



HOTEL INFORMATION



Moon Palace Jamaica

PO Box 100
Ocho Rios, Jamaica W.I.

Moon Palace Jamaica is an all-inclusive, beachfront resort in Ocho Rios that's perfect for couples, singles and families. Fringed by beautiful white-sand beaches, this beautiful resort boasts 705 comfortable rooms and five pools, which include waterfalls, plunge pools, the FlowRider Double Wave Simulator, a kids' pool and swim-up bars. Melt away your stress at the Awe Spa, a dedicated wellness area, dance the night away at the nightclub or enjoy nightly entertainment.

Information

Number of Rooms: 731

All rooms are equipped with LCD TV, minibars and liquor dispensers, digital safe and wireless Internet.

Room Category Descriptions:

- **RVK - Deluxe Resort View**
Spacious rooms feature resort views along with 24-hour room service, nightly turndown service, private bathroom with shower. Guests of all ages are welcome in this room category.
Occupancy: 2 adults/2 total
Bedding: 2 double beds or 1 king bed, subject to availability at time of check-in.
- **RSK - Deluxe Resort View with Balcony**
Spacious rooms feature resort views along with 24-hour room service, nightly turndown service, private bathroom with shower and French-style balconies. Guests of all ages are welcome in this room category.
Occupancy: 4 adults/4 total
Bedding: 2 double beds or 1 king bed, subject to availability at time of check-in.
- **ONK - Deluxe Ocean View**
Spacious rooms feature ocean views along with 24-hour room service, nightly turndown service, private bathroom with shower and French-style balconies. Guests of all ages are welcome in this room category.
Occupancy: 2 adults/2 total
Bedding: 2 double beds or 1 king bed, subject to availability at time of check-in.
- **OVK/OV - Superior Deluxe Ocean View with Balcony**
Stunning rooms feature ocean views along with 24-hour room service, nightly turndown service, private bathroom with shower and French-style balconies. Guests of all ages are welcome in this room category.
Occupancy: 4 adults/4 total
Bedding: 2 double beds or 1 king bed, subject to availability at time of check-in.

- **HNY/CNK/CN - Superior Honeymoon Deluxe**
Lovely rooms with signature views, 24-hour room service, two 25-minute massages, nightly turndown service and petit-fours, espresso/American coffee machine, in-room DVD player/CD Player, iPod dock/radio/alarm clock, aromatherapy menu, exclusive concierge phone service, private dinner at select locations, upgraded brand of liquors in room dispenser, private beach lounge chair area with waiter service, an exclusive beach bag, private check-in and check-out and late check-out and early check-in (subject to availability). Guests 18 years of age and older are welcome in this room category.
Occupancy: 2 adults/ 2 total
Bedding: 1 king bed
- **WLK - Superior Walk-Out Suite**
Lovely rooms with ocean views, double whirlpool tub, private bath with shower, walk out balcony with hammock and seating area, 24-hour room service, welcome bottle of wine, nightly turndown service and petit-fours, espresso/American coffee machine, in-room DVD player/CD player, iPod dock/radio/alarm clock and upgraded brand of liquors in room dispenser. Guests of any age are welcome in this room category.
Occupancy: 4 adults/ 4 total
Bedding: 1 king bed or 2 double beds
- **JOVK - Superior Junior Suite Ocean View**
Lovely rooms with ocean views, double whirlpool tub and shower, balcony with two chairs and a table, 24-hour room service, welcome bottle of wine, nightly turndown service and petit-fours, espresso/ American coffee machine, in-room DVD player/CD player, iPod dock/radio/ alarm clock and upgraded brand of liquors in room dispenser. Guests of any age are welcome in this room category.
Occupancy: 4 adults/ 4 total
Bedding: 1 king bed or 2 double beds
- **GSK - Superior Governor Suite**
Lovely rooms with ocean views, living room, double whirlpool tub and shower, balcony with two chairs and a table, 24-hour room service, welcome bottle of wine, nightly turndown service and petit-fours, espresso/American coffee machine, in-room DVD player/CD player, iPod dock/radio/alarm clock and upgraded brand of liquors in room dispenser. Guests, 18 years of age and older, are welcome in this room category.
Occupancy: 2 adults/ 2 total
Bedding: 1 king bed
- **F1K/F1 - Superior Family Deluxe Suite**
Spacious rooms feature one bedroom with a king bed and 1 bedroom with 2 double beds, a double whirlpool, private bath with shower only, welcome amenities for families, Xbox 360/DVD player, selection of Xbox Games upon request, selection of DVDs upon request, Fun in the Sun Bucket Kit, Kid's special room service menu, family guide with activities schedule, LCD TV with satellite, purified water, bathrobes and slippers including mini size for children, digital laptop-size safe, 24-hour room service and turndown service. Room also has a liquor dispenser with whiskey, tequila, rum and vodka, and a minibar with sodas, bottled water, domestic beer and kid-friendly snacks. Garden or ocean-view (subject to availability at time of check-in). Guests of all ages are welcome in this room category.
Occupancy: 5 adults / 5 children / 6 total - 1 infant allowed above total occupancy
Bedding: 1 king bed and 2 double beds
- **P1K - Superior Two Bedroom Presidential Suite**
Spacious ocean view rooms feature one bedroom with a king bed, private bath with shower only and 1 bedroom with 2 double beds, a double whirlpool, private bath with shower only, terrace with chaise lounge, living room, dining and bar area, LCD TV with satellite, purified water, bathrobes and slippers, digital laptop-size safe, 24-hour room service and turndown service. Room also has a liquor dispenser with whiskey, tequila, rum and vodka, and a minibar with sodas, bottled water and domestic beer. Guests of all ages are welcome in this room category.

