



Dear Guest,

Welcome! We hope you've had a pleasant journey and are ready to relax and enjoy your stay with us. At Cabañas Tulum Beach Hotel & Spa, we strive to provide every service at its very best. Below you'll find a helpful A–Z guide of our services and information to make your stay even more enjoyable.

Air Conditioning (AC) - Air conditioning is available 24 hours a day. Please set the temperature no lower than **24°C**, and remember to turn it off when windows or doors are open or when leaving your room.

Activities - A series of activities are available at the hotel and around town. Please contact our front desk anytime or refer to our activities online booklet with the QR code in your room.

ATMs - Available in town for dollars and pesos. There are a few also at 10 -15 minutes walking distance from the hotel. We recommend you use the banks ATMs in town, as they belong to specific banks, are safer and charge a lower percentage fee.

Bathrobe - You will find two bathrobes in your room for your personal use. Should you wish to purchase a robe, simply take it with you and 1300 Mxn/70 Usd will be added to your bill.

Beach bags - "Take me to the beach and bring me back!" Each room is equipped with a beach bag for your use during your stay. If you'd like

to purchase the bag, please let the Front Desk know — 850 Mxn/45 Usd will be added to your bill.

Beach and pool towels - Beach towels are provided inside your beach bag for use throughout your stay.

Additional towels are available at the Front Desk — feel free to pick them up at any time and leave used ones in the designated baskets at the Front Desk. We kindly ask that bathroom towels not be used at the beach or pool. Please note that a \$750 Mxn/40 Usd charge will apply for each missing or unreturned beach towel.

Breakfast - Breakfast is included with your stay. Each morning, you may choose either **Ziggy** or **Fresco's** between **7:00 AM and 11:00 AM**. If you prefer to enjoy breakfast in your room at a set time, please inform our Concierge Team the night before; otherwise, you may order it in the morning.

Each breakfast includes one warm dish, one hot and one cold drink per guest. In case of an early check-out before 7:00 AM or an early pick-up for tours, we can prepare a delicious box lunch so you don't miss your breakfast. It is included with your stay simply request it at the front desk.

Caracol Bar - open daily from 7 am to 11 pm. Join us for happy hour from 4 pm to 6 pm.

Cooking classes - if you want to learn a few local recipes, we invite you to join one of our cooking classes:

- Mexican salsas, every Wednesday at 1 pm at Fresco's, \$780 Mxn/42 Usd per person
- Ceviches, every Friday at 1 pm at Fresco's, \$1090 Mxn/59 Usd per person

If you'd like to take the class on a different day, please check with our Concierge Team to confirm availability.

Doctor - A doctor is available on call 24 hours a day. Please contact the Front Desk if you require medical assistance.

Dress code - We're in Tulum, on the beach — there is no formal dress code, so feel free to dress comfortably. Shoes are not required at the hotel or in our restaurants.

Please note that topless sunbathing is not permitted in Mexico, and locals are very discreet, so we kindly suggest avoiding it in public areas. If you plan to visit clubs or nightlife venues, please check their specific dress codes in advance.

Electricity - The electrical current is 110 V. We kindly ask you to turn off the lights when leaving the room to help reduce environmental impact, especially during turtle nesting season. Please also unplug your electronic devices once they are fully charged to prevent issues in case of voltage fluctuations.

Environment - As nature lovers, we deeply value Tulum's stunning natural surroundings and are committed to protecting them.

Throughout the hotel, we recycle plastic, glass, and cardboard and use eco-friendly products in our daily operations.

We kindly invite our guests to join us in these efforts — whenever possible, please choose reef-safe, chemical-free products when swimming in the ocean or visiting cenotes.

Together, we can help preserve the beauty that makes Tulum so special.

First aid - If you require a First Aid Kit, please contact the Front Desk — we'll be happy to assist you.

Fresco's - open from 7 am to 11.00 pm is our health food restaurant with delicious smoothies and energy drinks, tasty ceviches and tostadas prepared with fresh ingredients and home-made products. Join us for:

- **Brunch** Fridays, Saturdays and Sundays from 11:00 am to 3:00 pm.
- **Happy Hour** – every day from 4 to 6 pm

Gratuities - Resort fees and service charges are already included in your room rate. Tips not included.

Guest Privacy & Tranquility - To ensure the comfort, safety, and privacy of all our guests — and to preserve the serene atmosphere of our spaces — access to the hotel premises and private beach area is reserved exclusively for registered hotel guests.

If you'd like to meet friends from Tulum, we warmly invite you to do so at our sister venues, Ziggy or Fresco's, where you can enjoy wonderful food and a relaxed ambiance just steps away.

