your evening.

🔢 1,698 ft² / 157.73 m² 🛱 240 ft² / 22.33 m² 📕 160 ft² / 14.88 m²

VILLA MAROMA - FIVE BEDROOM VILLA

With a breathtaking ocean view, five spacious bedrooms and an abundance of luxurious amenities to delight the most discerning traveler, Villa Maroma offers the best in luxury vacations. The 10,500 square feet, two level home boasts plush, modern living spaces that blend seamlessly into 200 feet of exquisite tropical shoreline. The Villa features five contemporary rooms, three with king size bed and two with 2 double beds, a spacious living room that is perfect to enjoy the evenings, a dining room, a private relaxing hot tub by the terrace and a spectacular pool. Guests enjoy daily maid service, turndown service and the care of a dedicated staff including butler service, gardener/pool attendant, 24-hour security guards and an on-call masseuse.

A fully- equipped gourmet kitchen with all the modern appliances necessary to prepare meals for your event or for an intimate dinner is at your disposal. You may be inspired to prepare meals yourself or to take advantage of the pampering of the optional in-villa Chef. Microwave, refrigerator, oven, coffee maker and much more are all at your fingertips.

10 adults

10,500 ft² / 976 m²

CHECK-IN: 3:00 pm

CHECK-OUT: 12:00 pm

*All indoor facilities are non-smoking, but smoking is allowed in open air areas.





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Presidential Studio









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POOLS



II GOURMET INCLUSIVE RESTAURANTS®

The á la carte restaurants, food display and bars at El Dorado Maroma combine a selection of the finest and refreshing cuisine and drinks in an extraordinary setting overlooking the renowned Maroma Beach. Dinner reservations suggested.

PAPITOS GOURMET BEACH CLUB

Features an interactive culinary experience in an open kitchen concept that offers a themed lunch menu throughout the week including Burger Boutique, Taco Bar, Fish Market, BBQ, Spanish Paella and Prime Rib to name a few. Guests dine while enjoying a breath-taking Ocean view directly on the beach front.

Breakfast: 7:00 am - 11:00 am

🖱 Lunch: 12:00 pm – 3:00 pm

MÉXICO LINDO - Mexican Cuisine

México Lindo restaurant serves irresistible local and Caribbean specialties with an emphasis on authentic Mexican cuisine, spices and flavors. Delight your senses with our variety of dishes in a pleasant and casual atmosphere where our Chef uses the latest culinary techniques to make every bite an unforgettable experience. Dinner: 5:30 pm - 10:00 pm

KIYOKO - Pacific Rim Restaurant

Kiyoko restaurant is a mystical combination of heaven and ocean. In this tasteful setting you will experience Asian-inspired cuisine served in the most creative ways. Sushi and Sashimi are only some of the delicious mouthwatering dishes found on our menu. Kiyoko provides its guests with a very intimate dining atmosphere as well as chef interaction.

Dinner: 5:30 pm – 10:00 pm

MIO CUCCINA ITALIANA - Italian Cuisine

This restaurant has an intimate atmosphere that is perfect to enjoy Italian specialties, using a traditional approach, Mio features creative cuisine from Italy's sunny coastal and island areas. Enjoy a variety of Ocean Fresh Fish Carpaccio, Fruti di Mare and exquisite pasta among other succulent dishes with authentic ingredients in a relaxing and romantic atmosphere.

😼 Dinner: 5:30 pm – 10:00 pm

CARIBBEAN GRILL RESTAURANT

Sit back and enjoy the Caribbean lifestyle at this contemporary venue. Our Chef's create Mexican Caribbean delights in avant-garde style infusing the freshest local tropical ingredients. Experience a relaxing dinner or celebrate a special moment with your friends at the Chef's table.

