



MAROMA

A BELMOND HOTEL
RIVIERA MAYA

HEALTH & SAFETY DIRECTORY

01 WELCOME TO YOUR SANCTUARY

We're delighted to reopen the doors of Maroma, a Belmond Hotel, Riviera Maya and warmly welcome you back to our iconic retreat in the Riviera Maya.

In light of the COVID-19 pandemic, we wish to reassure you that your safety and wellbeing are our highest priority. We have carefully put in place new protocols, ensuring you can continue to enjoy the pleasures of our hideaway with confidence.

Look forward to discovering – or rediscovering – what guests have called “heaven on earth”. Stroll through our tranquil gardens, soak up the breezy views of the Caribbean Sea, and feast on Mexican cuisine. Stay on site to enjoy spa treatments and private training sessions, or head out to explore our glorious beach, cycling trails and eclectic highlights of our wonderful destination.

Below, we've outlined the main procedures regarding your stay. For more information on Belmond's commitment to safe travel, please see <https://www.belmond.com/trusted-for-travel>.

We look forward to seeing you soon. Until then, stay safe, stay well, and stay curious!

A handwritten signature in black ink, appearing to read 'Federico Echaiz', with a large, sweeping flourish extending upwards and to the right.

Federico Echaiz
Area Manager Mexico
General Manager, Maroma, a Belmond Hotel, Riviera Maya

02 PRE-ARRIVAL & ARRIVAL

FACE MASKS

Please bring your own face covering or mask to the hotel. The Mexican laws require masks to be worn in almost all of Playa del Carmen and Cancun in public areas, restaurants, grocery stores, shops and parks. We kindly ask you to wear the mask while walking in the public areas of the hotel. We can provide a single-use disposable mask for any guest needing one. If you'd like to purchase a durable, reusable cloth mask, visit our Boutique located in the main lobby.

TEMPERATURE CHECK

Please be aware that we will be asking all guests to undergo a contactless temperature check on arrival. Anyone who does not complete the check will not be permitted to enter the hotel.

TRAVEL REQUIREMENTS

There are no current traveling restrictions to enter Mexico. For your convenience and in light of the new travel policy requiring a negative COVID-19 test before going US, we will be pleased to arrange on-site testing services through an authorized and independent laboratory. Advanced reservation of at least 48 hours is required. Kindly indicate us prior to your arrival, in order to provide you with more details and arrange accordingly.

PARKING

Valet parking will be provided for all guests as usual. For other options, such as parking your own vehicle, please contact the hotel for assistance.

CHECK-IN

Take advantage of the digital check-in option available on our Belmond app. Alternatively, check in at the front desk. A bellboy will escort you. If there are other guests present, the bellboy will lead you to our Hospitality Desk to wait with a welcome drink until the concierge is available. Social distancing will be in effect, with signage displayed by the main entrances and in the lobby area.

03 ACCOMMODATIONS

CLEANLINESS

As you would expect, we remain uncompromising in our approach to cleanliness. We have collaborated with leading health and hygiene authorities to ensure our guests, employees and community are protected. Enhanced protocols have been implemented, which will be constantly reviewed to guarantee our even-higher standards are upheld.

HOUSEKEEPING

We are happy to arrange the daily cleaning and nightly turndown services around your needs. Please contact our Hospitality Desk on extension 233 for further details.

IN-ROOM CARE PACKAGE

In your room, you'll find a selection of products provided in partnership with Yucatan Herbal, a local company located in Merida, Yucatan dedicated and specialized in the elaboration of products with organic ingredients for personal hygiene. We hope you'll enjoy using the items – body lotion, soap bars, bath salts, honey from the jungle and a cd featuring Mexican songs – during your stay, and feel free to take them home with you. Also, in the vanity area, you will find face masks, disinfectant wipes and antibacterial gel.

SERVICES ON REQUEST

Please request the following services if you would like them: turndown amenity, wine opener, laundry service, and other additional housekeeping services. Housekeeping services are available upon request during your stay. Please contact our Hospitality Desk on extension 233 to schedule cleaning services over the duration of your stay.

IN-ROOM BOTTLED WATER

Drinking bottled water is provided in collaboration with Sky-Ha, a local company that filters and safely processes rainwater. Please leave the empty bottles in your room so that Sky-Ha can take care of proper recycling and refilling avoiding plastic waste.

04 WINING & DINING

RESTAURANT

Our restaurant and outdoor terrace have been spaced according to the latest state and county laws regarding social distancing. You can browse our breakfast, lunch and dinner menus on the Belmond app. Single-use printed menus are available on request.

MINIBAR

The minibar is stocked upon request. Please contact us on 281 for further information. Consult the menu on the Belmond app.

IN-ROOM DINING

Our elaborate in-room dining menu allows you to savor specialties in the comfort of your room or on your outside terrace. You can also find our impressive wine list, on the Belmond app.

GASTRONOMIC EXPERIENCES

Experience timeless local traditions and indulge in contemporary Mexican cuisine. Whether you choose to immerse yourself in the tequila culture with a sampling with our expert bartenders, open your senses with a wonderful wine tasting, discover what is behind the history of chocolate or take part and become an expert in Mexican cuisine with our cooking classes, each experience will take you into the real heart of Mexico and beyond. Discover more on the Belmond app.

PRIVATE DINING

On request, we can set up a beautiful private dining experience for you on our award-winning beach, or with awe-inspiring vistas at El Mirador. Choose from our five different options, the perfect menu and the ideal setting for a night to remember.

05 WELLBEING

SPA

Enter our blissful sanctuary to enjoy an array of services inspired by ancient Mayan healing techniques. Experiences range from exotic mud treatments to traditional rituals, such as the temazcal, to purify the mind, body and spirit. You'll find details in the Spa Menu available on our Belmond app. Kinan Spa is available from 12-8pm by appointment only. Should you wish to indulge in a massage in your room, an additional fee for the set-up applies.

WELLNESS ACTIVITIES

Indulge in an in-room spa treatment or wellness ritual, or take advantage of our full array of outdoor activities such as bicycle tour, complimentary yoga classes, snorkeling tours or practice your serve on our outdoor tennis courts to ensure your stay with us is truly memorable.

FITNESS FACILITY

The gym is available with reservation only. To access, use your room key. Please note that the maximum capacity is 4 people. You will have at your disposal disinfectant wipes so that once you finish using them, you can clean them. Please visit Kinan Spa for assistance.

POOL

At the moment, our main pool is the one available from 9am to 10pm daily. We appreciate your cooperation in following social distancing requirements.

06 OUT & ABOUT

TOURS & SIGHTSEEING

Explore the richness of the Riviera Maya with the services of private tours provided in luxury SUVs, certified guide and private chauffeur, ensuring your discovery is completely enjoyable. Our partner has the hygiene measures for your safety and tranquility. Our Hospitality Desk will help you arrange every detail.

PUBLIC AREAS

Masks are highly recommended to use when strolling through our facilities. If you wish to explore the Riviera Maya, masks are mandatory in public spaces, including restaurants, bars and stores.

07 FOND FAREWELL

CHECK-OUT

It's been wonderful hosting you in this tropical paradise. Use our Belmond app to enjoy virtual checkout. While you're there, why not explore other Belmond properties around the world or read our inspiring publications to help you plan your next adventure?