Thank you for helping us maintain a peaceful environment for everyone.

Guest Services & Assistance - Our Front Desk team is available to assist you daily from 7:00 AM to 11:00 PM.

Between 11:00 PM and 7:00 AM, our **Night Supervisor and Security team** remain on hand to ensure your comfort and safety, and to assist with any urgent needs.

For **early check-outs before 7:00 AM**, we kindly ask that you settle your account on the evening prior to departure.

Gym - All guests are welcome to access our gym. In order to ensure social distancing, access is limited. Please book your training session at front desk. Towels for use in the gym are provided at the gym entrance, please do not use room towels. Please wear appropriate gym outfit and shoes – always wear a t-shirt, shorts and shoes for gym only.

Please remember that no loud speakers are allowed in the gym/spa area. Maximum 4 guests at a time.

Opening hours are 7.15 am to 7 pm daily.

Hot Tubs - For our **Rooftop & Sunset Rooms**, please allow approximately 40 to 60 minutes for your hot tub to fill.

If you'd like assistance, or prefer that we prepare it for you while you're out, simply let us know — our team will be delighted to arrange it for your return.

Relax, unwind, and enjoy the view.

Housekeeping - Housekeeping services are available from **9:00 AM to 4:00 PM**. If you prefer not to be disturbed, please hang the "Do Not Disturb" sign on your door — our team will respect your privacy and will not enter your room. In case you need anything outside that schedule, please contact the front desk.

Ice cubes - please contact room service for ice request.

Insects - Tulum enjoys a hot and humid climate, softened by refreshing sea breezes. These conditions can attract insects, especially during the rainy season. While we fumigate regularly, mosquitoes can still appear, so we kindly ask that you keep your windows closed at sunset. Insect repellent is available in your bathroom amenities.

Ironing - If you need an iron and ironing board, please contact the Front Desk and our housekeeping team will be happy to provide one. For items to be professionally pressed, kindly complete the laundry form. Express service is also available for an additional fee.

Late check out - Standard check-out time is **12:00 noon**. If you would like a late check-out, please check with our Front Desk — we will accommodate your request whenever possible. To ensure arriving guests can access their rooms on time, late check-out may not be

available during busy periods. In that case, we are happy to store your luggage and provide towels for a shower in the lobby bathroom.

Laundry service - Available with delivery the next day. We offer an express service depending on availability of our Laundry company; 50% more per piece will be charged. Prices are in pesos. The laundry bag in your closet is made expressly for us, please do not take it with you.

Mexican wine tasting - every Thursday at 6 pm in our lobby. In many states of our country, we produce excellent wine, come and enjoy with us and discover the flavors of Mexican wines. If you wish to schedule a tasting outside these hours, please ask our Concierge Team for availability. 1500 Mxn/\$78 USD per person.

Nature - “leave only footprints, take only memories,” or pictures!

Parking - Parking is complimentary for all our guests. Please let us know if you have a rental car or if you need assistance arranging one — we’ll be happy to help.

Pets - While we love animals, pets are not permitted in the hotel or guest rooms. Please note that Mexican law also prohibits pets on the beach.

Pool serenity - Our pool is open daily from **7:00 AM to 8:00 PM** and is reserved exclusively for our hotel guests. For everyone’s safety and enjoyment, we kindly ask that diving and jumping be avoided, as no lifeguard is on duty. The main pools are not heated. Pool towels are available at the hotel lobby — we kindly ask that room towels not be used at the pool.

Private driver - please contact our concierge team to assist you. For long travels to visit the Riviera Maya, we advise you book your taxi one day before.

Romantic dinner - Enjoy a private romantic dinner on your room deck or on the beach at Ziggy's, with candles, flower decoration, and exclusive service. We consider this dinner one of the most private and personalized dinners in the area, perfect to delight you with delicious dishes and amazing Mexican wine, framed with beautiful views of the beach and the stars.

Proposed menu includes: 5 course dinner menu, a glass of Champagne as your welcome drink, 1 bottle of Mexican Wine (Red or White) 7800 Mxn/420 Usd. Service and gratuity included.

It's very important for us to know if you have any dietary restrictions or allergies, so we can tailor the menu to suit your needs.

Room service and beach service - Both are provided via WhatsApp at this number **+52 1 984 157 9538**. Please contact room service if you want us to take out the dirty dishes; you can leave them outside your room.

Room service - available from 7 am to 11 pm, 15% service fee. Ziggy and Fresco's menus available for in the room. The kitchen closes at 10.30 pm.

Beach service - available from 9 am to 6 pm.

Safety box - each room is equipped with a safe deposit box, we encourage you to use it to store your valuables as the Hotel is not responsible for loss of personal items. Choose 4 digits and press # to set your new code, and to open the safe simply enter the 4 digits you selected.