😼 Dinner: 5:30 pm – 10:00 pm

LIMA LIMON RESTAURANT

Lima Limón is an á la carte restaurant that opens for breakfast, lunch and dinner offering our Gourmet Breakfast from fruit to eggs benedict. Lunch includes a variety of options including pasta, flatbreads, steaks and more. At night, it offers the chance to explore the authentic and diverse flavors of Peruvian gastronomy. With the perfect setting overlooking the renowned Maroma Beach, the restaurant's contemporary design provides the perfect backdrop for Lima Limón's signature ceviches.

Breakfast: 7:00 am - 12:00 pm

- 쓴 Lunch: 12:00 pm 3:30 pm
- Dinner: 6:00 pm 10:00 pm

DRESS CODE

To enhance our unique dining experience, please comply with the following casual elegant dress code in all gourmet restaurants:

GENTLEMEN

Recommended: Long pants, collared shirts, casual shoes. Permitted: formal bermudas, dress sandals.

Permitted: fo

- LADIES

Recommended: Dresses, skirts, long pants, shoes, capri pants, elegant sandals.

NOT PERMITTED: Baseball caps, peaks, tank tops & flip-flops, sport shorts.

\overrightarrow{T} GOURMET INCLUSIVE® BARS

BAR "24" - Swim-Up Bar

Located next to the Mi Hotelito Beachfront section, this ocean-front bar serves Mexican beers, an exciting variety of tropical drinks and healthy energizing drinks in a laid back Caribbean atmosphere. ⑦ Open: 7:00 am - 10:00 pm

Open: 7:00 am – 10:00 pm

MIO - Swim-Up Bar

Located in the main pool with an exciting variety of Mexican beers and tropical drinks prepared by our professional bar tenders.

Open: 7:00 am – 6:00 pm

RICK'S BAR

Offering a wide selection of domestic and international premium brands, this classic lounge bar allows for relaxation and fun all in one. Rick's Bar features our nightly entertainment, and music a terrace, a bar area and the theater with a dance floor a screen and a DJ area.

Open: 7:00 pm - 2:00 am

JOE'S LOUNGE & BAR

A bar located beachfront on the second level of Lima Limon restaurant, Joe's lounge offers premium amenities in the comfort and convenience of a luxurious living area. Enjoy savory hors d'oeuvres, refreshing beverages and our wide selection of house wines surrounded by breathtaking views, plush intimate seating and natural tones. (J) Open: 3:00 pm - 11:00 pm

24 HOUR ROOM SERVICE

El Dorado Maroma offers a new type of in-room dining experience. Guests can enjoy our á la carte menu delivered in gourmet baskets any time of the day within the comfort and convenience of their own suite or even on their own private terrace.

BEACH & POOL BUTLER SERVICE INCLUDING:

- Delivery of your favorite drinks while you lounge on the beach or pool.
- Sunscreen and towels service.
- Newspapers, magazines & reading material service.
- Refreshment & Gourmet Bites.
- Cold refreshing facing towels



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GOURMET INCLUSIVE® PACKAGE FEATURES

- Accommodations as selected with nightly turn down service
- Full-service concierge
- Welcome glass of sparkling wine
- All gourmet meals
- Variety of house wines
- Culinary activities
- Unlimited alcoholic and non-alcoholic beverages from a selection of domestic and international premium brands
- Once daily restocked mini bar with soft drinks, water and beer
- 24 hour room service (Restrictions apply on rainy days)
- Use of in-room safety deposit box
- Three fresh water swimming pools (includes a relax pool at Mi Hotelito section).
- Non-motorized water sports: kayaks and paddle boards
- Spanish lessons, yoga, aqua aerobics, Latin dance lessons, cooking classes and more
- Special nightly entertainment includes karaoke, live music, shows and more
- Shopping tours to Playa del Carmen (limited seats)
- Fitness center
- Wireless internet
- Free International Calls

OTHER FACILITIES AND SERVICES (NOT INCLUDED IN THE PACKAGE)