Occupancy: 5 adults / 5 children / 6 total

Bedding: 1 king bed and 2 double beds

Room Details:

- Adjoining Rooms: No
- Air Conditioning: Yes
- Bathroom Amenities: Hair dryer, bathrobe and slippers
- Balcony / Patio: Most have balconies
- Cribs: Yes, on request and subject to availability
- Internet Access: Yes, complimentary
- Iron / Ironing Board: Yes
- Kitchen Facilities: No, minibar and liquor dispenser
- Non-Smoking Rooms: Yes, on request and subject to availability
- Rollaway Beds: Yes, on request and subject to availability
- Safe Deposit Boxes: Yes, digital safe in room
- Smoke Alarm / Sprinklers: Yes / No
- Telephone: Yes, direct-dial phone
- Television / Radio: Yes, LCD flat-screen TV with satellite in all rooms / Yes, with alarm clock

Hotel Details:

- Babysitting Service: No
- Check-in / Check-out: 3:00 pm / 12:00 noon
- Child Ages: Children, ages 3 years old and younger, stay free with adult when using existing bedding
- Concierge: Yes
- Courtesy Room / Day Room: No
- Elevators: 3 elevators per tower
- Housekeeping Service: Daily
- Luggage Check / Storage: Yes / Yes
- Luggage Porter / Bellhop: Yes / Yes
- Number of Floors: South Tower - 14; North Tower - 11
- Other Guest Services: Laundry services, dry cleaning, doctor on call 24 hours a day, beauty salon, tour desk, currency exchange, ATM machine and business center. Additional fees apply for listed services.

Dining/Entertainment

Dining Facilities:

- Seafood Restaurant

- Italian Restaurant
- Asian Restaurant
- International Restaurant
- Steakhouse Restaurant
- Room Service - Yes, 24-hour room service is included

Dress Code:

- Casual - Wet clothing or uncovered swimwear not allowed.
- Casual Elegance - Long pants, collared shirts and shoes required.

