



## Family Selection At Grand Palladium Kantenah Resort & Spa

<b>CATEGORY</b>	5*
<b>ADDRESS</b>	Carretera Chetumal-Puerto Juárez Km, 256-100, Cp 77734 Municipio Solidaridad – Quintana Roo (México)
<b>E-MAIL</b>	Efamilyhost.rivieramaya@palladiumhotelgroup.com
<b>WEB</b>	Palladiumhotelgroup.com
<b>LAST REFURBISHED</b>	2024
<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***
Early Check In***	Late check out***	Upgrade***
Express Check-Out	Courtesy shower	Babysitter***
Wake-up call	Porter	Bellboys

**Observations:** \*Upon request \*\*Extra charge \*\*\*Extra charge and upon request

### **SERVICES**

 Room Service 24h	 Fire alarm	 WIFI Premium
 Car rental***	 Waiter service in the pool	 Waiter service on the beach
 Beach towel	 Concierge service	 Pool towel
 Free Wi-Fi	 Internal transport**	 Medical service***
 Parking	 Laundry service*	 24-hour security
 Bali Beds***	 Info Tours	 Shuttle service***

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

### **HOTEL FACILITIES**

Villas 4	Lobbies 1	Lifts: 1
Swimming pools: 8	Outdoor Jacuzzi	Miniclub /Babyclub /TeenClub
Chemist´s	Conference rooms	Zentropia Palladium Spa & Wellness*
Hammocks on the beach	Gym	Rest. Show cooking dine around 5
A la carte Rest.: 1	Rest. a la carte dine around 11	Restaurant-Gastronomic Performance 3
Jewelry	Boutique•	Bars: 3
Num. rooms 170	Sports Bar Dine Around 1	Bars Dine around• 29
Beach club Dine around• 1	Sporting facilities	Catholic Church•

Sports facilities

 <b>ACCESS</b> Airport km: 90	 <b>DISABLED</b> Accessible rooms: 1	 <b>BEACH</b> Lifeguard:	 <b>B. CENTER</b> Banquet: 8
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**ACCESS**



**DISABLED**



**BEACH**



**B. CENTER**

Taxi min: 90

Level access:

Beach Access:

Total Area m2: 734

Approx. price USD: 120

Sand color:

*Observations:* Kantenah 137m2 + 92m2  
White Sand + 505m2  
Grand Maya Coba //  
TOTAL: 734m2 y 8 Salas



