



Reopening Measures and Protocols

At Princess Hotels & Resorts we have as our main objective the security, health and wellbeing of our guests and collaborators. Therefore, we are strictly complying with the guidelines of the World Health Organization and the relevant authorities on the evolution of the coronavirus (COVID-19) around the world.

Given the exceptional circumstances, we would like to apologize for the inconvenience that this health crisis may cause you or your loved ones.

From Princess Hotels & Resorts we wanted the moment to come when we were able to announce our return to activity and therefore the reopening of our hotels in the Caribbean. To make this possible, we have been working on a strict protocol under the motto "Protect Yourself" that guarantees quality and compliance with all sanitary measures imposed by the authorities.

Available Services and Facilities

Below, you will find the details of the services that we will offer first hand to start the operation of the hotel, always with caution and responsibility and in a gradual way.

These services will be expanded to the extent that our occupancy demands it.

Restaurants

- Buffet is open for breakfast, lunch and dinner. In addition, 1 thematic restaurant is opened for dinner with limited capacity.
- 24 hour room service will be included for all room categories.
- We will offer mini-bar and amenities service.

Bars

- Bars on Platinum block 5 will open (Lobby Bar, Plaza Bar and Platinum Pool Bar) and the Beach
- Bar Plaza Bar will remain with 24 hour service

Entertainment

- Activities will be of individual or couple use and without the possibility that a group activity is generated (example: giant chess or target shooting).
- Artistic activities for evening entertainment will be concentrated in the plaza area.

Special Services

- Spa. Services will be provided on the beach and at the spa with hygiene measures, limited capacity and respecting the measures according to the state contingency traffic light.
- At night we will have live music at the main plaza of the hotel.
- Gym. We will organize a wellness program with outdoor exercises at the Sports Park, opened for both hotels.
- Bar Salsa. Will open 2 nights a week with limited capacity.

→ Guests staying at the Platinum Yucatan Princess will enjoy all the services of the Grand Riviera and Grand Sunset Princess



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FACILITIES AND SERVICES	RESTRICTIONS AND NEW PROTOCOLS
BARS & RESTAURANTS	
Snack Yucatan	Assisted Buffet
Buffet Yucatan	Assisted Buffet
Bruschetta	Limited Capacity
Rodeo	Service Not Available
Aroma	Limited Capacity
Tao	Limited Capacity
Skylights	Service Not Available
Bbqy Parrilla En La Playa	Limited Capacity
Lobby Bar Yucatan	Limited Capacity
Bar Plaza Yucatan	Limited Capacity
Bar Pool Yucatan	Service Not Available
Bar Pool Platinum	Limited Capacity
Bar Playa	Limited Capacity
Bar Salsa	Limited Capacity
Bar Skylights	Service Not Available

ROOMS	
Turn Down Service	Available
Special Attention	Available
Cleaning	Covid 19 Prevention Protocols Will Be Applied. Cleaning Will Be Done When Clients Are Not In The Room
Room Service	Available
SPA	
Massages In Beach Area	Available
Spa	Limited Capacity
Thermal Circuit	Limited Capacity
Gym	Outdoor Activities and limited capacity inside gym respecting measures according to the state contingency traffic light.
Hairdressing / Esthetics	Limited Capacity
POOLS	
Pools	Covid 19 Prevention Protocols Will Be Applied. Limited Capacity
Lounge Chairs	Covid 19 Prevention Protocols Will Be Applied. Limited Capacity
BEACH	
Lounge Chairs	Covid 19 Prevention Protocols Will Be Applied. Limited Capacity
ANIMATION	
Activities And Shows	Contact And Group Activities Will Be Avoided. Outdoor Entertainment
MEETINGS & EVENTS	
Meeting Rooms	Covid 19 Prevention Protocols Will Be Applied. Limited Capacity
Weddings	Covid 19 Prevention Protocols Will Be Applied. Limited Capacity
RECEPTION	
Check In Check Out	Covid 19 Prevention Protocols Will Be Applied
Concierge	Covid 19 Prevention Protocols Will Be Applied
Bell Boy	Covid 19 Prevention Protocols Will Be Applied

Golf Cart Service

Covid 19 Prevention Protocols Will Be Applied.
Limited Capacity



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Available Services and Facilities

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These services will be expanded to the extent that our occupancy demands it.

