



COMPANY PROFILE

9
HOTELS

2,260 MEXICO
1,468 SPAIN
ROOMS

2
COUNTRIES

5
IN SPAIN

4
IN MEXICO

BENIDORM



CANCÚN



IBIZA



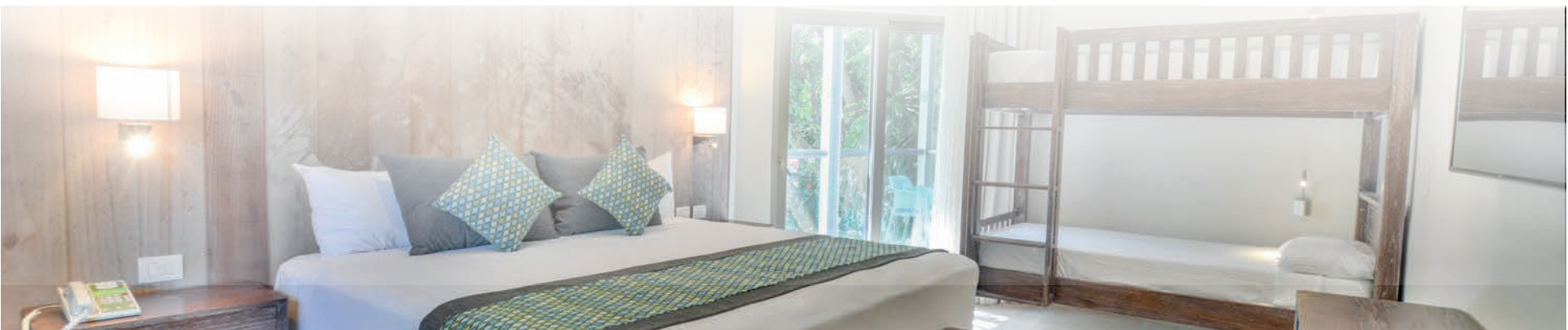
PLAYA
DEL CARMEN



LANZAROTE



FINISTERRA





HISTORY

Origin of the Name Sandos

The name SANDOS comes from the vision of our founder, Juan Ferri, to offer hotels located on the best beaches in the world. For this reason, the combination of the English word SAND and the Spanish word TODOS (everyone) gave rise to the name SAND-OS (sand for everyone).

History of the Group

In the year 2002, the chain opened its first hotel: Sandos Papagayo, which has 488 guestroom and is located on the island of Lanzarote.

Sandos Caracol Eco Resort

This 956-room hotel opened in March 2006, and today it aims to be a leading eco hotel in the Riviera Maya.

Sandos Playacar

This 819-room hotel opened in December 2007 and has without a doubt the largest beach in the luxurious Playacar development.

Sandos Monaco

This property joined Sandos in the year 2009, and today it's an adults only hotel with 199 guestrooms located in Alicante, Spain.

Sandos Cancun

This resort joined Sandos in 2010, and today it offers 213 guestrooms, all with an ocean view, along with a 4-diamond ranking.

Sandos Finisterra

Opened in 2014, the hotel Sandos Finisterra is located in Los Cabos, Mexico and has 272 guestrooms.

Sandos El Greco

This adults only hotel joined the chain in 2017. It has 250 guestrooms and is situated on the island of Ibiza.

Sandos Benidorm Suites

This family-run accommodation, located on the coast of Benidorm, opened in 2017 and has 200 rooms.

Sandos Atlantic Gardens

This adults-only hotel in Playa Blanca, Lanzarote, joined the Sandos family back in 2021 and boasts 100 bungalows with a terrace.

EVOLUTION



Sandos Certifications

Quality is fundamental at Sandos Hotels & Resorts, which is why we continually evaluate our practices through an internal quality control in collaboration with outside consultants. As proof of our commitment to high quality service, Sandos Hotels & Resorts has received the following certifications:

Travelife Gold is a recognition for standards and practices that certifies the high level of commitment to sustainability offered at Sandos Hotels & Resorts.

