

ENGLISH

Welcome to
Cozumel!

Coral & Princess
Hotel & Dive Resort
COZUMEL MÉXICO

*Here you will find the answers to
most questions about your stay.*



IMPORTANT INFORMATION FOR YOUR STAY

ENGLISH

UPON ARRIVAL

1 DESINFECTION

- DISINFECTANT KIOSK AND TEMPERATURE CHECK
- TEMPERATURE CHECK AND HAND SANITIZER ARE AVAILABLE AT VARIOUS SPOTS. WE USE CHLORINE DIOXIDE

2 CHECK-IN

- CHECK-IN HOURS ARE FROM 3 PM TO 10 PM
- WEB CHECK-IN UPON ARRIVAL TO REDUCE CHECK-IN TIME
- A PHOTO ID AND A CREDIT CARD ARE REQUIRED TO CHECK-IN
- ONLY +18 ADULTS CAN DO THE CHECK-IN PROCESS
- THE RESORT FEE AND DSA (ECO TAX) WILL BE CHARGED TO YOUR BILL UPON CHECK-IN YOU CAN FIND THE DETAILS ON YOUR CONFIRMATION SLIP
- PETS AND ANIMALS ARE NOT ALLOWED
- AS OF APRIL 1ST, 2023, TAXES WILL INCREASE BY 2% IN MEXICO

DURING YOUR STAY

3 SERVICES

- CHECK-OUT TIME IS AT 12 PM (NOON)
- GUEST SERVICE IS AVAILABLE ON WHATSAPP FROM 7 AM TO 11 PM
- ROOM CLEANING HAS BEEN REESTABLISHED TO DAILY MODE
- THE FITNESS ROOM'S MAX. CAPACITY IS 4 PEOPLE

4 FOOD & BEVERAGE

- RESTAURANT AMARYLLIS IS OPEN FROM 8AM TO 4PM
- DIGITAL MENUS IN QR FORMAT ARE AVAILABLE
- ONLY ROOM-CHARGED BILLING IS AVAILABLE
- EL CAYUCO BAR AND THE POOL BAR PROVIDE OUTDOOR SERVICE
- ROOM SERVICE REMAINS SUSPENDED
- FOOD DELIVERY APPS ARE AVAILABLE (RAPPI AND FASTY)
- K8 BAR IS OPEN FRIDAYS AND SATURDAYS

PAYMENTS IN CASH ARE NOT ACCEPTED IN THE FACILITIES.

IF YOU HAVE ANY COVID-19 SYMPTOMS, ASK THE FRONT DESK TO MAKE AN APPOINTMENT FOR YOUR COVID-19 TESTS TO BE TAKEN AT THE HOTEL. PLEASE INFORM US ABOUT YOUR RESULTS.

BELOW YOU WILL FIND THE SCHEDULES OF ALL OUR SERVICES.

IT IS THE **RESPONSIBILITY OF THE CLIENTS TO READ THE INFORMATION** BEFORE ARRIVING TO KNOW THE SCHEDULES AND GUIDELINES THAT WE HAVE IMPLEMENTED. THIS DOCUMENT WILL ALWAYS BE UPDATED BY THE HOTEL.



2023 UPDATES

- ACCORDING TO MODIFICATIONS MADE TO THE TOBACCO CONTROL LAW OF MEXICO: HOTELS, BEACHES, RESTAURANTS AND OTHER PUBLIC SPACES ARE NOW CONSIDERED SMOKE-FREE ENVIRONMENTS. SOME SMOKING AREAS ARE AVAILABLE.

WHATSAPP

RESERVATIONS	+52 987 564 5889	9 AM - 5 PM
GUEST SERVICES	+52 987 564 8917	7 AM - 11 PM

RESTAURANT & BARS

AMARYLLIS CHEF'S CHOICES RESTO

BREAKFAST **7:30 AM - 11 AM**

One Level Beneath the Lobby (NP)

LUNCH **12 PM - 4 PM**

BAR EL CAYUCO & POOL BAR

FOOD **11 AM - 4 PM**

By the Pool

DRINKS **11 AM - 6 PM**

GRAB N' GO

Lobby

SELF SERVICE **7 AM - 11 PM**

K8 KARAOKE BAR

Lobby

FRIDAYS & SATURDAYS **6 PM - 10 PM**

EL ROOM SERVICE PERMANECE SUSPENDIDO POR EL MOMENTO.