**BARS AND RESTAURANTS**

Name	Opening hours	Reservation	Dress code	Location
<b>Other Bars Dine Around</b>				
Churchill Bar	07:00pm-01:00am	-	-	Gp Kantenah**
Full Moon Bar	05:00pm-01:00am	-	-	Trs Yucatan Hotel**
Habits Healthy Bar****	10:00am-06:00pm	-	-	Zentropia Palladium Spa & Wellness
<b>Sport bar dine around</b>				
Xtra Time Sports Bar	12:00am-12:00am	-	-	Gp Colonial
<b>Pizzeria dine around</b>				
The Pizza Stop	10:00am-05:00pm	-	-	Gp Select White Sand
<b>Heladería dine around</b>				
Grand Gelateria	10:00am-06:00pm	-	-	Gp Select White Sand
<b>Coffee shop dine around</b>				
Piacere	08:00am-11:00pm	-	-	Gp Select White Sand
<b>À la Carte Restaurant Dine Around</b>				
El Dorado	<b>Lunch</b> :05:30pm-10:30pm	✓	✓	Gp Colonial
La Adelita (Mexican Cuisine)	<b>Dinner</b> :05:30pm-10:30pm	✓	✓	Gp Colonial
Sumptuori (Japanese Cuisine)	<b>Dinner</b> :05:30pm-10:30pm	✓	✓	Gp Kantenah
Bamboo (Cocina Asiática)	<b>Dinner</b> :05:30pm-10:30pm	✓	✓	Gp Select White Sand
Portofino (Italian Cuisine)	<b>Dinner</b> :05:30pm-10:30pm	✓	✓	Gp Select White Sand
Bahia E Brasa (Brazilian Cuisine)	<b>Dinner</b> :05:30pm-10:30pm	✓	✓	Gp Select White Sand
La Paisana	<b>Dinner</b> :05:30pm-10:30pm	✓	✓	Gp Kantenah
Poseidón Beach Restaurant	<b>Dinner</b> :05:30pm-10:30pm	✓	-	Gp Select White Sand
Gaicho	<b>Dinner</b> :05:30pm-10:00pm	✓	✓	Trs Yucatan Hotel**
La Boheme	<b>Dinner</b> :05:30pm-10:00pm	✓	✓	Trs Yucatan Hotel**
Tentazione	<b>Dinner</b> :05:30pm-10:30	✓	✓	Trs Yucatan Hotel**
<b>A la carte Restaurants</b>				
The Nest	<b>Breakfast</b> :07:00am-11:00am <b>Dinner</b> :06:00pm-10:30pm	✓	✓	Family Selection Kantenah
<b>Lobby bars</b>				
Family Selection Kantenah Lobby Bar	09:00am-01:00am	-	-	Gp Kantenah - Fs Kantenah
<b>Restaurant -Gastronomic Performance-</b>				
Chic Cabaret & Restaurant	<b>Dinner</b> :08:00pm-11:00pm	✓	✓	Trs Yucatan Hotel***
Bravo Dinner & Dance	<b>Dinner</b> :07:30pm-10:30pm	✓	✓	Gp Select White Sand *
Le Petit Chef	<b>Dinner</b> :06:00pm-10:00pm	✓	✓	Gp Kantenah*
<b>Pool bars</b>				
Es Niu Pool Bar	10:00am-06:00pm	-	-	Family Selection Kantenah
<b>Beach Bars</b>				
Sand Castle	10:00am-06:00pm	-	-	Family Selection Kantenah
<b>Rest. Show Cooking "Dine around"</b>				
La Hacienda	<b>Breakfast</b> :07:00am-11:00am <b>Lunch</b> :01:00pm-03:30pm <b>Dinner</b> :06:00pm-10:30pm	-	-	Gp Colonial
El Gran Azul	<b>Breakfast</b> :07:30am-10:30am <b>Lunch</b> :12:30pm-04:00pm	-	✓	Gp Colonial

Name	Opening hours	Reservation	Dress code	Location
La Dalia	<b>Breakfast:</b> 07:00am-11:00am <b>Lunch :</b> 01:00pm-03:30pm <b>Dinner :</b> 06:00pm-10:30pm	-	-	Gp Select White Sand
Capricho	<b>Breakfast:</b> 07:00am-11:30am <b>Lunch :</b> 12:30pm-02:30pm <b>Dinner :</b> 06:00pm-10:00pm	✓	✓	Trs Yucatan Hotel**
La Laguna	<b>Breakfast:</b> 07:00am-10:00am <b>Lunch :</b> 12:30pm-04:00pm	-	-	Gp Select White Sand
<b>Bars in Rest. "Dine Around"</b>				
La Adelita Y El Dorado Waiting Bar	05:30pm-10:30pm	-	✓	Gp Colonial
Sumptuori Y La Paisana Waiting Bar	05:30pm-10:30pm	-	✓	Gp Kantenah
Bahía E Brasa Y Bamboo Waiting Bar	05:30pm-10:30pm	-	-	Gp Select White Sand
Portofino Waiting Bar	05:30pm-10:30pm	-	-	Gp Select White Sand
Bar Tentazione	<b>Dinner :</b> 05:30pm-10:30pm	-	-	Trs Yucatan
Bar Boheme	<b>Dinner :</b> 05:30pm-10:30pm	-	-	Trs Yucatan
Bar Gaucho	<b>Dinner :</b> 05:30-10:30pm	-	-	Trs Yucatan
Bar Helios	<b>Dinner :</b> 05:30pm-10:30pm	-	-	Trs Yucatan
<b>Lobby bars "Dine Around"</b>				
Colonial Lobby Bar	09:00am-01:00am	-	-	Gp Colonial
Kantenah Lobby Bar	09:00am-01:00am	-	-	Gp Kantenah
Select White Sand Lobby Bar	09:00am-01:00am	-	-	Gp Select White Sand
Trs Yucatan Lobby Bar	10:00am-01:00am	-	-	Trs Yucatan Hotel**
<b>Pool bars "Dine Around"</b>				
La Orilla Pool Bar	10:00am-06:00pm	-	-	Gp Colonial
La Perla Pool Bar	10:00am-06:00pm	-	-	Gp Select White Sand
El Gran Azul Swim-Up Bar	10:00am-06:00pm	-	-	Gp Colonial - Gp Kantenah
La Laguna Swim-Up Bar	09:00am-06:00pm	-	-	Gp Select White Sand
El Secreto Pool Bar	10:00am-12:00am	-	-	Gp Colonial**
Gaia Bar	08:00am-06:00pm	-	-	Trs Yucatan Hotel**
Ío Bar	08:00am-06:00pm	-	-	Trs Yucatan Hotel**
Las Rocas Bar	10:00am-06:00pm	-	-	Trs Yucatan Hotel**
La Terraza Bar	10:00am-12:00pm	-	-	Trs Yucatan Hotel**
<b>Beach Bars "Dine Around"</b>				
La Jarra Bar	10:00am-06:00pm	-	-	Trs Yucatan Hotel**
Las Olas	11:00am-05:00pm	-	-	Gp Colonial
<b>Beach Club "Dine Around"</b>				
Helios	<b>Breakfast:</b> 07:00am-12:00am <b>Lunch :</b> 12:30pm-03:30pm <b>Dinner :</b> 06:00pm-10:00pm	✓	✓	Trs Yucatan Hotel**