We're proud members of Pack for a Purpose, an initiative that allows travelers like you to create a lasting impact on the local community in your travel destination. If you save just a few pounds of space in your suitcase to bring supplies for local schools and clinics in need, you'll have an incalculable impact on the lives of the area's children and families.

Environment

Our commitment to the environment and ecology is reflected in our policy:

Through a recycle-friendly culture, we plan to achieve clear goals: to continuously update the environmental policy according to each situation, and, above all, to maintain and care for our surroundings.

In order to do this, we carry out plans to reduce our company's impact on the environment, contributing to sustainable development through good use of natural resources, energy and fuels, and progressively adapting the latest clean and respectful technologies.

Sustainability Policy: At Sandos Hotels & Resorts, we continuously improve our operational processes to ensure the reduction of our ecological footprint. We're characterized by encouraging our guests, suppliers and employees to learn sustainable practices that contribute to conserving historic, natural and cultural heritage, and strengthening community development.

Environmental Policy: At Sandos Hotels & Resorts, we're committed to reducing and preventing negative environmental impact associated with our activities. By informing and educating our employees, guests and suppliers, we instill a sustainable eco-friendly culture to protect our environment and contribute to the recovery of our planet.





ROYAL ELITE

◆ VACATION CLUB ◆

Welcome to the world of Royal Elite. Our Royal Elite Vacation Club offers you the opportunity to relax and enjoy a journey through an endless world of vacation possibilities. With unparalleled services and amenities and the best rooms at all Sandos Resorts, Royal Elite offers endless beauty.

No matter what your perfect vacation may be, with Royal Elite you can choose the experience that best suits your desires. Whether you love nature, want to connect the mind and body, love to work out, or just seek relaxation, Royal Elite has it all and more.

Royal Elite also offers you the opportunity to attach your membership with an external worldwide resort network that opens the door to unlimited tourist destinations, providing you with exclusive high-end vacations no matter where your travels take you.

When it comes to family, time is priceless, so we want all of our members to enjoy every moment and every experience as if it were unique and unforgettable.



EVENTS CUSTOM-MADE TO FIT YOUR NEEDS

Turn group trips into smash hits on Mexico's most awe-inspiring beaches!

If you're planning a special trip for a group, whether it's an incentive trip, a conference, a team-building experience, a business meeting or a family reunion, Sandos Hotels & Resorts provide an extensive range of services for public and private events, allowing you to wow and impress your group no matter what style you're looking for... elegant, laid-back, professional or relaxed. Plan fun-filled parties and memorable get-togethers with your family, friends and coworkers at our All Inclusive(ER) resorts.

Sandos Caracol Eco Resort will blow your group away with our water park for kids and adults, and you'll never forget the All Nature Experience, where cenotes, wildlife, mangrove and jungle come together for an amazing event. Sandos Playacar has the best beach in the region: enjoy our All Playa Experience along with all-day activities and nighttime concerts. If your group is searching for something exclusive, Sandos Cancun is designed for hosting high-end conferences, banquets and reunions in our Martinière Ballroom for up to 500 people, perfect for galas, dinners and smaller meetings. Sandos Finisterra has the best location in Cabo San Lucas, set on an immense golden sand beach by the Pacific Ocean, just a few steps away from the city's vibrant nightlife and the Marina, with fun-filled activities and surprising venues for your next party or a gala dinner.



SMART

Introducing our TRAVEL AGENTS online portal Sandos SMART Agents.

www.sandosmartagents.com

Sign up to the #SandosSMARTAgents program and get instant access to:



S

Specials
and exclusive deals
year-round



M

Marketing
resources access



A

Agent
assistance in your
region



R

Rewards
and points to redeem
for free nights



T

Training
courses and webinars.
Become
Sandos-certified!