ROOM SERVICE REMAINS SUSPENDED.



IN-HOUSE SERVICES

FRONT DESK

ON DUTY **7 AM - 11 PM**

In the Lobby

EXT.0

CHECK-IN **3 PM - 11 PM**

PEPE SCUBA DIVE SHOP

BOOK YOUR SPOT **7 AM - 5 PM**

Tower 1, PB

EXT.1656

SPA CORAL

BOOK YOUR SPOT **7 AM - 5 PM**

*Tower 1,
Fitness Room*

EXT.1655

MONEY EXCHANGE

ROOM CHARGE **7 AM - 10 PM**

*At the Front Desk.
Only USD to MXN.*

BELL DESK

8 AM - 10 PM

In the Lobby

EXT.1036

TOWEL CORNER

SELF SERVICE **9 AM - 5 PM**

Tower 1, PB

INFINITY EDGE POOL

7 AM - 10 PM

Level PB or NP

FITNESS ROOM

MAX. CAP. 4 PAX **7 AM - 9 PM**

Tower 1, PB

WIFI

Please ask at Front Desk.

ICE

On Floors 3 & 7

LAUNDRY

MON - SAT **9 AM - 5 PM**

24 hr. Delivery

EXT.0

GIFT SHOP

8 AM - 5 PM

EXT.1017

SMOKING AREAS

*Torre 1, cerca del Lobby y Motor Lobby
Tower 1, close to the Lobby, and Motor Lobby*



SAFETY TIPS

SAFETY DEPOSIT BOX

FREE OF CHARGE. REQUEST KEY LOCK AT FRONT DESK.
KEEP YOUR VALUABLES LOCKED; OTHERWISE, THE HOTEL WILL NOT BE RESPONSIBLE FOR ANY LOST ITEMS.

WINDOWS

WE RECOMMEND KEEPING THE WINDOWS CLOSED & LOCKED.

ADMISSION

FOR YOUR OWN, THE OTHER GUESTS' & THE EMPLOYEES' SAFETY, WE DO NOT GRANT ACCESS TO ROOMS & HALLS TO PEOPLE WHO ARE NOT HOTEL GUESTS.

MEDICAL ASSISTANCE

EXTERNAL SERVICE 24H.

WEATHER

THE WEATHER CAN SOMETIMES BE UNPREDICTABLE. OUR MAIN INTEREST IS TO KEEP OUR GUESTS & EMPLOYEES SAFE. PLEASE FOLLOW OUR STAFF'S INSTRUCTIONS & DO NOT PUT YOUR LIFE IN DANGER FOR A PICTURE OR AN ADRENALINE RUSH. IF IT'S POSSIBLE TO ANTICIPATE A SITUATION, WE WILL NOTIFY YOU IMMEDIATELY AND MAKE DECISIONS BASED ON RECOMMENDATIONS FROM THE GOVERNMENT AND CIVIL PROTECTION AUTHORITIES.

IN CASE OF FIRE

THE HOTEL DOES NOT HAVE SMOKE DETECTORS AND A FIRE ALARM SYSTEM, IN CASE YOU WITNESS ANY FIRE SIGNS PLEASE CALL THE FRONT DESK IMMEDIATELY.

ON EVERY FLOOR THERE IS A FIRE EXTINGUISHER, PLEASE BECOME FAMILIAR WITH ITS LOCATION & THE EVACUATION INSTRUCTIONS.

HURRICANES

HURRICANE SEASON RUNS FROM JULY TO NOVEMBER. OUR PRIORITY WILL ALWAYS BE SAFETY, OF BOTH, CLIENTS AND EMPLOYEES. WE WILL TRY TO FLY YOU OUT OF THE ISLAND OR LOCATE YOU IN SAFE SHELTERS IN TOWN WHEN STRONG HURRICANES ARE BOUND TO THE ISLAND.



