



Grand Palladium Colonial 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	2014
TYPE OF HOTEL	Holiday Resort, Events and Conferences, Family friendly .
BOARD BASIS	All Inclusive 24 hrs .

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***
 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 2	Outdoor Jacuzzi
Swimming pools 3	Miniclub /Babyclub /TeenClub	Conference rooms
Gym	Zentropia Palladium Spa & Wellness*	Hammocks on the beach
Show cooking Restaurants: 2	A la carte Rest.: 4	Beach Club 1
Restaurant-Gastronomic Performance 3	Jewelry	Bars: 9
Num. rooms 252	Sporting facilities	Catholic Church
Gift Shop	Boutique	

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: 8
Total Area m2: 732
<i>137m2 Kantenah + 92m2 White Sand + 505m2 Grand Maya Coba //</i>
Observations: TOTAL: 734m2

 **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	09:00am-01:00am	-	-	-	G P Colonial
Kantenah Lobby Bar	09:00am-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
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 Orilla Pool Bar	10:00am-06:00pm	-	-	-	Colonial Pool
Restaurant -Gastronomic Performance-					
Bravo Dinner & Dance*	Dinner : 07:30pm-10:30pm	✓	✓	-	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
Beach Bars					
Las Olas	Lunch : 11:00am-05:00pm	-	-	-	G P Colonial
Other bars					
Churchill Bar**	07:00pm-01:00am	-	-	-	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

 **ROOMS**

TOTAL:252

Deluxe Garden View

Number of rooms	252
m ²	36.9
2 double beds	✓
King size bed	✓
Shower	✓
Hydromassage bath in the room	✓
Balcony with furniture	✓
Minibar	✓
Flat-screen TV	✓
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**	✓
Room service 24h*	✓
Non smoking	✓
Garden view	✓

Observations: *Extra charge **On request

 **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
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

😊 **ENTERTAINMENT**

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

