

Name(s): _____

Hotel Confirmation #: _____

Welcome to the only place with the best of Mexico included!

Let's start planning your daily activities at Hotel Xcaret Mexico.





We suggest you browse through this guide and click on the buttons and logos to see the menus and additional information.

IMPORTANT:






This is a form used for **requesting** reservations, their confirmation is **subject to change** depending on the availability of our services. We ask you to read the Terms and Conditions at the end of the form.

Service	Flight date	Airline	Flight number	Flight arrival / departure time	Guest(s) Number	Terminal of arrival / departure
Airport - Hotel						
Hotel - Airport						

PARKS THAT REQUIRE A RESERVATION

Desired date	Xperience	Pick-up time	Guest(s) Number	Schedules
	 XOXIMILCO MEXICAN FLOATING FIESTA CANCÚN por xcaret	18:20h		Monday - Saturday ETA back to the hotel: 00:30h Food and drinks included *VERIFY TERMS AND CONDITIONS*
	 XENSES por xcaret	9:00h 14:00h 19:00h		Monday - Saturday Transportation available every 20 minutes from 9:00h until 23:00h Meals not included *VERIFY TERMS AND CONDITIONS*
	 XENOTES OASIS MAYA por xcaret	8:50h		Monday - Saturday ETA back to the hotel: 17:30h Food and soft drinks included *VERIFY TERMS AND CONDITIONS*
	 XICHEN por xcaret	7:15h		Monday - Saturday ETA back to the hotel: 20:30h Buffet included at La Casona de Valladolid \$33USD fee per person



Desired date	Xperience	Pick-up time	Guest(s) Number	Schedules
		9:30h		Monday - Sunday ETA back to the hotel: 17:30h Food and drinks included *VERIFY TERMS AND CONDITIONS*
		7:15h		Monday - Sunday ETA back to the hotel: 17:30h Food and drinks included *VERIFY TERMS AND CONDITIONS*
		9:05h		Monday - Saturday ETA back to the hotel: 18:00h Food and drinks included *VERIFY TERMS AND CONDITIONS*
		8:15h		Monday - Wednesday - Friday - Sunday ETA back to the hotel: 20:30h Roundtrip transportation to Isla Mujeres Access to the Xcaret Scenic Tower Services and food on the island not included *VERIFY TERMS AND CONDITIONS*
		16:25h		Xunset Party: Wednesday - Friday Xunset Lovers: Monday Round transportation to our marina 2-hour catamaran tour Canapes and beverages included

PARKS THAT DO NOT REQUIRE A RESERVATION

Xperience	Schedules
	Monday - Sunday 8:30h to 22:30h Includes one meal at any of the buffet restaurants Available transportation every 30 minutes *VERIFY TERMS AND CONDITIONS*
	Monday - Saturday 8:30h to 17:00h Includes unlimited buffet Available transportation every 30 minutes *VERIFY TERMS AND CONDITIONS*
	Monday - Saturday 17:30h to 22:30h Includes unlimited buffet Available transportation every 30 minutes *VERIFY TERMS AND CONDITIONS*

Suggestion: Avoid booking parks with set transportation times on your arrival date. We are not responsible for any unforeseen situation that might prevent you from taking your transportation. No show fees apply.



OPTIONAL ACTIVITIES (\$)

Click on the image to discover all the additional experiences in our parks. These reservations can be made upon arrival at the hotel with our concierge or Excursion Travel team. You can also book them in advanced by calling the contact center:

MEXICO: 998 883 3143

USA-CAN: 1 855 326 0682



DINNING EXPERIENCES

No reservations required.

At Hoteles Xcaret, we know that eating is traveling, and that memories are also immortalized through our palates [Click here](#) to learn more about our restaurants.

Restaurant	Speciality	Breakfast	Lunch	Dinner	Dress Code*
Mercado de la Merced	Mexican & International buffet	Continental 6:30h to 7:00h Buffet 7:00h to 12:00h	13:00h to 17:00h	18:00h to 23:00h	Breakfast & Lunch: Beach Casual Dinner: Casual
Trajinera	Seafood	8:00h to 11:00h	12:00h to 18:00h	19:30h to 23:00h	Breakfast & Lunch: Beach Casual Dinner: Casual
Chibali	International a la carte + buffet	7:00h to 11:00h	12:00h to 18:00h	CLOSED	Beach Casual
Las Playas	International a la carte	CLOSED	12:00h to 18:00h	19:00h to 23:00h	Lunch: Beach Casual Dinner: Casual
Bio	Vegan	7:00h to 12:00h	13:00h to 17:00h	18:30h to 23:30h	Breakfast & Lunch: Beach Casual Dinner: Casual
Cantina Los Faroles	Mexican Food inspired by the state of Oaxaca	CLOSED	CLOSED	18:00h to 23:00h	Casual
Las Cuevas	Mexican Steakhouse	CLOSED	CLOSED	18:30h to 23:30h	Casual

*Consult Dress Code details below in the Terms and Conditions section.



