

The history behind **Andaz Mayakoba**

Surrounded by six miles of freshwater canals, exotic mangroves and the turquoise waters of the Caribbean Sea, Andaz Mayakoba immerses guests in a hidden paradise, a lush natural environment that features more than 200 bird species; 228,000 plants from 40 families and 108 species; tropical wildlife such as monkeys, turtles, pelicans and flamingoes; and the second largest coral reef in the world.

This spectacular setting has been home to Mayan culture for thousands of years, a rich history that inspired the resort's impressive design. The area's cenotes, or *d'zonot*, are considered sacred because they represent an entrance to the Mayan underworld, or *Xibalba*, where the gods of Mayan mythology live and where spirits reside after death. This mysticism is reflected in the arrival building's Sanctuary Lounge, a striking pavilion with walls of wood, a floor of stone and a ceiling of cane.

The space's circular water feature and oculus are solemn and spiritual, intended to frame and reflect the stars and the sky, reminding visitors of the importance of astronomy in this ancient culture.

The resort's Mayan symbolism features many figures that synthesize elements found in nature. The panels and enclosures used for privacy between guestrooms reflect the glyphs and numbers used in Mayan numerology and calendars, while light enters rooms and balconies in a pattern and rhythm throughout the day.

Little details and features at the resort tell stories about the evolution of Mexican culture, including the encounter with colonial culture, which is reflected in colorful tiles; great sculptures celebrating the traditional Mayan ball game; and contemporary art and impressive graffiti that adorns some of the buildings.

Personalizing the Andaz ethos of reflecting the local culture, Andaz Mayakoba Resort Riviera Maya welcomes you with the goal of inspiring you and *making* you feel at home, offering locally inspired and indigenous experiences and an authentic and caring service.

Activities

Pools

Our hotel features three pools for exclusive use for our guests, one on the beachside and two on the lagoon side area. Towels are available for you at each of our pools.

Naum Wellness & Spa

The luxurious spa at Andaz Mayakoba features six treatment rooms with two hydrotherapy spaces, offering a variety of massage and spa services.

Fitness Center

Our full-service facilities are equipped with treadmills, elliptical, cycles, free weights and stability balls. Enjoy also outdoor activities and other scheduled options such as yoga classes, aqua gym, Pilates, bike tours, and more. Opens 24 hours.

Mayakoba Camp

Mayakoba provides a perfect setting for a variety of activities available to guests. Enjoy guided kayak tours to inland waterways, archery, croquet, tennis or bird watching on the Mayakoba nature trail. There is something for all levels of physical fitness. In addition, for the little ones, the 'Yucatan Ranger' guided program offers a full day of activities combining many of the Mayakoba Camp adventures.

Mayakoba Connection – Trajinera

A favorite of all visitors is the Mayakoba Connection Ferry Service, which connects the hotels through the canals on a peaceful ride in an electric 'Trajinera' ('Tra-hee-nayra') or palapa-roofed boats. Ask for the season's schedule or for more information dialing "0" from your room.

Tennis

Mayakoba's Tennis Centre features four tennis courts of synthetic grass and a paddle tennis court. Racquets and balls are available at the Tennis Centre shop. Tennis pro lessons are available with a 24-hour notice.

Golf

El Camaleón golf course offers a spectacular 18-hole golf course designed by renowned PGA legend Greg Norman. A unique course, for its fairways lined with sand dunes and mangroves, distinctive hazards and its exclusivity. Host your next tournament on the site of the PGA TOUR Mayakoba Golf Classic.

El Pueblito

The new 'corazón' (heart) of Mayakoba, El Pueblito is designed after an authentic Mexican village square, and infused with an eclectic mix of sidewalk restaurants, boutiques and an art gallery. The perfect place for a relaxing visit within the Mayakoba community.

El Pueblito, which has quickly become a favorite location for events, can be reserved for small or large gatherings, and can be reached by Mayakoba transportation, by bicycle or on foot from the adjacent nature trail.

