



GRANDSIRENIS  
RIVIERA MAYA RESORT & SPA  
RIVIERA MAYA - MÉXICO ●●●●●

# Handy Guide

WE WANT TO MAKE YOUR STAY EASIER



**YOU CAN CONSULT OUR SAFETY AND HYGIENE  
PROTOCOLS BY DOWNLOADING THE QR CODE**

IBIZA · PUNTA CANA · RIVIERA MAYA · CUBA · COLOMBIA

# Transport



To be transported to our property we suggest contacting your trusted tour operator to book your transportation. The resort is located 80 km away from the airport and it will only take you 90 minutes to your dreamed vacations. There is also the option to book the service with the following operator:



WE ARE NOT RESPONSIBLE FOR TRANSPORT RESERVATIONS  
MADE WITH ANY SERVICE PROVIDER.

# Check in online

We want to speed up our procedures so that our customers enjoy every minute of their stay without wasting even a second of their holiday and relaxation time. The process for checking in online is very simple and now available on the WEBSITE.

In case of any doubt about your reservation you can contact us through the online chat.

## 1 ACCESS TO THE WEBSITE: **SIRENISHOTELS.COM**

Check in opens 7 days before your arrival at the hotel. The first thing you need to do is access our website: sirenishotels.com.

## 2 CLICK ON **CHECK-IN ONLINE**

Click on Check-in Online on the top menu bar from a computer or the drop-down menu on the mobile phone version.

## 3 SELECT THE **HOTEL**

Click on the drop-down menu, select your hotel and click continue.

## 4 BOOKING **DETAILS**

Enter the Booking code and the Arrival date and click Continue.

## 5 PERSONAL **DETAILS**

Enter all the personal details required until the check-in process is complete.

## 6 GO TO THE **FRONT DESK**

Please go to the front desk when you arrive at the hotel, to finish this process.