DINNING EXPERIENCES

Restaurants that require reservation

We bring together a group of talented chefs to offer premium cuisine experiences that turn our hotels into authentic culinary destinations.

Restaurant	Speciality	Service hours	Guest(s) Number	Preferred Time	Dress Code*	Additional Information
Teatro del Rio	International (4 course set menu)	19:20h to 21:30h			Casual	Monday, Wednesday & Friday Caribbean Show. Tuesday, Thursday & Saturday Mexican Show Sunday Music Show
Xin-Gao	Contemporary Asian Fusion Cuisine	17:30h to 23:00h			Casual	4 different experiences to choose from: Fusion, Tatami, Sushi bar & Teppanyaki
Fuego (Exclusive for guests at Casa Fuego)	Italian-Mexican Fusion	Breakfast 7:00h to 11:30h Lunch 12:30h to 17:00h Dinner 18:00h to 23:00h			Formal	Experience available for guests of Casa Fuego (Adults only)
HA' (\$)	Contemporary Mexican Cuisine (Tasting menu)	18:00h to 23:00h			Formal	8 course dinner + wine pairing (Adults only)
Sunday Brunch (\$)	International Buffet	Sunday 10:00h to 16:00h			Casual	The best brunch experience in Mexico and the Caribbean

*Consult Dress Code details below in the Terms and Conditions section.

Please advise us of any allergies or dietary restrictions you or your companions may have.


SPECIALS

CELEBRATION		REQUESTS	
Birthday		Handicap Suite	
Anniversary		Crib(s)	
Honeymoon		Pet Access (\$)	
Other		Other	



MULUK SPA

Find out about treatments available in Muluk Spa by [clicking here](#) or on the logo.

Menu	Schedule	Preferred Date	Preferred Time	Cabin Setup
	Monday - Sunday 9:00h to 20:00h Gratuity not included			Same Cabin: __ Separate Cabin: __
Desired Service		Name(s)	Additional Information	
			Please arrive wear bathing suit for your appointment. The spa will provide you with a robe, sandals, and towels.	

Cancellation of spa services must be made at least 24 hours is advanced. A charge equal to 50% of the reserved service cost may apply for no shows. Please be aware that response time for confirming your schedule may vary. We appreciate your patience and understanding.

Thank you for choosing Hotel Xcaret Mexico for your vacations!

It will be a pleasure to welcome you and create together a unique and unforgettable experience in the best of the Mexican Caribbean.



TERMS AND CONDITIONS

No show policy:

- A no show policy will apply, along with a charge of \$25USD per person, if a cancellation is made less than 24 hours before the scheduled service time for tours, parks and restaurants that require a reservation.
- Teatro del Rio no show fee is \$30USD.
- For HA' restaurant and the Sunday Brunch, a penalty of 100% of the cost will apply.

All Fun Inclusive activities beginning and ending:

- Upon checking in, you may access and use facilities and services starting at 7:00h.
- Upon checking out, you may access and use facilities and services until 18:00h

Transportation

- This service is valid to and from the airport only if the flight date matches the check in and check out dates from the hotel.
- Reservations for hotel – airport transfers are scheduled approximately 4 hours before flight departure time. We recommend being ready at the meeting point (main lobby) at least 15 minutes before the pickup time provided by our staff.
- “La despeinada” our transportation service between Xenses, Xcaret, Xplor and Xplor Fuego parks, is available every 30 minutes departing from the main lobby.

Access to parks and tours

- Access to Grupo Xcaret parks and tours is included in our All Fun Inclusive. However, for safety reasons, some activities and parks have age, weight, and height restrictions. Some limitations may also apply in case of disability or pregnancy. Please inquire with our team if necessary.

Dress code in restaurants

- **Beach casual:** Admission is only restricted when wearing just swimsuits or wet clothing.
- **Casual – Ladies:** Cocktail dress, pants, skirt, blouse, sneakers, shoes, or sandals.
- **Casual – Gentleman:** Pants, Bermudas, polo shirts, sneakers, or closed shoes.
- **Formal – Ladies:** Dress, pants, skirt, blouse, shoes, or elegant sandals.
- **Formal – Gentleman:** Dress pants, button shirts, polo shirts, closed shoes.

I, _____, the undersigned, accept the Terms and Conditions described above and confirm that I am aware of the requested activities.

Signature