EMPTY THE TANKS

As Empty the Tanks & The Dolphin Project allies, we promote the freedom of species.

The species in captivity suffer a lot, species that are captured with cruelty and are confined to limited spaces with training or practices that damage their physical, mental, and emotional health.

DO NOT ATTEND THE DOLPHINARIUMS AND JOIN THE CAUSE. NO LIVING BEING SHOULD BE A VICTIM OF HUMAN CRUELTY.



**GOOD
VIBES**

www.emptythetanks.org



CORAL PRINCESS HOTEL & DIVE RESORT





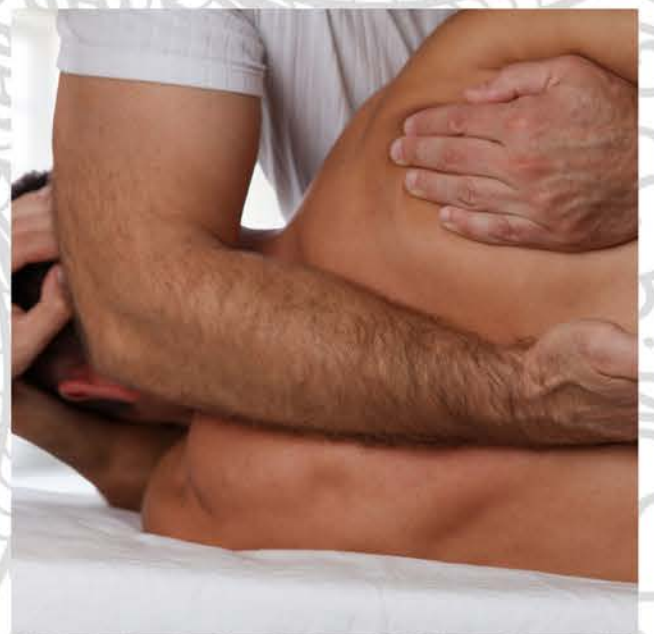
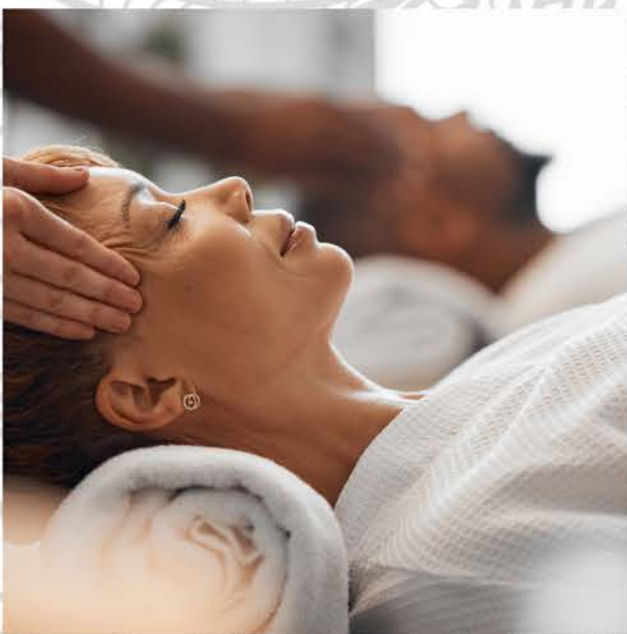
RED WINE
CHAMPAGNE
FLOWERS
CAKE
LOVE BUNDLE
DINNER FOR TWO
COUPLES' MASSAGE



ROMANCE
KEEP IT BURNING



The Healing Touch



COVID-19 TESTS



In alliance with
Clínica San Miguel

Dirección / Address:

Calle 6 Norte #132. Entre 10 av. y 5 av.

