



HOTEL INFORMATION



Moon Palace Cancun

Boulevard Kukulcan Km 340 Carr
Cancun, Chetumal CP 77500

Deluxe plus, all-inclusive, oceanside resort located 10 minutes south of Cancun's airport. This is Palace Resorts' largest and most secluded self-contained resort, situated on 123 acres, much of it retaining its natural jungle foliage. The hotel is recognized as a prestigious AAA Four-Diamond hotel and features two of the largest lagoon-style pools in Mexico and a Jack Nicklaus Signature golf course. The Resort also has a full 2314 rooms with either resort, garden, golf course or ocean view.

Information

Number of Rooms: 2314

Room Category Descriptions:

Every guest room features the new Palace Bed, a double-cushioned pillow-top mattress with specially designed comfort coils to ensure a wonderful night's sleep. All guests staying in the Junior Golf Suite and Two Bedroom Suite Golf Course room categories will now have access to their own personal golf cart.

- **GVK - Superior Deluxe - Garden View**
484 square feet of luxurious room with lagoon view, with double whirlpool, hair dryer, coffee maker, minibar, liquor dispenser, digital safe, 24-hour room service, nightly turndown service, wireless Internet, private marble bathroom with shower, balcony with chaise lounge chairs and table.
Occupancy: 4 adults/4 total
1 Infant allowed above total occupancy
Bedding: 2 double beds or 1 king, subject to availability at time of check-in.
- **OVK - Superior Deluxe - Ocean View**
436 square feet of luxurious room with ocean view, with double whirlpool, hair dryer, coffee maker, minibar, liquor dispenser, digital safe, 24-hour room service, nightly turndown service, wireless internet, private marble bathroom with shower, balcony with chaise lounge chairs and table.
Occupancy: 4 adults/4 total
1 Infant allowed above total occupancy
Bedding: 2 double beds or 1 king, subject to availability at time of check-in
- **FL1K - Family Deluxe**
This suite is comprised of two connecting Superior Deluxe Garden View (SUP) rooms. Features include the standard amenities of the SUP room, as well as special family amenities. Welcome amenities for families include

Xbox 360/DVD player in the room (selection of games/DVDs upon request), Fun in the Sun Bucket Kit, special service menu for kids, kid-friendly minibar in one of the rooms, L'Oreal Kids bath amenities and kid-sized slippers and robes. This room category is geared towards families traveling with children.

Occupancy: 4 adults/6 total

1 Infant allowed above total occupancy

Bedding: 1 king bed and 2 double beds

- OFK - Superior Deluxe Oceanfront (Nizuc section)

Features an oceanfront view, double whirlpool, private bath w/shower only, balcony, in-room liquor dispenser, minibar, LCD TV w/satellite, purified water, bathrobes and slippers, in-room safe, individually controlled air conditioning, coffee maker, direct dial telephone, alarm clock, dryer, iron/iron board, wireless Internet, 24-hour room service, and turn-down service. All rooms are nonsmoking.

Occupancy: 4 adults/4 total

Bedding: 1 king or 2 double beds, subject to availability at time of check-in.

- HNY - Honeymoon

Including rooms with signature views, 24-hour room service, two 25-minute massages, nightly turn down service and petit-fours, upgraded bath amenities, espresso/American coffee machine, in-room DVD player/CD Player, iPod dock/radio/alarm clock, pillow menu, aromatherapy kit, exclusive 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 out and late checkout and early check-in (subject to availability). Children ages 17 and younger not allowed in this room category.

Occupancy: 2 adults/ 2 total

Bedding: 1 king

- JRK - Junior Golf Suite

Seating area, double whirlpool, screened terrace with chairs and table, turndown service, liquor dispenser, minibar, satellite TV, ceiling fan, designer bath amenities, bathrobes, safe, phone, and 24-hr room service. Located on the golf course 5 minutes away from the main hotel and the beach. Children ages 17 and younger not allowed in this room category.

Occupancy: 2 adults/2 total

Bedding: 1 king

- SWK - Swim Up Suite

Swim up Suites offer private furnished balconies with direct access to a private pools. Swim up Suites also feature premium coffee with coffee maker, 24-hour room service menu catered to healthy meals, wake up light alarm clock, radio/iPod dock, DVD player, CD player, LCD TV with satellite, pillow & aroma therapy menu, bath salts, private bath with shower, use of bathrobes and slippers, exclusive beach bag and nightly turn-down service. Children ages 4 and younger not allowed in this room category.

Occupancy: 4 adults/4 total

1 Infant allowed above total occupancy

Bedding: 2 double beds or 1 king, subject to availability at Time of check-in.

