

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

- *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.*

DURING YOUR STAY

3

SERVICES

- *CHECK-IN HOURS ARE FROM 3 PM TO 10 PM.*
- *CHECK-OUT TIME IS AT 12 PM.*
- *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 AVAILABLE.*
- *ONLY ROOM-CHARGED BILLING IS AVAILABLE.*
- *POOL BAR WILL OPEN **SOON**.*
- *EL CAYUCO BAR PROVIDES OUTDOOR SERVICE FROM 10 AM TO 6 PM.*
- *ROOM SERVICE IS NOT AVAILABLE FOR THE MOMENT.*
- *FOOD DELIVERY APPS ARE AVAILABLE (RAPPI AND FASTY).*

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.



RESTAURANT & BARS

1 RESTAURANT AMARYLLIS

One Level Beneath the Lobby

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

LUNCH **12PM - 4PM**

2 BAR EL CAYUCO

By the Pool

FOOD **10AM - 4PM**

DRINKS **10AM - 6PM**

3 GRAB N' GO

At the Lobby

SELF SERVICE **7AM - 11PM**

4 K8 KARAOKE BAR

In the Lobby

DRINKS **WHEN
ANNOUNCED**

OPENING SOON:

- POOL BAR
- RESTAURANT AMARYLLIS

ROOM SERVICE REMAINS SUSPENDED.



IN-HOUSE SERVICES

FRONT DESK

In the Lobby

ON DUTY
CHECK-IN

7AM - 11PM
3PM - 10PM
EXT.0

PEPE SCUBA DIVE SHOP

Tower 1, close to the Towel Corner

BOOK YOUR SPOT

7AM - 5PM
EXT.1656

SPA CORAL

Tower 1, inside the Fitness Room

BOOK YOUR SPOT

7AM - 5PM
EXT.1655

MONEY EXCHANGE

At the Front Desk. Only USD to MXN.

ROOM CHARGE

7AM - 10PM

BELL DESK

In the Lobby

8AM - 10PM
EXT.1036

TOWEL CORNER

Tower 1, across the Gift Shop

SELF SERVICE

9AM - 5PM

INFINITY-EDGE POOL

Beach Level PB or NP

7AM - 10PM

FITNESS ROOM

Tower 1, close to the Towel Corner

Max. capacity 4 pax

7AM - 9PM

WIFI

Please ask at Front Desk.

ICE

On Floors 3 & 7

LAUNDRY

24 hr. Delivery

MON - SAT

9AM - 5PM
EXT.0

GIFT SHOP

Tower 1, close to the Towel Corner

8AM - 5PM
EXT.1017



INTERNATIONAL TRAVEL

UNITED STATES OF AMERICA

CDC UPDATES REQUIREMENTS FOR INTERNATIONAL TRAVEL UPDATED APRIL 14, 2022:

THE CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC) REQUIRE ALL TRAVELERS TO PROVIDE PROOF OF VACCINATION STATUS PRIOR TO BOARDING AN AIRPLANE TO THE UNITED STATES REMAINS IN EFFECT. TRAVELERS SHOULD MONITOR THE CDC WEBSITE ON INTERNATIONAL TRAVEL FOR THE LATEST GUIDANCE REGARDING TESTING REQUIREMENTS.

WEARING A MASK OVER YOUR NOSE AND MOUTH IS REQUIRED IN INDOOR AREAS OF PUBLIC TRANSPORTATION (INCLUDING AIRPLANES) TRAVELING INTO, WITHIN, OR OUT OF THE UNITED STATES AND INDOORS IN U.S. TRANSPORTATION HUBS (INCLUDING AIRPORTS).

NON-U.S. CITIZEN, NON-U.S. IMMIGRANTS: TRAVEL TO AND FROM THE UNITED STATES:

- YOU MUST BE FULLY VACCINATED WITH THE PRIMARY SERIES OF AN ACCEPTED COVID-19 VACCINE TO TRAVEL TO THE UNITED STATES BY PLANE IF YOU ARE A NON-U.S. CITIZEN, NON-U.S. IMMIGRANT (NOT A U.S. CITIZEN, U.S. NATIONAL, LAWFUL PERMANENT RESIDENT, OR TRAVELING TO THE UNITED STATES ON AN IMMIGRANT VISA). ONLY LIMITED EXCEPTIONS APPLY.

CANADA

THE GOVERNMENT OF CANADA ANNOUNCED A SERIES OF ADJUSTMENTS TO THE CURRENT BORDER MEASURES. **AS OF APRIL 01, 2022:**

CANADA WILL BE EASING THE ON-ARRIVAL TESTING FOR FULLY-VACCINATED TRAVELERS. TRAVELERS ARRIVING IN CANADA FROM ANY COUNTRY, WHO QUALIFY AS FULLY VACCINATED, WILL BE RANDOMLY SELECTED FOR ARRIVAL TESTING. TRAVELERS SELECTED WILL ALSO NO LONGER BE REQUIRED TO QUARANTINE WHILE AWAITING THEIR TEST RESULTS.

CHILDREN UNDER 12 YEARS OLD, TRAVELING WITH FULLY VACCINATED ADULTS, WILL CONTINUE TO BE EXEMPT FROM QUARANTINE, WITHOUT ANY PRESCRIBED CONDITIONS LIMITING THEIR ACTIVITIES.

UNVACCINATED TRAVELERS WILL CONTINUE TO BE REQUIRED TO TEST ON ARRIVAL, ON DAY 8, AND QUARANTINE FOR 14 DAYS. UNVACCINATED FOREIGN NATIONALS WILL NOT BE PERMITTED TO ENTER CANADA UNLESS THEY MEET ONE OF THE FEW EXEMPTIONS.

TRAVELLERS WILL NOW HAVE THE OPTION OF USING A COVID-19 RAPID ANTIGEN TEST RESULT (TAKEN THE DAY PRIOR TO THEIR SCHEDULED FLIGHT OR ARRIVAL AT THE LAND BORDER OR MARINE PORT OF ENTRY) OR A MOLECULAR TEST RESULT (TAKEN NO MORE THAN 72 HOURS BEFORE THEIR SCHEDULED FLIGHT OR ARRIVAL AT THE LAND BORDER OR MARINE PORT OF ENTRY) TO MEET PRE-ENTRY REQUIREMENTS. TAKING A RAPID ANTIGEN TEST AT HOME IS NOT SUFFICIENT TO MEET THE PRE-ENTRY REQUIREMENT.

USE ARRIVECAN TO PROVIDE MANDATORY TRAVEL INFORMATION BEFORE AND AFTER YOUR ENTRY INTO CANADA. IT ONLY TAKES MINUTES TO HELP KEEP EACH OTHER SAFE. ALL TRAVELERS OLDER THAN 5 YEARS, WITH LIMITED EXCEPTIONS, WHETHER ENTERING CANADA BY AIR, LAND, RAIL, OR MARINE VESSEL, MUST USE ARRIVECAN. YOU'LL NEED TO SUBMIT YOUR INFORMATION AND GET TESTED WITH ANTIGEN O PCR TESTS WITHIN 72 HOURS BEFORE YOUR ARRIVAL IN CANADA.



COVID-19 *TESTS*



CORAL PRINCESS HOTEL & DIVE RESORT

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.*

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





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.