Cocktail Lounges or Bars:

- Martini Bar
- Lobby Bar
- Swim Up Bar
- Noir Nightclub

Entertainment:

- On-property nightclub offering live entertainment and wired teens lounge.
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Activities

- Pool: Yes, two pools along with children's pool with waterpark
 - Whirlpool: No
 - Beach: Yes, located directly on the beach
 - Watersports: Yes, non-motorized watersports, snorkeling, kayaking and introductory scuba lessons in the pool
 - Spa: Yes, the Awe Spa offers a full range of massage, body and facial treatments
 - Fitness Center: Yes, featuring a wide variety of equipment
 - Golf: No, 20 minutes away
 - Tennis: Yes, 2 courts
 - Shopping: Yes, gift, jewelry and photo shop onsite
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Family Program

- Child Ages: Children ages 3 years old and younger stay free with adult when using existing bedding
 - Children's Activity Program: Children ages 2 - 12 years old are offered daily activities at the supervised kid's club
 - Babysitting Service: Yes, additional charges may apply
 - Children's Amenities: Children's pool area and kid's club
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Accessibility

Details on hotel facilities for the physically challenged are available through our reservations sales staff. All ADA handicap room requests must be processed through our reservations center on a special request basis with the hotels to confirm availability of rooms prior to arrival. Please call for details.

Handicapped rooms: Yes

Preconfirmed handicapped rooms: Yes

TDD rooms: No

Wheelchair accessible: Yes

Wheelchairs available at hotel: No

Handrails in bathroom: Yes

Roll-in showers: Yes

Bars in shower/chair: No

Shower lift: No

Alert Plus - audio/visual alert system: No

Smoke detectors with flashing light: No

Lamps that flash on/off if phone rings: No

Shake alarms/pillows: No

Closed-captioned TV: Yes

Braille: No

Seeing eye dogs allowed: No

Policies

- Minimum check-in age: 18
 - Credit Card Deposit Required Upon Check In: Yes
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All-Inclusive

All-Inclusive Plan Rating: Full All-Inclusive

All-Inclusive Features Include:

- All meals and beverages
- 24-hour room service
- Unlimited long distance phone calls to Mexico, USA and Canada (restrictions may apply)
- Taxes and gratuities
- Non-motorized watersports activities including kayaks, paddle boats, sailing, boogie boards and snorkeling, as well as FlowRider Double®, a new wave simulator
- Fitness center
- Daily scheduled theme parties
- Tours can be arranged at hotel. See the hotel front desk for details.

Dining Details:

Breakfast Options:

- Buffet Restaurant
- Seafood Restaurant

Lunch Options:

- Buffet Restaurant
- Seafood Restaurant

Dinner Options:

- Buffet Restaurant
- Seafood Restaurant
- Italian Restaurant
- Steakhouse Restaurant
- Asian Restaurant

Room Service: Yes, 24-hour room service is included

In-room Food Options: No

Restaurant Reservations Required: No

Dining Restrictions or Limitations: No

Dining Surcharges: No

Beverage Details:

Drinks Included:

- Non-alcoholic soft drinks, juice, coffee, tea, bottled water
- Domestic and imported beer
- Unlimited wine by the bottle
- Premium brand liquor
- In-room minibar
- Soft drinks
- Bottled water
- Domestic Beer

In-room Beverage Options:

- In-room mini-bar
- Soft drinks
- Bottled water
- Beer
- Bottle of Wine

Beverage Restrictions or Limitations: No

Beverage Surcharges: No

Entertainment Details:

Evening Entertainment Options:

- Nightly entertainment along with a nightclub

Children's Activity Program: Yes, the Playroom Kid's Club

- For details on the Children's Activity Program, please see the Family Program section for this hotel

Activity Details:

Daytime Activity Options:

- Daily activities
- Non-motorized watersports

Evening Activity Options:

- Daily and nightly activities

Activity Restrictions or Limitations: No

Activity Surcharges: No

Other Services or Amenities Included:

- Gratuities, taxes and fees
- Wireless Internet

Hotel Services or Amenities NOT Included in the All-Inclusive Program:

- Spa services

Location/Transportation

Located directly on the beach in downtown Ocho Rios

Distance from Airport: Montego Bay Sangster International Airport (MBJ)- 1.5 hour drive

Distance from Downtown: Located in downtown Ocho Rios

Distance from Attractions: 15 minutes to Dunn's River Falls

Distance from Beach: Located on the beach

Transportation Options: Airport transfers are included with your stay and provided by the hotel from both Montego Bay (MBJ) and Kingston (KIN) airports. Customers arriving/departing from Kingston must have a 5-night minimum stay to receive complimentary transfers.