Col. Centro

Tel. 987 872 0103

At the clinic:	MXN		USD
PCR tests:	\$2,500		\$132
Antigen tests:	\$550		\$29

At the hotel:	MXN		USD
PCR tests:	\$2,500		\$132
Antigen tests:	\$700		\$37

THESE PRICES ARE PER PERSON, CHARGES MADE DIRECTLY BY SAN MIGUEL CLINIC.

AN APPOINTMENT IS REQUIRED FOR ALL TESTS, OUR FRONT DESK STAFF WILL ASSIST YOU TO MAKE THE APPOINTMENT.

INTERNAL REGULATIONS



Art. I. Legal Regulations. The relations produced from the hotel services of the clients of this establishment are ruled by the Merchant Legislation and additionally by the Federal Law of Tourism and its Regulations. These dispositions are to be obligatory, recognized, and accepted by the clients and should be applied towards all common practices of this City. This establishment has in sight of all guests, in every room, a copy of these Regulations, to fulfill the Hotel's obligation as well as the guests'.

Art. II. Registration and Identification of the Guests. The guests have the obligation to register by personally filling out the registration form established by this business, along with a picture ID. When the guests are a contracted group, the representative of this group shall fill out the registration, giving all names of the guests in the group. The establishment can deny allotment to the guests that do not comply with this registration procedure and may request identification of other people that accompany the guests.

Art. III. The obligation of the Guests, Payment. It is the obligation of the guests, to punctually pay the amount of their account when requested by the Hotel.

The charge can be requested in advance at the convenience of the Hotel, and the guests shall guarantee the payment with a credit card accepted by the Hotel. If the guests vacate the room later than 12:00 p.m. an additional Night Rate will be charged. The lack of payment from the guests shall result in a rescission of hotel services, and the Hotel can use public forces for the eviction and collection of belongings as a guarantee until the debt is paid. The guest, having requested service, and not paid the cost of this service, shall be committing fraud.

Art. IV. Other Obligations of the Guests. It shall remain strictly prohibited to the guests the following:

A) To make loud noises, provoke altercations, introduce musicians, bring animals into the room, or any other acts that cause disturbance to other guests.

B) Utilize the rooms for games prohibited by law, or celebrate reunions that alter public order or disobedience of laws and regulations.

C) Use the electric current and the mechanical equipment installed in the room for purposes other than for which they were originally designed for. For Hotel security measures it is strictly prohibited to use any other electric appliances that may cause a hazard.

D) Destroy furniture, decorations, or goods of the hotel as a result of inadequate usage. The execution of any acts that cause damage to the Hotel property or to any other guests. The company reserves the right to terminate any services to the guests as a result of property damage, the clients then are obligated to pay their account balance and compensation for the damages and disturbances.

E) It is the obligation of the guests to inform the Hotel of any behaviors, contagious sicknesses, deaths, infringements, crimes, possession of guns or other weapons that you may witness from other guests in the property, for everyone's safety, so that the Hotel can take the proper measures, and give immediate response and proper follow-up with the authorities.

Art. V. Hotel Obligations. This establishment, in presenting its services to the guest, is compelled to provide the complete contracted services, under the applicable rules and regulations of this City.

Art. VI. Absence. The guests that want to temporarily leave the Hotel and keep their room, should pay in advance the amount accumulated for the time they will be gone.

When the guest leaves for more than 72 hours, without any notice to the Hotel, the Hotel shall suspend or rescind the lodging contract and will proceed to collect the luggage as established in prior articles.

Art. VII. Luggage as a Guarantee. The luggage and other valuables introduced to the room by the guest to the Hotel shall be considered property of the registered clients and can be used as a guarantee for the lodging services and additional services used by the clients. All of the valuables introduced can be held in negotiation and executed after 30 days from the established debt, which means they will be sold.

As complementary of the above by the official notice NOM07TUR 1996 of "SECTUR", FEDERAL LAW OF TOURISM, IN ARTICLE 25, FRACTION I of the Regulations of the same, The Hotel has a Civil Liability Insurance, which covers damages to third parties in relation to its assets and people.

COZUMEL

CORAL PRINCESS HOTEL & DIVE RESORT

WWW.CORALPRINCESS.COM