- Scuba diving trips, certificates, rental equipment and deep-sea fishing. Available at Marina Adventures (located next door).
- Motorized Water Sports. Available at Marina Adventures (located next door).
- Tour desk.
- Car rentals
- Romantic dinner on the beach.
- Fresh Lobster
- International wine selection from our cellar, including El Cielo Wines.
- Laundry service.
- Tobacco Shop & Jewelry Boutique
- Coffee Shop "We proudly serve Starbucks®
- Money Exchange.
- 24 hour medical service on call.
- Special Wedding, Honeymoon and Anniversary packages.
- Sauna and steam baths at the Spa



suites, Beauty Salon, Hydrotherapy facilities, Fitness Center with CrossFit area or at its Sensorial Relaxation Room. Our services are offered in an elegant tropical heaven to relax your senses:

NÁAY SPA

- Enjoy of a Beachfront Massage in our unique Sky Massage Massages: Full Body Wellness Massage, Full Body Deep Massage, Back Tension Release Massage

Our new Náay Spa with over 5,000 ft² is inspired by Mayan and worldwide traditions,

philosophies, and modern techniques where you can relax and be pampered at your

convenience. Take advantage of any of its 14 Luxurious suites including 2 Bridal

- Skin Care: The O2 by Natura Bissé, The Skin Comfort by Natura Bissé, Náay **Refreshing Facial**
- Signature Body Treatments: Pre-Hispanic Mystical Experience, Coconut Massage Mud, Kukulkan Massage, Stress Relief Massage, Tequila and Melon Ritual, Holistic Treatment, and more
- Beauty salon: Make-up, Manicure, Pedicure, Waxing, Hairstyle and Haircuts

Open: 8:00 am - 8:00 pm

WEDDINGS

El Dorado Maroma features two beachfront locations, two magnificent Sky Weddings and an exclusive beachfront Wedding Chapel. Our wedding coordinators will help you to plan the wedding of your dreams.





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PALAFITOS – OVERWATER BUNGALOWS

Surrounded by the turquoise waters of the Maroma Beach, these elegant suites offer breathtaking ocean views in a luxurious and magnificent décor. All suites offer a private infinity pool and an oversized deck with lounge chairs where you can delight your soul while watching the sunrise or by having a stunning sunset experience.

Each Overwater Bungalow features:

- Glass bottom floors
- A ladder that provides access to the ocean
- Our lovely outdoor showers "Aguas del Amor"
- A romantic indoor relaxing hot tub for two

They are equipped with:

- King size bed.
- Air conditioning & ceiling fan.
- Smart TV.
- Telephone.
- Aromatherapy shower.
- Make-up mirror.
- High end toiletries.
- 100% cotton & thousand-thread-count sheets.
- Radio/alarm clock.
- Safety deposit box.
- Espresso Coffee maker.
- Tea brewing station.
- Premium stocked minibar.
- The outdoor terrace is also equipped with luxurious furniture, reading material and blankets

PALAFITOS – ELITE OVERWATER BUNGALOWS

These exquisitely designed suites with preferred location offer very intimate accommodations where you can enjoy of Infinity ocean views. Each Elite Overwater Bungalow features a private infinity pool and a comfortable oversized deck equipped with luxurious furniture, reading material and blankets. These Suites feature a ladder where you can access directly to the ocean, our lovely outdoor shower "Aguas del Amor", romantic indoor relaxing hot tub for two and glass bottom floor. They are equipped with King size bed, air conditioning, ceiling fans, Smart TV, telephone, aromatherapy shower, make-up mirror and high end toiletries, 100% cotton & thousand-threat-count sheets, radio/alarm clock, safety deposit box with an inside plug, Espresso coffee maker, tea brewing station, premium stocked minibar and a comfortable living area. Additional amenities include a selection of premium liquors & snacks and personal snorkel equipment.





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GOURMET INCLUSIVE® RESTAURANT

OVERWATER GRILL AND WINE BAR

Spectacular venue with astonishing views of the Caribbean Sea. The Haute Cuisine prepares the most succulent dishes inspired by the ocean and its surroundings. The restaurant serves breakfast, lunch and dinner and is equipped with two glass floor private dining rooms, the place for memorable dinners with your beloved one or with your friends. Exclusive for Palafitos guests.