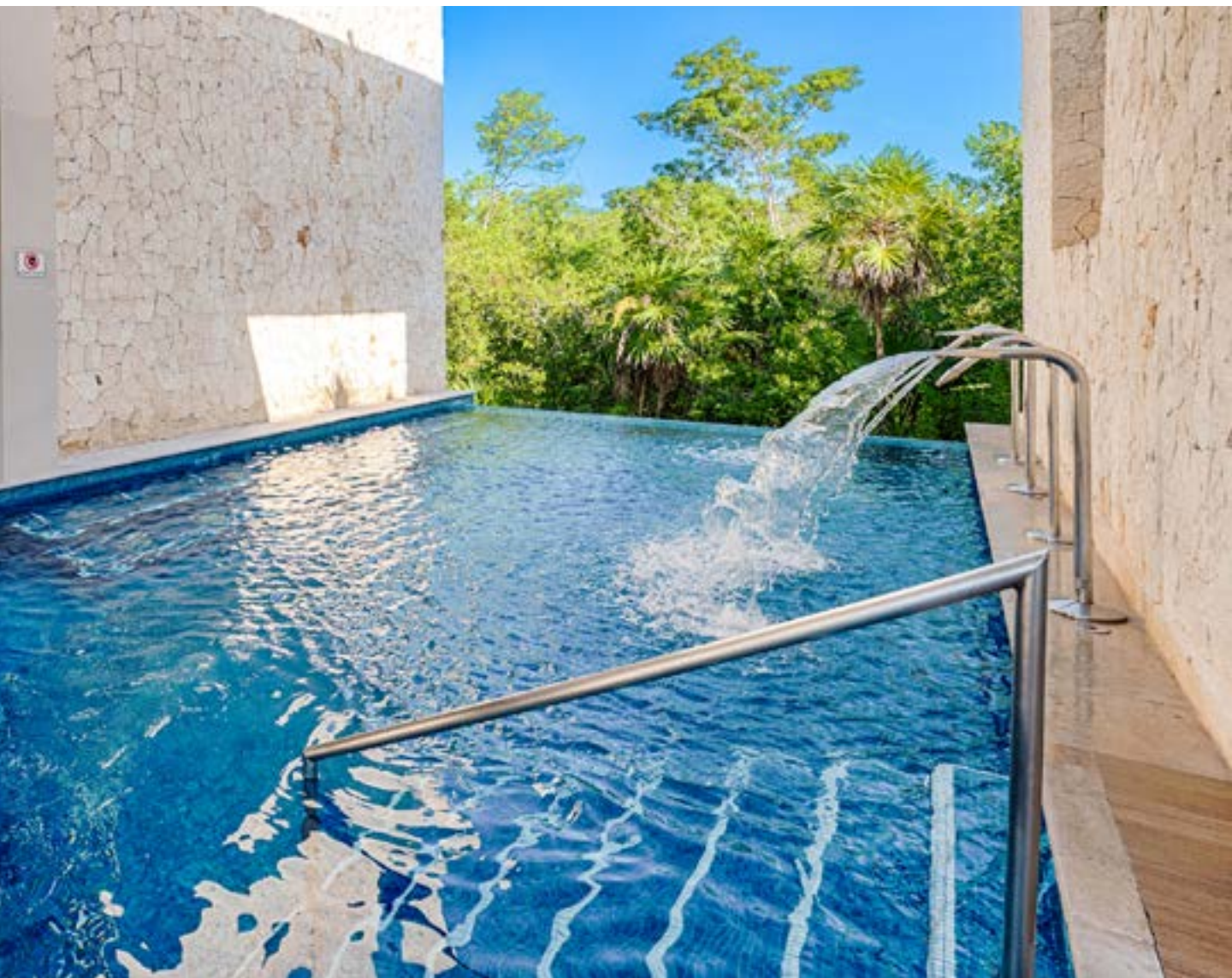


# Sirenis experiences

We put an interesting selection of extras at your disposal, which you can include in your booking upon arrival at the hotel (with extra charge). There's nothing better than surprising a loved one, or even indulging yourself during the holidays. Would you like to know more? Don't miss these suggestions:

## Mayan DINNER

Discover the Mayan dinner experience! A show full of history, a magical in culture and a local Mexican gastronomy that you will love!



## WATER circuit

Relaxing sensory treatment.

Move through four different pools, each containing a number of different extreme pressure, target-specific stations for a full body massage that collectively cover all of the high-tension muscle areas.

## Swedish massage FOR TWO

Relaxation and wellness.

Relaxing technique which releases stress points mean pressure throughout the body.



# Our app

Use our QR code to download the hotel app with all kinds of useful information so you don't miss anything that's happening at Grand Sirenis Riviera Maya Resort.



Timetables and services may be modified during the season without prior notice. For added security, please check with our Reception department upon arrival at the hotel.

# Frequently asked questions

## THE HOTEL

### **Check-in, check-out and Reception timetable.**

Check-in is from 15:00 and check-out before 12:00. Reception is open 24 hrs.

### **Extension**

Our property has an approximate extension of 500,000 m<sup>2</sup> between gardens, accommodation and entertainment infrastructure, as well as beautiful beaches.

### **Ecotasa fee**

The Environmental Sanitation Law 'ecotasa' is a recovery fee from the state government that guarantees the conservation, protection and maintenance of its beaches and its natural resources.

## RESTAURANTS

### **Can I book dinner à la carte before arrival?**

A la carte dinners can be book upon arrival at the hotel with the concierge or through the Web App and are subject to availability.

## AMENITIES

### **What amenities does the hotel offer for special occasions?**

We have packages for special occasions (birthday, anniversary, honeymoon) with extra cost. For more information contact your concierge. They will be given special amenities for honeymooners to make their stay more special, if they bring the certificate that proves that they have been married for less than 3 months. For more information, contact your concierge.

# Frequently asked questions

## ROOMS

### **Can I request a room with a sea view? Can I request that my rooms are close together?**

We try to accommodate our clients based on the type of room selected at the time of reservation. You can email the hotel with your requests and needs including the details of your reservation. Our Reception staff will do everything possible to satisfy your wishes based on availability at the time and without guarantee of confirmation before arrival. In addition, we'll inform you if there's any additional charge. You can also enquire about the types of rooms available and the cost, in the event of wanting to request an upgrade.

### **Is it necessary to notify the hotel to reserve a cot? Does it have an additional cost?**

If you are travelling with a baby under 2 years old, the cot will be available in your room upon arrival. This service is free. If your baby is over 2 years old and requires a cot, the hotel must be notified, and will provide one for free, depending on availability at the time.

### **Is the hotel accessible for people with reduced mobility?**

Yes, all the public areas of the complex are adapted and the hotel has adapted rooms available. Subject to availability.

### **Bed availability**

We have Double and King beds, depending on the selected room and subject to availability at the time of arrival at the property.