*Dinners at the themed restaurants are unlimited and subject to availability. The service of alcoholic beverages to minors 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

<b>TOTAL:170</b>	Junior Suite Swim Up	Junior Suite Rooftop Private Pool	Junior Suite Swim Up Beachfront		Suite Beachfront	Suite Swim Up Beachfront	Suite Rooftop Private Pool	Family Selection Signature Suite Private Pool	Family Selection Ambassador Suite*
Number of rooms	48	6	12	84	8	2	3	1	6
m <sup>2</sup>	42	51.5	42	42	103	103	103	431	88
2 double beds	✓	✓	✓	✓	✓	✓	✓	✓	✓
King size bed	✓	✓	✓	✓	✓	✓	✓	✓	✓
Separate shower	✓	✓	✓	✓	✓	✓	✓	✓	✓

**TOTAL:170**

	Junior Suite Swim Up	Junior Suite Rooftop Private Pool	Junior Suite Swim Up Beachfront	Suite Beachfront	Suite Swim Up Beachfront	Suite Rooftop Private Pool	Family Selection Signature Suite Private Pool	Family Selection Ambassador Suite*
Whirlpool bathtub	✓	✓	✓	✓	✓	✓	✓	✓
Jacuzzi on the terrace	-	-	-	✓	-	-	✓	✓
Double sink	✓	✓	✓	✓	✓	✓	✓	✓
separate toilet.	✓	✓	✓	✓	✓	-	✓	✓
Second toilet	-	✓	-	✓	✓	✓	✓	✓
Sofa Bed	✓	✓	✓	✓	✓	✓	✓	✓
Dining room	-	-	-	-	-	-	✓	-
Separate living room	-	-	-	✓	✓	✓	✓	✓
Combined bedroom and living room	✓	✓	✓	-	-	-	-	-
Terrace with furniture	✓	✓	✓	✓	✓	✓	✓	✓
3 terraces	-	-	-	-	-	-	✓	-
Bathrobe and slippers	✓	✓	✓	✓	✓	✓	✓	✓
Minibar	✓	✓	✓	✓	✓	✓	✓	✓
USB-Charger	✓	✓	✓	✓	✓	✓	✓	✓
Wall charger - type C	✓	✓	✓	✓	✓	✓	✓	✓
Flat-screen TV 55"	✓	✓	✓	✓	✓	✓	✓	✓
Flat-screen TV in the living room	-	-	-	✓	✓	✓	✓	✓
Electronic safe	✓	✓	✓	✓	✓	✓	✓	✓
Iron and ironing board	✓	✓	✓	✓	✓	✓	✓	✓
Tea and coffee-making facilities	✓	✓	✓	✓	✓	✓	✓	✓
Bar counter	-	-	-	-	-	-	-	✓
Nespresso coffee maker	✓	✓	✓	✓	✓	✓	✓	✓
Bathroom amenities	✓	✓	✓	✓	✓	✓	✓	✓
Amenities "Family Selection"	✓	✓	✓	✓	✓	✓	✓	✓
Hair dryer	✓	✓	✓	✓	✓	✓	✓	✓
Wake-up call	✓	✓	✓	✓	✓	✓	✓	✓
Rooms for disabled guests	✓	-	-	-	-	-	-	-
Desk	✓	✓	✓	✓	✓	✓	✓	✓
WIFI	✓	✓	✓	✓	✓	✓	✓	✓
Magnifying mirror	✓	✓	✓	✓	✓	✓	✓	✓
Full length mirror	✓	✓	✓	✓	✓	✓	✓	✓
Pool towels	✓	✓	✓	✓	✓	✓	✓	✓
Cordless phone	✓	✓	✓	✓	✓	✓	✓	✓
Wine cellar	-	-	-	✓	✓	✓	✓	-
Private swimming pool with hydromassage	-	✓	-	-	✓	✓	✓	-
Butler service	✓	✓	✓	✓	✓	✓	✓	✓
Concierge service	✓	✓	✓	✓	✓	✓	✓	✓
Air conditioning	✓	✓	✓	✓	✓	✓	✓	✓
Black out curtains	✓	✓	✓	✓	✓	✓	✓	✓
Crib**	✓	✓	✓	✓	✓	✓	✓	✓
Two floors	-	✓	-	-	✓	✓	✓	-
24-hour room service	✓	✓	✓	✓	✓	✓	✓	✓
Non smoking	✓	✓	✓	✓	✓	✓	✓	✓
Ground Floor	✓	-	✓	-	-	-	-	-
Nightly amenity	✓	✓	✓	✓	✓	✓	✓	✓
Umbrella	✓	✓	✓	✓	✓	✓	✓	✓
Front sea view	-	✓	✓	-	✓	✓	✓	-
Garden view	✓	-	-	✓	-	-	-	-
Roof Top view	-	✓	-	-	-	✓	✓	-