- ASK - Governor Suite (Previously named Ambassador Suite)

Features an ocean view, living and dining area, walk-in closet, double whirlpool, in-room liquor dispenser (with upgraded brands of liquor), minibar, LCD w/satellite, CD/DVD player, in-room safe, individually controlled air-conditioning, coffee maker, direct-dial telephone, alarm clock with iPod dock, wireless Internet, 24-hour room service, aromatherapy menu, pillow menu and turndown service. Bathroom includes shower, double vanity, bathrobes and slippers for use during stay, exclusive beach bag, hair dryer, CHI bath amenities and iron and ironing board. Children ages 17 and younger not allowed in this room category.

Occupancy: 2 adults/2 total

Bedding: 1 king

- **P1K - Two Bedroom Presidential Suite**

Two bedroom ocean view suite featuring two and a half bathrooms, living area, dining area and half kitchen.

Amenities include nightly petit fours with turndown service, pillow menu, aromatherapy menu, upgraded liquor

brands in dispenser, in-room wine, use of bathrobes & slippers, and 24-hour room service with a special menu.

Outdoor terrace features chaise lounge, chairs and table with ocean views.

Occupancy: 6 adults/6 total

Bedding: 1 king bed and 2 double beds

Room Details:

- Adjoining Rooms: Yes, on request and subject to availability
- Air Conditioning: Yes, individually controlled
- Bathroom Amenities: CHI bath amenities, bathrobes and slippers, CHI hair dryer and straightener, marble bathroom with glass enclosed shower
- Balcony / Patio: Yes / No
- Cribs: Yes, on request and subject to availability
- Internet Access: Yes, complimentary
- Iron / Ironing Board: Yes / Yes
- Kitchen Facilities: No, only mini-bar 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 (fits most laptops)
- Smoke Alarm / Sprinklers: Yes / No
- Telephone: Yes, direct dial phone, additional fees may apply
- Television / Radio: Yes, LCD flat screen TV with satellite, and radio alarm clock with iPod dock

Hotel Details:

- Babysitting Service: No
- Check-in / Check-out: 3:00pm / 12:00pm
- Child Ages: Children 3 and under stay free with adult when using existing

bedding

- Concierge: Yes
- Courtesy room / Day Room: No
- Housekeeping Service: Daily
- Luggage Check / Storage: Yes / Yes
- Luggage Porter / Bellhop: Yes / Yes
- Number of Floors / Elevators: 3 floors / Yes, in main building only

- Other Guest Services: Laundry services, dry cleaning, doctor on call 24 hours a day, beauty salon, travel agent and car rentals, wedding services, tour desk, currency exchange, ATM machine and business center. Additional fees apply for listed services.
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Dining/Entertainment

Nizuc Section:

- El Manglar - Location - Central lobby. International buffet for breakfast and lunch, with Italian dinner buffet. Dress code - Casual.
- Arrecifes - Location - Central lobby. À la carte Brazilian Steakhouse for dinner. Dress code - Casual.
- Los Caporales - Location - Central lobby. À la carte Mexican for dinner. Dress code - Casual elegance.
- Palapa Delfines - Location - Poolside. À la carte grilled specialties for lunch and grilled dinner buffet. Dress code for dinner - Casual.
- Palapa Pelicanos - Location - Poolside. International buffet for lunch and á la carte sushi for dinner. Dress code for dinner - Casual.

Sunrise Section:

- La Góndola - Location - Adjacent to lobby. Italian dinner buffet. Dress code - Casual.
- Momo - Location - Adjacent to lobby. À la carte Asian for dinner. Dress code - Casual elegance.
- Bugambilias - Location - Central lobby. International buffet for breakfast and lunch, with Mexican buffet for dinner. Dress code - Casual.
- Palapa Fragata - Location - Poolside. International buffet for lunch and á la carte seafood for dinner. Dess code - Casual.
- Palapa Barracuda - Location - Poolside. International buffet for breakfast and lunch, and á la carte steakhouse for dinner. Dresscode - Casual.
- Terraza del Arte - Brick oven pizza service
- Riviera Maya - Located on the golf course open for dinner only. Serving flavors from around the region in a unique environment, combining both traditional and modern elements.
- No reservations needed at the hotel restaurants

Dress Code:

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

Room Service: Yes, 24 hour room service is included

Cocktail Lounges or Bars:

Nizuc Section:

- Lobby bar - Snacks, bar & live music
- The Pub - Lounge & bar

- Sweet & Coffee - Coffee, crepes and pastries

Sunrise Section:

- Lobby bar - Snacks, bar and live music
- Los Cumpios bar - Bar service and sushi bar in the evenings
- Lounge bar - Beach bar with sushi appetizers
- Sky bar - Bar service

Entertainment:

- Noir - 8,600 square-foot, on-property night club offering a striking mix of cutting edge design, an upscale nightlife experience with live entertainment and a handcrafted specialty cocktail list.