SANDOS4U



Sandos4u is a loyalty program that provides a variety of extras and special benefits for our most frequent guests during their vacations.

Sandos Hotels & Resorts has 9 resorts, 4 in México, and 5 in Spain, located in top tourist destinations close to the best beaches in the world.

Our hotels offer unforgettable experiences in spectacular destinations, welcoming guests from across the globe. Our guests choose us year after year because they trust in Sandos Hotels & Resorts as a quality option with personalized service. Now through our rewards program, you can take advantage of incredible prizes, discounts and upgrades to complement the perfect vacation getaway.

58,308

MEMBERS





Overall Purpose of the Company

1. To offer unique products and services that set us apart in the tourism industry.
2. To create prosperity in every sense of the word, fulfill the objectives of shareholders, and exceed the expectations of Sandos guests and family.
3. To contribute to the development of the company and the destination, strengthening and positioning our brand as a potential future investment.

Vision

To be leaders in all inclusive resorts, sustainable, innovative, and distinguishing.

Mission

To offer unique experiences to our guests.

Our Values and Principals

1. Respect: Showing excellence and ethics toward our coworkers (Company), society (Humanity) and the diverse life forms that surround us (Environment).
2. Honesty: The absence of deceit or fraud leads to personal, professional, and organizational development.
3. Responsibility: For everything and every person within the power of each individual.
4. Creativity: Transcending traditional ideas and finding solutions in an original way, improving our skills as individuals and contributing to the progress of our company on a daily basis.
5. Proactivity: Anticipating in every moment what we want to do and how we are going to do it, assuming responsibility for making things happen.
6. Positive Attitude: Always giving a smile, emphasizing the positive, and enjoying what we have and what we do.



General Rules of Operation

1. Quality and attention to detail are the foundation of all our activities, the best guarantee to creating loyalty in our guests, and our defining characteristic.
2. Teamwork and synergy, between departments and between our hotels, are the best support for improving our work environment and increasing productivity.
3. Sustainable development is the foundation of our work culture and our operating processes.
4. Competency-based training and specific induction to the position is our best strategy to guarantee continual improvement in all our processes.
5. Understanding of the job and effective communication are the fundamental tools for strengthening trust and ensuring the job gets done.
6. Knowing, adapting and spreading the philosophy of our organization allows us to create a sense of belonging and impact the community in a positive way.
7. Without exception, all Sandistas participate permanently and actively in cleanliness and guest service.

Standards for Quality of Service

1. Safety and Hygiene: Emphasis on the correct handling of food and beverages, cleaning and disinfecting, and the prevention of risks to guests and employees.
2. Kindness and Attention: Guest service with a high standard of hospitality: a sincere smile, attention to detail, and personalized service.
3. Image: Care for the impeccable image of all employees, common areas, and surroundings.
4. Efficiency: Use of policies, procedures and standards that strengthen synergy and allow for a high level of productivity and fast service.

Code of Ethics

At Sandos Hotels & Resorts, honesty, respect and responsibility are considered fundamental values. We strive for a work environment with high standards of moral and ethical behavior.

Ethics show how moral foundations are applied, connecting good works with happiness and wrongdoing with unhappiness. They offer an ideal framework of reflection for making decisions according to what is right or just. Ethics mark the guidelines or principals for human works. Social norms exist that control common order and are reflected in law, as well as personal standards that we have interiorized throughout our lives beginning with the upbringing we received in childhood.

It's important for each employee to carry out their personal and work-related responsibilities in conformity with our Code of Ethics. We take any inappropriate behavior very seriously, whether it's from employees or our suppliers, contractors or other agents. For this reason, we emphatically urge our employees to report any inappropriate behavior they see.



EMBLEMATIC HOTELS







Sands Cancun | Mexico













CORPORATE COMMUNICATION DEPARTMENT

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High-resolution photo album

SOCIAL MEDIA:



Mexico



Spain