Local Transportation Options: Taxi and bus

Car Rentals at Hotel: Yes, arrange through the tour desk

Parking: Yes

Wedding Information

Available only through the Romance program.

The complimentary wedding package includes:

- Chocolate colored ceremony structure and podium with ivory spun fabric, floral applique and silver branches
- Justice of the Peace or Minister to perform legal or symbolic ceremony
- Decorated chairs for 30 guests
- Sparkling wine during ceremony

- One dinner reservation for up to 30 guests
- Breakfast in bed the morning after the ceremony
- Honeymoon wishes Wedding Website and Bridal Registry
- Complimentary Honeymoon Package
- CD system available for the ceremony
- Services of a Wedding Coordinator

Hotel restrictions and qualification:

- To qualify for this complimentary wedding a total of 5 rooms or more with a 3-night minimum stay or any combination totaling 15 room nights in the Deluxe Wing room category must be purchased through the Romance program.
- If the minimum night stay is not met additional fees will apply for the wedding ceremony.
- Details on how to confirm the date, time, and location for your complimentary wedding will be provided to you by a Romance travel specialist after your reservation is confirmed with deposit or final payment.

Other information:

- Only ceremonies performed by a Justice of the Peace are legally binding and couples must fulfill the required government documentation prior to the wedding date. Please verify all requirements with the wedding coordinator of the hotel.
- Wedding ceremonies performed by a Minister are not legally binding and it is the couple's responsibility to get married legally in their home country pre/post travel.
- Not included is the Justice of the Peace or non-denominational Minister document arrangements, document translation fee and any registration fees. Contact hotel for up-to-date listing of costs.
- Wedding ceremony days: Monday through Saturday only, no Sunday services.
- Wedding ceremony times: Consult your wedding coordinator for times.
- Wedding dress code: Consult your wedding coordinator for advice.
- Non hotel guests will be required to purchase day pass to attend ceremony. Consult your wedding coordinator for current fees.

For complete details see the Wedding Package information listed under the 'Activities+More' tab in the Destination section of our website for this destination.

Honeymoon/Anniversary Information

Available only through Romance program

Honeymoon couples staying at Moon Palace receive complimentary honeymoon amenities including:

- Specialty petit fours
- Bottle of sparkling wine
- One romantic candlelight dinner (reservations made via Honeymoon Desk)
- Two resort honeymooner's t-shirts

- Use of honeymoon desk
- Breakfast in bed (upon request at the time of check-in)
- Guaranteed turndown service
- 6pm late check out (upon request, subject to availability)

Restrictions apply including:

- 3 night minimum stay required
- Honeymoon couple must present proof of marriage within the past year upon check in. Wedding certificate or marriage license will qualify.
- Services are valid per room per stay unless otherwise noted
- Services are subject to change or substitution based on availability at the discretion of the hotel
- No cash value for unused services

Construction

- Year Built: 1974

Good to Know

- Located in downtown Ocho Rios close to shops and restaurants
- 15 minutes from Dunn's River Falls
- 24-hour room service
- Unlimited long distance phone calls to Mexico, USA and Canada
- Great for couples, singles and families
- Hotel is not recommended for clients seeking solitude.
- Hotel is a very active property.

We strive to maintain the most up-to-date information about hotel properties. However, as hotels may change the information about their properties at any time without notice, we cannot be held responsible for any omissions or errors in this section.