- Breakfast: 7:00 am 12:00 pm
- Lunch: 12:00 pm 5:30 pm
- Dinner: 6:00 pm 10:00 pm

PALAFITOS GOURMET INCLUSIVE® BUTLER SERVICE

Guests can truly relax knowing that our professional multilingual Butlers will take care of their every need.

PRE ARRIVAL:

Ensure your preferences are in-suite in accordance to the form previously filled out online

UPON ARRIVAL:

- Private check in.
- Provide all information regarding tours and Spa services.
- Unpack luggage.
- Provide a private orientation of the property

THROUGHOUT YOUR STAY:

- Make all dinner reservations, tour bookings and in property activities
- Reserve Spa treatments
- Serve an inspired sunrise coffee experience.
- Serve in-suite full breakfast
- Serve pre-dinner drinks and gourmet bites
- Liaise with housekeeping on servicing of the suite
- Ensure suite is kept in perfect condition and arranged according to guests preferences
- Expedite all room service orders
- Dressing service before dinner for your entire stay (complimentary)
- Arrange laundering of clothing the day prior to departure (5 pieces per person)
- Packing luggage service

PALAFITOS BEACH & POOL BUTLER SERVICE INCLUDING

- Exclusive beach beds.
- Delivery of your favorite drinks while you lounge on the beach or pool.
- Sunscreen and towel service.
- Newspapers, magazines & reading material.
- Refreshment & Gourmet Bites.
- Cold refreshing face towels.
- Picnic service on the beach

PALAFITOS ADDITIONAL GOURMET INCLUSIVE® **PACKAGE FEATURES**

- Welcome relaxing hand and head massage.
- Butler's Lounge.
- Private beach area
- Welcome glass of sparkling wine.
- Wide variety of International & Domestic Beers.
- In-suite customizable mini fridge.
- 24 hour room service (Restrictions apply on rainy days).
- In room savory & sweet gourmet snacks.
- Access and preferential reservations at sister hotel restaurants (excluding Le Chique). Transportation is not included.
- In room safety box with inside plug.
- Beach bags for use during stay.
- Special nightly entertainment including live music.
- Exclusive Spa & Restaurant.
- Free high speed wireless internet service.
- Ironing board & iron (on request).
- Newspapers, books and magazines

OVERWATER NÁAY SPA

Redefine tranquility at the unique Overwater Náay Spa. Rejuvenate your body and mind in one of its four spacious Suites or let us pamper you in its beauty salon; all of them will amaze you with their magnificent views to the Sea which are ideal to disconnect and relax. Our services include everything from herbal therapy, facials, body treatments and reflexology, to a nearly infinite variety of massage treatments. Overwater Náay Spa signature treatments are designed based on the traditional Mayan herbal practices and richness of the region's marine life, which highlight the benefits of "Maroma's Sea Moss". This unique sea moss found only in the Caribbean is rich in mineral salts, boasting high antioxidant and detoxifying powers. Exclusive for Palafitos quests.

- Massages: Sea moss Body Detox, Sea moss Mineralizing ritual, Relaxing Sea moss Massage
- Facial: Sea moss anti-aging Facial
- Beauty Salon: Sea moss Mineralizing Manicure
- Sea moss Detox Pedicure

Open: 8:00 am - 8:00 pm







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CONNOISSEUR COLLECTION BY KARISMA

To some, luxury is an aspiration. To others, it's an inspiration. The Connoisseur Collection by Karisma is both. It is the realization of the extraordinary, with indulgent hospitality and sumptuous accommodations designed to pamper your senses, resulting in a vacation experience that will leave you breathless.