Sea Turtles - From May to October, Tulum's beaches become a sanctuary for **nesting sea turtles**. Each year, around 50 nests are

lovingly laid along our beach - a magical reminder of nature's rhythm and resilience.

If you are fortunate enough to witness a female turtle coming ashore at night, please keep a respectful distance and avoid using lights or flash photography. It takes tremendous effort for these gentle creatures to leave the sea and dig their nests.

You may also notice cordoned-off areas on the beach — these mark active nests under our protection.

If you're lucky enough to see baby turtles hatching, please turn off all lights, as the hatchlings find their way to the ocean by following the moonlight. Artificial light can easily confuse and misguide them.

If hatching occurs during the day, our team immediately contacts local biologists, who safeguard the turtles until nightfall, when they can safely make their journey to the sea.

Sea turtles in **Quintana Roo** are **protected species**. By respecting these simple guidelines, you help us preserve this extraordinary natural wonder for generations to come.

Security - Your safety and tranquility are our priority. Our property is monitored by **24-hour security** to ensure a comfortable and worry-free stay.

As with any travel destination, we kindly recommend a few simple precautions: please avoid leaving valuables unattended on the beach or patios, and lock doors and windows when leaving your room

Smoking policy - As per Mexican law, we are a smoke-free hotel. We kindly ask you to respect this policy and smoke only in the designated outdoor areas, such as the parking lot or on the beach.

Please ensure cigarettes are fully extinguished and disposed of, as we are surrounded by vegetation, palapas, and a constant sea breeze.

Spa - Naj Naay gives you the most pleasant welcome for moments of pure relaxation. Please refer to our Spa booklet with the QR code in your room to choose your treatments. For your complete relaxation, a

60 mins hydrotherapy circuit is included (sauna, steam, Scottish shower, hot and cold pools). Please book your visit at front desk. The circuit is available to you even without booking a treatment but the circuit must be booked in order to provide you with exclusive use. Please let us know your preferred time. All our guests are offered a 15% discount on all treatments.

Sun block - we live in a fragile ecosystem, please remember to use a bio sunscreen and suntan lotion and not to use any kind of spray inside the room.

Tequila & mezcal tastings - Join us at Ziggy for an unforgettable journey into Mexican culture, featuring a curated selection of the country's finest tequilas and mezcales. Savor, learn, and celebrate the rich traditions behind these iconic spirits. Every Tuesday at 6.00 pm, 1500 Mxn/\$78 USD per person.

If you'd like to enjoy a private tasting or a reduced selection of spirits, our Caracol Team will be delighted to arrange it for you.

Umbrellas - are available in your room for rainy days - in case of loss, \$650 Mxn/35 Usd will be charged to your bill.

Yoga - we offer our guests a daily yoga class in our yoga palapa each morning, from 9.00 am to 10.15 am. The cost is 370 Mxn/20 Usd. Please check our Yoga schedule on the lobby blackboard for each day's yoga class. Yoga mats available in your room; in case of loss, \$840 Mxn/45 Usd per mat will be charged.

Yoga Palapa - if you would like to access our Yoga Palapa outside of daily morning classes, we offer private lessons upon request; please contact front desk to know the price and availability.

Water - Tap water is not suitable for drinking but may be used for brushing teeth. Two complimentary bottles of water are provided in

your room for coffee, replenished daily by housekeeping. Additional drinking water is available — four bottles in your minibar and a refill station in the lobby.

Wellness Activities - Enhance your stay with our curated wellness experiences. Mat Pilates, guided meditation, and breathwork are offered on selected dates and times throughout the week at \$580 Mxn/30 Usd per person. Sound healing sessions are available for \$950 Mxn/50 Usd per person. All activities can be charged to your room. Please inquire at the Front Desk to check the schedule and reserve your spot.

Wifi - wifi is available in all areas of the hotel. Our username is **thebeach&cabanass** and the password is **llovetulum**. QR code available in your room. Please keep in mind that being on the beach, sometimes the signal is not too strong, especially in very high season when Tulum is very busy.

Ziggy - open from **7 am to 11 pm**, is our beach club & restaurant with international Mexican cuisine, with our specialty being freshly-caught local seafood. Enjoy **live music bands every evening from 7:15 pm to 10:00 pm**.

For any information, questions, or directions, our team is here to help!
Please don't hesitate to reach out — we'll be delighted to assist you.

Welcome to paradise, and enjoy your stay!

Whatsapp **Front Desk**: +52 1 984 157 55 69

Whatsapp **Room Service – Food & B**: +52 1 984 196 6497

