



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 | Customerservicerm@palladiumhotelgroup.com |
| WEB | Palladiumhotelgroup.com |
| BUILT | 2002 |
| LAST REFURBISHED | 2023 |
| 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 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 |
| Hammocks on the beach | Boutique Zentropia | Gym |
| Zentropia Palladium Spa & Wellness* | Show cooking Restaurants: 2 | A la carte Rest.: 4 |
| Beach Club 1 | Restaurant-Gastronomic Performance 3 | Jewelry |
| Bars: 9 | Num. rooms 253 | Sporting facilities |
| Catholic Church | Jewelry• | Gift Shop* |
| Boutique | | |



ACCESS

| |
|----------------------------|
| Airport km: 90 |
| Taxi min: 90 |
| Approx. price USD: 100-150 |



DISABLED

| |
|---------------------|
| Accessible rooms: 2 |
| Level access: Yes |
| Pool Access: Yes |



BEACH

| |
|-------------------|
| Lifeguard: Yes |
| Beach Access: Yes |
| Sand color: White |



B. CENTER

| |
|--------------------|
| Banquet: 8 |
| Total Area m2: 732 |

137m2 Kantenah + 92m2
White Sand + 505m2
Observations: Grand Maya Coba //
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 |
| 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 |
| Lobby bars | | | | | |
| Colonial Lobby Bar | 09:00am-01:00am | - | - | - | G P Colonial |
| Kantenah Lobby Bar | 09:00am-01:00am | - | - | - | G P Kantenah |
| 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 |
| 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 |
| 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:253 | Junior Suite Garden View | Residence Suite Beachfront* |
|------------------|---------------------------------|------------------------------------|
| Number of rooms | 252 | 1 |
| m ² | 36.9 | |
| 2 double beds | ✓ | - |
| 2 single beds | - | ✓ |
| King size bed | ✓ | ✓ |
| Shower | ✓ | - |

TOTAL:253

| | Junior Suite Garden View | Residence Suite Beachfront* |
|---|--------------------------|-----------------------------|
| Separate shower | ✓ | ✓ |
| Whirlpool bathtub | ✓ | - |
| Hydromassage bath in the room | - | ✓ |
| 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 | ✓ | ✓ |
| Pool towels | - | ✓ |
| Cordless phone | - | ✓ |
| Private swimming pool with hydromassage | - | ✓ |
| 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 | - | ✓ |
| 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 |

| Name | Type | Opening hours | Area m2 | Depth cm | Location |
|---------------------|----------|-----------------|---------|----------|---------------------------|
| 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 | | |

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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