The centerpiece of El Pueblito, just like any other village square in Mexico, is the chapel, which is open daily for a few moments of private spiritual time, and a Catholic mass is celebrated there every Sunday. The chapel can be reserved for family occasions such as weddings and christenings.

Diving Center

The new Mayakoba diving center is located on the beach near the Hole 4 of the golf course and proposed numerous motorized watersport activities. You can also enjoy the luxury yacht "Van Dutch". For more information and reservations, please contact our host by dialing 0 from your room.

Unique Gastronomic Experiences

Cocina Milagro

Located in the heart of the resort, is the poolside pavilion restaurant featuring floor-to-ceiling glass doors and windows, two open kitchens and a bar terrace. Guests enjoy stunning views of the mangroves while dining. The interior of the restaurant is a combination of locally handcrafted tile, local *tzalam* wood, and stone. It features a perfect market-to-table gastronomic concept with an emphasis on international food, with local products and variety of dishes. Breakfast offers a variety of Mexican food, with sustainable products and homemade flavors. For dinner, indulge in a variety of special dishes including pastas, pizzas, salads and meats and other international specialties.

Hours

Breakfast: 6:30 a.m. – 11:00 a.m.

Lunch: noon – 3:00 p.m.

Dinner: 6:00 p.m. – 10:30 p.m.

Casa Amate

Open exclusively for dinner and serving diverse Latin American cuisine, Casa Amate has a unique and sophisticated residential concept designed to resemble the home of an eclectic traveler passionate about Latin culture. The restaurant is built around a courtyard overlooking the resort's surrounding lagoon with a special Amate tree, which gives the venue its name. Each intimate room is specifically designed as one would find in a house including a bar studio, library, living room and dining room. Casa Amate's amazing gastronomic and cultural level makes it one of Mexico's Top 120 Best Restaurants.

Hours

Dinner: 6:00 p.m. – 11:00 p.m.

Tinta del Pulpo

Tinta del Pulpo is our all-day poolside dining venue with amazing views of the Mexican Caribbean, serving a selection of international and Mexican cuisine.

Enjoy a market-style feast of tacos, Yucatan specialties, and sauces, as well as fresh ceviches, aguachiles, paired with a variety of craft beers. To end your meal, try one of our delicious desserts including homemade churros and authentic local sweets.

Hours

Breakfast: 7:00 a.m. – 11:00 a.m.

Lunch: noon – 5:30 p.m.

Dinner: 6:00 p.m. – 11:00pm

Sotavento

Inspired by a shipwreck that washed up on the Mayakoba shore, Sotavento is the perfect feet-in-the-sand experience with delightful Mediterranean cuisine. Enjoy a variety of dishes prepared from our grill, charcoal and wood, with sustainable fishing, farmer products, and unique flavors. Indulge in fresh seafood, daily chef specials, light salads and a variety of edible cocktails to create magical memories and moments, complete with live music and the fresh ocean breeze.

Hours

Lunch: 12:00 – 6:00 p.m.

Dinner: 6:00 p.m. – 11:00 p.m.

VB

VB is a concept with a plant-based approach and an emphasis on vibrant and organic living foods. It features a variety of vegan snacks, freshly squeezed juices and smoothies, naturally inspired by Mexican cuisine. VB is not only a vegetable menu, it is a mixture of flavors, techniques and preparations made fresh and unique by Andaz Mayakoba.

Hours

Juices & Smoothies: 8:00 a.m. - 5:00 p.m.

Dinner: 6:00 p.m. – 10: 00 p.m.

El Pueblito Bar

For a change of pace, unwind at El Pueblito Bar in the evenings and enjoy a vibrant atmosphere with live DJ music, premium spirits, including a first-class selection of tequila and mezcal, fine wines, champagne, beer and Mexican snacks.

Hours

Thursday, Friday and Saturday from 8:00 p.m.