**TOTAL:170**

located a few steps from the beach

**Observations:** Exclusive PTC\*

Junior Suite Swim Up	Junior Suite Rooftop Private Pool	Junior Suite Swim Up Beachfront	Suite Beachfront	Suite Swim Up Beachfront	Suite Rooftop Private Pool	Family Selection Signature Suite Private Pool	Family Selection Ambassador Suite*
-	✓	✓	-	✓	✓	✓	-

 **POOLS**

Name	Type	Opening hours	Area m2	Depth cm	Location
<b>El Secreto Pool</b>	Adults	10:00am-12:00am	166	160	Gp Colonial**
<b>Parque Acuático Infantil</b>	Children	10:00am-06:00pm	757	40	Gp Colonial - Gp Kantenah
<b>Piscina Select White Sand</b>	Family	10:00-06:00pm	3678	150	Gp White Sand
<b>Es Niu Pool</b>	Family	10:00am-06:00pm	1920	120	Family Selection At Grand Palladium Kantenah*
<b>Infinity</b>	Adults	08:00am-06:00pm	1279	140	Trs Yucatan Hotel**
<b>Las Rocas</b>	Adults	10:00-06:00pm	832	150	Trs Yucatan Hotel**
<b>La Terraza</b>	Adults	10:00am-06:00pm	192	150	Trs Yucatan Hotel, Solo Para Adultos**
<b>Piscina Colonial-Kantenah</b>	Family	10:00am-06:00pm	3544	160	Gp Colonial - Gp Kantenah

**Observations:** \*Exclusive for Family Selection guests  
\*\*Exclusive for adults 18+

 **KIDSClub**

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

 **ENTERTAINMENT**

Activities	Sport	Facilities
Aerobic	Basketball	Soccer field
Yoga	Football	Beach volleyball court
Zumba	Archery	Basketball court
Children's Entertainment	Aqua-Volley	Archery field
Diurnal animation	Ping-Pong	Tennis courts
Live Music	Pickleball Courts	Minigolf

 **ZENTROPIA PALLADIUM SPA & WELLNESS**

Facilities	Services Spa	Fitness
Steam rooms	Beauty	Gym
Dry and moist sauna	Facial treatments	
Cold Jacuzzi	Body treatments	

**Observations:** Access to the Spa wet areas has an extra charge and is for adults only. All Spa services have an extra charge. There are services available for minors.

 **FAMILY SELECTION**

Daily Premium Minibar	Nespresso coffee machine in rooms	Premium Drinks
Night Courtesy Service	Private reception with kids club area	Family Butler and Pool Butler Service
special bracelet	Exclusive restaurant for breakfast and dinner	Exclusive pool with sun loungers and food service
Exclusive beach area with loungers	Amenities upon arrival	Preference list for stay
Exclusive house wine in restaurants	Guaranteed reservation in restaurants	

