



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***	Copy services*
Wake-up call	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***

*Extra charge for service from 11:00 AM to 11:00 PM

**On request

Observations: ***Extra charge & on request

****Includes 1 free garment per person per stay



HOTEL FACILITIES

Villas 7	Lobbies 1	Swimming pools: 4
Outdoor Jacuzzi	Miniclub /Babyclub /TeenClub	Conference rooms
Hammocks on the beach	Boutique Zentropia	Gym
Zentropia Palladium Spa & Wellness*	Show cooking Restaurants: 4	A la carte Rest.: 8
Beach Club: 1	Restaurant-Gastronomic Performance 3	Jewelry
Bars: 14	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

Beach Access: Yes
Lifeguard: Yes
Sand color: White



B. CENTER

Banquet: 8
Total Area m2: 732

 **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
La Dalia	Breakfast: 07:00am-11:00am Lunch : 01:00pm-03:30pm Dinner : 06:00pm-10:30pm	-	✓	-	Gp White Sand
La Laguna	Breakfast: 08:00am-11:00am Lunch : 12:30pm-04:00pm	-	-	-	Gp White Sand
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
Portofino (Italian Cuisine)	Dinner : 05:30pm-10:30pm	✓	✓	-	G P White Sand
Chang Thai (Thai Cuisine)	Dinner : 05:30pm-10:30pm	✓	✓	-	G P White Sand
Bahia E Brasa (Brazilian Cuisine)	Dinner : 05:30pm-10:30pm	✓	✓	-	G P White Sand
Poseidón (Rice And Fish)	Dinner : 05:30pm-10:30pm	✓	✓	-	G P White Sand
Chang Thai (Thai 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
White Sand Lobby Bar	09:00am-01:00am	-	-	-	Gp White Sand
Bars in Restaurants					
La Adelita Y El Dorado Waiting Bar	05:30pm-10:30pm	-	✓	-	G P Colonial
Sumptuori Y Chang Tai Waiting Bar	05:30pm-10:30pm	-	✓	-	G P Kantenah
Bahía E Brasa Y La Paisana Waiting Bar	05:30pm-10:30pm	✓	✓	-	G P White Sand
Portofino Waiting Bar	05:30pm-10:30pm	-	✓	-	G P White Sand
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 Laguna Swim-Up Bar	10:00am-06:00pm	-	-	-	G P White Sand
La Orilla Pool Bar	10:00am-06:00pm	-	-	-	Colonial Pool
La Perla Pool Bar	10:00am-06:00pm	-	-	-	Gp White Sand
Restaurant -Gastronomic Performance-					
Bravo Dinner & Dance	Dinner : 07:30pm-10:30pm	✓	✓	-	G P 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 Club "Dine around"					
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	Deluxe Garden View	Residence Suite Beachside*
Number of rooms	252	1
m ²	36.9	
2 double beds	✓	-
2 single beds	-	✓
King size bed	✓	✓
Shower	✓	-
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	-	✓
	✓	✓

TOTAL:253

	Deluxe Garden View	Residence Suite Beachside•
Non smoking	✓	✓
Ground Floor	-	✓
Nightly amenity	-	✓
Umbrella	-	✓
Front sea view	-	✓
Garden 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	Area m2	Opening hours	Depth cm	Location
Pool Colonial-Kantenah	Family	3544	10:00am-06:00pm	160	Gp Colonial - Gp Kantenah
El Secreto**	Adults	166	10:00am-12:00am	160	Gp Colonial
Aquatic Park	Children	757	09:00am-06:00pm	40	Gp Kantenah - Gp Colonial
Pool White Sand	Family	3678	10:00am-06:00pm	150	Gp White Sand

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.

Observations:

**for adults only •Exclusive for clients Palladium Travel Club



KIDSCLUB

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



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		
		Lockers			
“Eco meditative” cold bath 1	Cold Jacuzzi				
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.