Eat In

Enjoy our in-room dining menu offering both traditional dishes and international food for your enjoyment. Available 24 hours.

For reservations, please contact our Guest Service dialing “0” from your room.

Memorable Events

Special Occasions

The Mexican Caribbean is the perfect setting for a unique and memorable occasion. Andaz Mayakoba boasts more than 14,000 square feet of versatile and uniquely configured event venues, as well as lawn and terrace areas for outdoor functions. We offer catering services, audiovisual features, and more. The hotel is the perfect place for small-scale meetings and events.

Event Facilities

Balam Ballroom

The spectacular Balam Ballroom offers 6,200 square feet (576 sq. M.) of natural light, versatile indoor and outdoor space, terraces and lawn areas, with the ability to accommodate parties of up to 180 people.

Andaz Studios

A variety of modern and uniquely configured spaces that feel more like a home than a meeting space.

Beachfront

The Andaz Mayakoba secluded beach is the perfect setting for an unparalleled beach event with white sand and turquoise Caribbean waters as a backdrop with the gentle lapping of the waves and light ocean breeze as a natural soundtrack.

Beach Lawn

Outdoor space with a capacity of 100 guests overlooking the turquoise waters of the Caribbean Sea, making the ideal setting for a small meeting.

Transportation

Airport

Andaz Mayakoba is located 40 km (25 miles) from the Cancun International Airport, a short 35-minute drive. Hotel transportation is available with prior reservation. We recommend you to arrive to the airport two hours before for domestic flights and three hours before for international flights.

Please note that Cancun International Airport has four terminals, so if you require more information our Guest Service staff will be happy to help you by dialing "0" from your room.

Taxis and Private SUV

Available 24 hours. Kindly ask for this service calling our Guest Services department at extension "0".

Mayakoba

Enjoy complimentary transportation within the Mayakoba complex. Visit El Pueblito, El Camaleón Golf Course or dine around in any of our neighbor resorts' restaurants. Transportation is subject to availability, reserve in advance contacting Guest Services.

Other Services

Medical Assistance

If you need medical attention, please contact Guest Services dialing "0" from your room.

Air Conditioning

All rooms feature individually controlled air conditioning units and an automatic device that turns it off when the sliding doors are open. If you have any questions about setting up the temperature, please call Guest Services dialing "0" from your room.

Housekeeping

Our service is available 24 hours. If you require extra linen, towels, cribs, an extra bed or any forgotten convenience items, please contact Guest Services by dialing "0" from your room. Turndown service is available upon request from 6:00 p.m. to 9:00 p.m. Please contact Guest Services in case of any special requests.

Guest Services

Guest Services is available to help make your stay a memorable experience. Our specialized Andaz Host can guide you through all the options of places to visit, plan your dining experiences, or to help you with any special request. Do not hesitate in letting us if you need assistance with your luggage. To contact us dial HOST from your room.

Safety Deposit Box

For your comfort and security, all rooms are equipped with an electronic safe deposit box in the closet. The resort is not responsible for valuables not placed in the safe deposit boxes.

ATM

For your convenience, we have two ATMs located at the Sanctuary Lounge, with USD and MXN currency.

Check Out

Check out time is at noon. Kindly contact your Andaz Host if your departure will be delayed or if you wish to extend your stay (charges may apply).

Voice Mail

To listen to your messages, pick up the handset and press the voice mail button when the phone light is flashing and follow the instructions.

Wake-Up Call

Need to be on time? Request a wake-up call contacting Guest Services dialing "0" from your room.

Electricity

We have 110 volts in all guestrooms. If you need a converter please contact Guest Services by dialing 0 from your room.

Connectivity

For your comfort, we offer complimentary Wi-Fi in guestrooms and social areas. If you need assistance, please contact Guest Services, dialing "0" from your room.

Laundry and Dry Cleaning

Items collected prior to 10:00 a.m. will be returned by 5:00 p.m. Items received after 10:00 a.m. will be returned the following morning by noon.