Activities

- Pool: Yes 2, 650 ft. lagoon-style pools, 1 outdoor pool at the Golf Club, 2 kiddie pools (1 with waterpark), as well as a new wave simulator FlowRider Double® for body boarding and surfing.
- Whirlpool: Yes, 6 Jacuzzis
- Beach: Yes, beachfront
- Watersports: All non-motorized water sports, as well as FlowRider Double®
- Spa: At the full service deluxe spa you will have a choice of the latest spa services massages, bath therapies, facials and bodyscrubs expertly administered in 39 spacious treatment rooms. All Spa packages include complimentary use of the hydrotherapy facilities on the day of your scheduled appointment. Hydrotherapy facilities include - contrast lagoon, whirlpool, herbal steam room, dry sauna with eucalyptus, pressure showers, hydro reflexology (foot whirlpool), personal care amenities, water, juice and fruit, robe and sandal service, showers, and private locker.

For Palace Resorts guests not purchasing a Spa service, the fee for the hydrotherapy facilities is \$25 per person, per day. Hydrotherapy area is open from: 8:00am to 8:00pm; spa service is open from: 9:00am to 7:00pm.

To insure you get the treatments and times of your choice, we suggest advance reservations. If you have any questions, send an email to touristicinfo@palaceresorts.com. Spa reservations can also be requested upon arrival.

- Fitness Center: 2 fitness centers offering yoga and pilates classes, as well as sauna and steam baths
- Golf: Boasts the Jack Nicklaus Signature golf course a 27-hole championship course, one of the best golf clubs in Mexico.
- Tennis: Yes, 6 lit tennis courts
- Shopping: Gift shops, beauty salon, spa boutique at the Golf Club, pro-shop at the Golf Club, and jewelry stores all on site.
- Other: Dive tank, scuba diving demonstration, water sports, marina, 2 basketball courts, 2 beach volleyball courts, pool volleyball, beach soccer, meditation garden, climbing tower, miniature golf course, bicycles, billiards, ping pong,

table games, daily activities, theme parties and nightly shows.

Family Program

- Child Ages: Children 3 and under stay free with adult when using existing bedding. Children 4-17 years of age pay child rate with adult using existing bedding.
 - Children's Activity Program: Kids club called The Playroom for ages 4-12; kids will have a blast with all the pre-planned activities and a lunch menu consisting of a variety of treats kids love. New Playroom features 11 game rooms, a mini runway, beauty salon, arcade zone, and theatre complete with plush seating and concessions. Hours: 10:00am - 4:30pm & 6:30pm - 9:30pm.
 - Children under 4 must be accompanied by an adult
 - All children who wish to participate must be registered that morning by 11:00am
 - Please wear appropriate attire for all activities
 - Kids Club will remain open during the indoor activities, but will be closed during the outdoor activities
 - Example of activities offered: Tennis, basketball, mini-golf, water color, making cookies, games, movie night, pool and beach activities
 - Babysitting Service: No
 - Children's Amenities: Children's playground, 2 kiddie pools with slides and water activities, Kids Club
 - Teen Lounge - Wired teens lounge offering teens arcade and console video games, TV, access to surf the web, DJ spin the latest hits and snacks.
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Accessibility

Details on hotel facilities for the physically challenged are available through our reservations sales staff. All 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, 8 rooms in the Deluxe Room-Resort View (SUPD) and 5 rooms in the Superior Deluxe-Garden View (SUP).

Preconfirmed handicapped rooms: No

TDD rooms: No

Wheelchair accessible: Yes

Wheelchairs available at hotel: Yes

Handrails in bathroom: Yes

Roll-in showers: No

Bars in shower/chair: Yes

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: No

Braille: No

Seeing eye dogs allowed: No

Policies

- Minimum check-in age: 18

- Credit card deposit required upon check in: Yes, for incidentals

Other Restrictions:

- Springbreak students are not allowed
 - 3-night minimum stay required
 - Some restaurants may require a dress code and reservations
 - Select Spa services available to children 13 to 17 years old. An adult must accompany children ages 13 - 15.
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All-Inclusive

Full All-Inclusive Plan Rating features include:

- All meals and beverages
 - 24-hour room service
 - Unlimited long distance phone calls to Mexico, USA and Canada, (restrictions apply, calls must be made from your room, other international calls will be charged at a special rate, if unused, this service cannot be exchanged for cash)
 - Taxes and gratuities
 - Exchange privileges at Sun Palace, Beach Palace, Playacar Palace, Isla Mujeres Palace, Cozumel Palace. Note that all services redeemed with resort credits are subject to local taxes and fees. (Transportation is not included.)
 - Non-motorized watersports activities kayaks, paddle boats, sailing, boogie boards and snorkeling, as well as FlowRider Double®, a new wave simulator
 - Tennis, basketball, volleyball
 - 2 fitness centers
 - Mini-golf at Moon Palace Golf & Spa Resort
 - Scuba diving lessons on premises; certified lessons available at additional cost
 - Scheduled theme parties daily
 - Tours can be arranged for at hotel. See the hotel front desk for details.
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Location/Transportation

Magnificent place on 123 acres of lush tropical foliage on a secluded stretch of nearly 2000 feet of white sandy beach, this beach front property creates gorgeous settings for any getaway.