CONNOISSEUR PALAFITOS-OVERWATER BUNGALOWS

More than 800 square feet of luxury is surrounded by the tranquil turquoise waters of Riviera Maya's Maroma Beach. The breathtaking views and unparalleled luxurious accommodations of these overwater bungalows are but the beginning of an extraordinary experience. Experience spectacular sunrises and stunning sunsets uniquely situated just off the sugary white sands of Maroma Beach, voted by the Travel Channel as one of the top 10 beaches in the world. An infinity pool on your private deck, romantic outdoor showers, and glass floors immerse you in the turquoise waters of this paradise, while your personal Majordomo can see to your every need.

CONNOISSEUR PALAFITOS – ELITE OVERWATER BUNGALOWS

Surrounded by the turquoise waters of the Maroma Beach, these elegant suites offer breathtaking ocean views in a luxurious and magnificent décor. All suites offer a private infinity pool and an oversized deck with lounge chairs where you can delight your soul while watching the sunrise or by having a stunning sunset experience. Each overwater burgalow features: glass bottom floors, a ladder that provides access to the ocean. our lovely outdoor showers "Aguas del Amor", a romantic indoor relaxing hot tub for two, they are equipped with: king size bed, air conditioning & ceiling fan, smart TV, telephone, aromatherapy shower, make-up mirror, high end toiletries, 100% cotton & thousand-thread-count sheets, radio/alarm clock, safety deposit box, espresso coffee maker, tea brewing station and Premium stocked minibar. The outdoor terrace is also equipped with luxurious furniture, reading material and blankets

CONNOISSEUR BEACHFRONT VILLA

Inspired by your dreams, these harmonious two-story suites feature a breathtaking view of the ocean. The ground floor features a spacious living area, dining area, full bathroom, marble bar, modern kitchen with coffee machine, premium National and International liquor and beer, wine and an oversized terrace with access to your personal pool and beach bed just a few steps from the powder white sand. The master suite, located on the second floor, features a king size bed, an oversized terrace with additional seating area and an outdoor relaxation bed where you can

watch the sunrise. It also features a master bathroom with spacious closets, princess corner, double vanity, marble walk in shower, our famous outdoor shower "Aguas del Amor" and a relaxing hot tub for two to create the perfect ending to your evening. For your convenience, Butler Service will be at your disposal where the Butler will ensure your preferences are in-suite in accordance to the pre-arrival format and to assist you during your stay.

1,996 ft² / 185.23 m² 🛱 433 ft² / 40.28 m² H 189 ft² / 17.54 m²

CONNOISSEUR VILLA

These gorgeous suites combine the comfort of home with an enticing blend of textures, patterns and colors, living space with an open floor plan; the ground floor will offer you a spacious living area, dining area, ½ bath, marble bar, modern kitchen with coffee machine, premium National and International liquor and beer, wine and a terrace with access to your private tropical gardens that features your very own cozy pool. The second floor features a master suite with king size bed, a master bathroom that includes a princess corner, double vanity, marble walk in shower, our famous outdoor shower "Aguas del Amor", in suite Relaxing hot tub for two, private toilet cabin, spacious closet and a balcony that offers views to our lush tropical gardens. For your convenience, Butler Service will be at your disposal where the Butler will ensure your preferences are in-suite in accordance to the pre-arrival format and to assist you during your stay.

↑ 2 adults 1,996 ft² / 185.23 m² → 433 ft² / 40.28 m² → 189 ft² / 17.54 m²

THE EXPERIENCE

PRE-ARRIVAL

The most spectacular escapes are the ones where everything you could need or want is awaiting you. As a Connoisseur, you'll have a dedicated phone line that gives you access to your concierge, who'll ensure your in-suite bar is curated with your liquors of choice. They'll schedule dinner reservations, spa treatments, activities, excursions, and oversee any special requests before you even arrive.

ARRIVAL

Connoisseur Collection guests enjoy a bespoke VIP experience that includes:

- VIP meet, greet, and escort airport transfers
- Escorted to your suite or villa by your dedicated Majordomo
- Private, in-suite or villa check-in
- Private resort orientation with your personal Majordomo
- Premium pillow and aromatherapy menus

*All Information contained in this document is subject to change without notice.



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