One-hour press service available from 8:00 a.m. to 10:00 p.m. daily.

For express services within 3 hours, a 50% surcharge will apply.

Dry cleaning service will be delivered the following day if your request is received before 4:00 p.m.

Please use the laundry bags and list located inside your closet.

Electronic Keys

If you need assistance with key re-programming or additional keys, please contact us dialing HOST from your room.

Lost & Found

In the event that you misplace a personal article, please contact Guest Services at extension 0.

Mail & Shipping

For mail & shipping assistance, please contact our Guest Services staff dialing "0" from your room.

Reservations

For future stays at Andaz Mayakoba or any other Hyatt hotel in the world, please visit our website www.hyatt.com or please contact our Guest Services staff for a Reservations Agent to assist you dialing "0" from your room.

Hotel Safety & Security

The hotel emergency number is 55.

Because we care about your wellbeing, we ask that you familiarize yourself with the following tips:

Severe weather

If you are outside, immediately seek safe shelter.

If you are inside, stay away from windows and glass doors.

Electric boats are off service during storms.

If you are directed by the hotel staff to shelter at the hotel ballroom, remember to take your room key with you.

Fire

Familiarize yourself with the location of hallway fire exits, alarms and extinguishers.

If the alarm sounds or if instructed to evacuate, test your door for heat or smoke and, if clear, go to the nearest exit stairwell.

Staff will guide you to the hotel's meeting point.

If you must remain in the room, place wet towels under the door and inform the operator with your room number using the emergency number (55). Turn off all air conditioners and stay low and close to the floor.

If you discover a fire, go to the nearest emergency exit and activate the fire alarm breaking the glass that covers it.

Do not panic. The fire department has been notified and they are on their way.

Safety

If you are in an unfamiliar city, familiarize yourself with the areas you plan to visit.

Watch your young children at all times.

Warning signs on the premises are intended for your safety. We ask you to read and obey them.

Water security

Lagoons, pool and oceans can be your navigation areas or playground but play safely.

Is not permitted to swim in the canals of the resort.

Be aware of small children, please remain with them at all times while you are near the water.

Warning signs are intended for your safety and security. We ask that you read them and obey them. If you do not understand the signs, please ask any of our staff.

If you get caught in a rip current or you are unable to swim against a strong current, do not panic. Relax and drift with the current until you are released, then swim back to shore.

Never turn your back to the ocean when near the shore-break.

Always swim with a buddy.

Take precautions to avoid sunburn.

Security

Place all valuables in your room safe deposit box. The resort is not responsible for valuables not placed in the safe deposit boxes. Do not leave valuables in your room. Utilize the convenience safe in your guestroom.

Close the door securely whenever you are in your room and use all locking devices provided. Be sure that windows as well as connecting and sliding doors are locked properly. When exiting the room, make sure the door closes behind you.

Before opening your door to anyone, use your peephole and be sure that you know the person. If the person claims to be a hotel employee, verify by calling the Front Desk.

Do not provide credit card or identity information via telephone.

Hotel staff will never ask for credit card or identity information via the phone.

Be observant when entering parking lots and do not leave valuables in your vehicle.

If you see or hear any suspicious activity, please report your observations to management.

Hotel Regulation

In accordance with the mercantile laws, the Federal Tourism Law, Mexican Official Rule NOM-010-TUR-2001 and all others applicable, the Hotel wishes to inform its guests of the following provisions which are to be observed, known and accepted in accordance with the following articles:

Article one. - Registration and identification of guest and acceptance of these regulations

The Guest has the ineludible obligation of registering by personally signing the registration card established by this Hotel.

When the Guests are a group contracted in advance, their representative will fill out the registration cards and provide a list that meets the necessary requirements, the Hotel will have the power to deny lodging if the guest does not meet the requirements. The Hotel can request, if it deems it convenient, the ID of the petitioner and the individuals that will share their stay.