Distance from Airport: Cancún International Airport (CUN) - 5 miles, about a 10 minute drive

Distance from Downtown: Located 35 minutes from downtown Cancun.

Distance from Beach: Beachfront resort

Local Transportation Options: Car rental and 24 hour taxis are available at an additional charge. Lobby to lobby transportation, free of charge

Car Rentals at Hotel: Yes

Wedding Information

Available only through the Romance program.

The complimentary wedding package includes:

- Service of Justice of the Peace (legal ceremony) or Minister (symbolic ceremony)
- Services of a wedding coordinator
- Wedding ceremony Location
- Chocolate colored ceremony structure with ivory spun fabric and white dendrodium orchid floral appliqué.
- Chocolate colored ceremony podium with two daisy floral sphere as table décor.
- Silver braches for front of chocolate colored structure
- White Avant-garde chairs for up to 30 guests.
- Domestic champagne during the ceremony
- Dinner reservations for the wedding party (only at selected restaurants with up to 30 guests)
- Audio system available for ceremony
- Special breakfast in bed the morning after the wedding
- Honeymoon wishes wedding website and bridal registry
- Complimentary honeymoon package

Hotel restrictions and qualification:

- To qualify for this complimentary wedding a total of 14 room nights must be booked in any room category and must be purchased through the Romance program including the wedding couple's room.
- If the minimum room requirement 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.
- A fee of approximately \$460.00 USD will be applied to legal ceremonies performed by a Justice of the Peace. Translation fees for documents will be charged at the resort according to documents and number of pages. Contact hotel for up-to-date listing of costs.
- Not included the required blood tests. Please verify the cost with the wedding coordinator at your hotel.
- Weddings perform Monday through Saturday only, no Sunday services.
- Non hotel guests will be required to purchase day pass to attend ceremony.

Wedding Packages available for purchase:

Include the complimentary wedding services plus additional or upgraded services.

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 the Romance program.

Honeymoon couples staying at this resort receive complimentary honeymoon bonus values featuring

- Mini cake
- Bottle of sparkling wine
- Complimentary honeymoon dinner at select restaurants (reservations made via Honeymoon Desk)
- Two resort honeymooner's t-shirts
- Guaranteed turn down service
- Use of honeymoon desk
- Breakfast in bed (upon request at the time of check-in)
- 6pm late check-out (upon request and subject to availability)

To qualify, your hotel must be confirmed as part of the Romance program. 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: 1999
- The dolphin habitat, located on property is currently unavailable for guests until further notice. Palace Resorts will continue to offer these experiences at neighboring dolphin habitats operated by Dolphin Discovery. Clients can book this experience with their Resort Credit without limitation. Round-trip transfers will be provided as follows - Dolphin Discovery will be providing round-trip boat transfers for guests who book the Wet & Wild excursion - inclusive of a dolphin experience. Dolphin Discovery will also be providing round-trip bus transportation for guests taking part in a dolphin only experience at their Dolphinarium in Maroma.
- Most Recent Renovations: The Junior Golf Suites have been renovated as of early 2018.

Good to Know

- Recognized as an esteemed AAA Four-Diamond hotel (most recently in 2014)
- First property in Mexico to offer the FlowRider Double®, a wave simulator. Between body boards and standup flowboards, this is endless surfing excitement for all ages.
- Dive tank available for lessons
- Beautiful, spacious, ocean-view room with whirlpool tubs
- Stay at one Palace Resort and enjoy exchange privileges at Sun Palace, Beach Palace, Playacar Palace, Isla Mujeres Palace and Cozumel Palace.
- Wedding services available
- 24-hour room service
- This property is ideal of family vacations and couples alike. Perfect for the ultimate destination wedding.
- 25-minute taxi ride to shopping and nightlife
- Depending on the currents, seaweed may wash up on shore
- Grounds are very large so there is a lot of walking (courtesy carts available)
- Reminder - Due to Mexico regulations the hotel will no longer accept payment in US Dollars. All services shall be in Mexican Pesos. When using a credit or debit card at the hotel, the charges will be made in Mexican Pesos. Due to this same regulation, the hotel may no longer be accepting USD cash as a form of payment or executing any money exchange on-site. Guests are required to either use the ATM or any bank office nearby.

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.