Copyright 2016 - PALLADIUM HOTEL GROUP - Data sheet subject to changes and additional charges that may apply to specific services.

TRS HOTELS
GRAND PALLADIUM HOTELS & RESORTS
 RIVIERA MAYA, MÉXICO

LUGARES - PLACES

- Área de playa Beach Area
- Piscina Infinity Heats Infinity Pool
- Piscina Las Brisas Las Brisas Pool
- Piscina la Lanza la Lanza Pool
- Piscina El Scotto El Scotto Pool
- Piscina personal White Pearl
- Piscina Family Selection Family Selection Pool
- Piscina Spa Spa Pool
- PTC Members Pool
- Piscina infantil Children's pool
- Centro deportivo Sports Center
- Capotele o ganga Ganga or beach ganga
- Centro comercial Shopping Center
- Club & Wine Club
- Salsa Theater
- Salones de conferencias Conference Rooms
- Tienda de conveniencia Convenience & Retail Shop
- Centro de actividades Activities Center
- Miles Golf
- Club & White Junior Club
- PhotoShop
- Centro de Spa y actividades acuáticas Water Sports and Club Center
- Modular Printing Point
- ZENTROPIC Beauty & Spa Shop
- Cakes Bakery
- Área de banquetas Banquet area

SERVICIOS - SERVICES

- Pasajero TRS Yucatan Hotel PTC Yucatan Hotel Ferry Deck
- Recepción Colonial Colonial Front Desk
- Recepción Kantenaah Kantenaah Front Desk
- Recepción Family Selection Family Selection Front Desk
- Recepción White Sand White Sand Front Desk
- Piscina acuática de niños Kids' Water Park
- Nudistop
- PTC Members Lounge
- Estacionamiento Parking Lot
- Pasadizo cambiador Change Room
- Grupo de bañeros Beach House
- Maquinario de belleza Hair Machines
- Servicios Laundry
- Equipo automático ATM
- Servicio médico Medical Service
- Capilla Chapel
- Sala de venta PTC PTC Super Office
- Arreglo Palladium Spa & Wellness
- Wedding by Palladium
- Vivero de Orquídeas Orchid Nursery
- Gimnasio Gymnasium
- Flanerieo Flanerieo
- Joyería Jewelry Store
- Sala de masaje en la playa Beach Massage Area

RESTAURANTES - RESTAURANTS

- Capotele
- La Bohème
- Terracotta
- El Guepito
- Chic Cabaret & Restaurant
- Helios Beach Club
- La Ola Beach Restaurant
- La Adelfa
- El Dorado
- La Hacienda
- El Gran Acá
- Sempiterno
- The Pool
- El Gran Acá
- La Dalia
- La Laguna
- Pisco
- La Pasarela
- Sabón & Brasa
- Pasañal Beach Restaurant
- La Peca Chef

BARES - BARS

- Full Moon Terrace Bar
- Azures Lobby Bar
- La Terrace Pool Bar
- Las Brisas Pool Bar
- Gato Pool Bar
- Beach Bar
- La Laguna Pool Bar
- Kantenaah Lobby Bar
- Colonial Lobby Bar
- La Plaza
- La Casa
- The Secret Pool Bar
- Chino's Bar
- La Jara Beach Bar
- White Sand Lobby Bar
- PTC Members Pool Bar



● Salones PTC Yucatan Hotel
 ● Clubhouse Family Selection
 ● Restaurante la Lanza / la Casa restaurant
 ● Restaurante Terracotta

PALLADIUM
 HOTEL GROUP

PALLADIUMHOTELGROUP.COM

■ GRAND PALLADIUM KANTENAH RESORT & SPA
 ■ FAMILY SELECTION
 ■ GRAND PALLADIUM COLONIAL RESORT & SPA
 ■ GRAND PALLADIUM WHITE SAND RESORT & SPA
 ■ TRS YUCATAN HOTEL