When the Guest contracts his stay and services with the Hotel and/ or signs the registration card, he agrees to accept and abide the terms of these Regulations, and to consider it part of the service contract they must subject to.

Article second. - Length of stay

The Guest accepts the departure date specified in the registration card. Checkout time is 12:00 pm, with a tolerance of one hour (60 minutes). If the Guest checks out between 1:00 pm and 6:00 pm an additional charge of at least 50% of the rate agreed will be applied, plus the applicable value added tax (IVA), plus applicable lodging taxes. If their stay in the Hotel exceeds 6:00 pm, an additional night will be charged.

Article three. - Payment of rates by guest

It is the Guest's responsibility to pay in advance and with resources from a legal source, his lodging and all other charges, when requested by the Hotel. The hotel rates have been established and duly approved by the Tourism Ministry and are shown in the rate schedules that govern this establishment.

The lack of payment of the guest's lodging will cause the termination of the service in accordance with the article 2914 of the Civil Code of the State of Quintana Roo, the hotel will have the power to request, at any time the vacating of the room. When the Guests are absent for more than 72 hours without notifying the Hotel in advance, it can suspend the lodging service.

In both cases, the luggage and all other belongings the Guest introduced to the Hotel will be kept as guarantee until the payment in full of the guest's lodging and other charges.

Additional lodging services are not included in the rates previously established and each service will be paid separately. The consignment stores located inside the Hotel have their own administration and the Hotel is not responsible of their management.

Article four. - Other guest obligations

Pay the costs of damages he or any of his guests cause to the Hotel's facilities, as well as any other expense in which the Hotel incurred in or caused by the Guest or his guests.

The Guest will at all times be responsible for his private service personnel, including security, and will be responsible of their conduct and actions and agrees to warn them and/or request they leave the facilities, when the Hotel finds their stay inconvenient.

For complaints and suggestions pertaining the services, the Guests can address the Management

When the Guest leaves his room, he must make sure the water outlets, the door, and windows are closed, and make sure his belongings are safeguarded.

He will be responsible for the use given to the key or electronic card that gives him access to the room, the Hotel will not be responsible for any theft or loss of his belongings due to such circumstance.

Article five. - Guest prohibitions

Make loud noises, cause altercations or cook inside the room.

Introduce inside the Hotel any type of weapons, musicians, food and beverages or request their delivery, and in general, any action that disturbs or bothers other Guests.

Use the rooms for gambling games, activities that alter the order or violate Hotel regulations.

Use the electric current and mechanical equipment installed in the rooms for purposes other than what they are meant for and that can cause damages or an accident.

Damage Hotel furniture, décor or installations, by using them incorrectly.

Undertake actions that cause damages or detriments to the Hotel or other Guests or that are contrary to good customs.

Article six. - Hotel responsibilities

The Hotel agrees to comply the lodging services expressly agreed. The Hotel is not responsible for articles,

valuables, money or jewelry left in the room, for the Guest's convenience the Hotel has made available a safe in the room.

Article seven. - Other provisions

During his stay, the Guest must bear with him the key to his room. The Guest may not allow other people that are not registered to stay in his room, nor exceed the number of people approved by the Hotel, in such case the Hotel's prior authorization will be necessary for any change, and the Hotel will not allow access to other individuals.

The Guests that are in the company of children must take care of them and not leave them alone in their room or leave them about in the Hotel's public areas without adult supervision. With regard to the use of other Hotel facilities, the Guest must at all times wear proper attire and comply with the requirements and/or conditions each of the facilities and/or establishments requires, as well as pay the costs that, in its case apply. The Hotel is not responsible for the services and prices applied by third parties that do not form of its personnel.

The Hotel hereby informs the Guests that it bears civil liability insurance (the sum of which is based on the number of rooms), in force and issued by an insurance company duly authorized by the Department of Finance. The above in accordance with Mexican Official Rule.