Room Categories

If you have booked the following categories to arrive on October 15 until further notice, we will grant you a series of upgrades and benefits while our occupancy stabilize, grow and allow us to open more room buildings:

CONTRACTED CATEGORY	OFFERED CATEGORY
Junior Suite	Deluxe Junior Suite
Deluxe Junior Suite	Deluxe Junior Suite
Deluxe Junior Suite Swimout	Deluxe Junior Suite Swimout

Family Club Deluxe Junior Suite	Deluxe Junior Suite with Platinum Suite Riviera services
Family Club Deluxe Junior Suite Swimout	Deluxe Junior Suite Swimout
Laguna Villa Suite	Laguna Villa Suite
Platinum Suite Riviera and/or Sunset, without chd	Platinum Suite
Platinum Suite Riviera and/or Sunset, with chd	Platinum Suite

Restaurants

- We will open the buffet snack Riviera for breakfast, lunch and dinner.
 - *Dinner themes*
 - *Monday – Spanish*
 - *Tuesday – Tex Mex*
 - *Wednesday – Italian*
 - *Thursday - Mexican*
 - *Friday – Caribbean*
 - *Saturday - International*
 - *Domingo - Eastern*

- We will open two or three theme restaurants for dinner according to the flow of clients that are generated from Platinum Yucatan Princess, plus those that we will have hosted at Grand Riviera Princess. Restaurants will rotate during the week.
 - *Restaurant rotation:*
 - *Monday – Mamma Mia (Italian) & La Vaqueria (grill)*
 - *Tuesday – Miso (a la carte, Eastern) & Mamma Mia (Italian)*
 - *Wednesday – Le Fleur (international) & La Hacienda (Mexican)*
 - *Thursday – Mamma Mia (Italian) & La Vaqueria (grill)*
 - *Friday – Miso (a la carte, Eastern) & Mamma Mia (Italian)*
 - *Saturday – Le Fleur (international) & La Hacienda (Mexican)*
 - *Sunday – Mamma Mia (Italian) & La Vaqueria (grill)*

- Grand Riviera Princess and Grand Sunset Princess will offer 24 hour room service, included in the rate for Platinum and VIPs category 2.
- Grand Riviera Princess and Grand Sunset Princess will offer mini bar service and amenities regularly.
- The fast food / snacks area at the Poquito Bar and taco area at the side of the Tequila Bar will be in service from 11am until 5pm.

Bars

- Bar Lobby Riviera: from 9 am to 11 pm (bar service at reception and lobby area).
- Bar Maya: from 7 am to 4 pm (bar service for breakfast and lunch at Snack Riviera)
- Bar Pool Tequila: from 10 am to 6 pm (bar service for pool area).
- Bar Poquito: from 10 am to 11 pm (bar service for beach area/sports bar).
- Bar Plaza: from 4 pm to 06:00 am (bar service for central plaza).
- We will not have 24 hour food and beverage service until the occupancy demands it.

Entertainment

- Activities will be of individual or family use, and without the possibility that a group activity is generated. All activities will take place outdoors at the beach and around the pools near buildings 15 to 19. (example: giant chess or target shooting)
- Water activities will be available.
- Two souvenir stores will be open: the one near the beach, which will open during the morning and afternoon, and one at the Grand Riviera Princess lobby, which will open from 5 pm to 11 pm.
- Kids Club activities will all take place outdoors on the beach and pool. Both the Grand Riviera and Grand Sunset Princess Kids Club will remain closed. Rifle and archery area for teens and adults will remain open.
- At night, there will be live music at the main plaza of the hotel.



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FACILITIES AND SERVICES	RESTRICTIONS AND NEW PROTOCOLS
BAR & RESTAURANTS	
Snack Riviera	Assisted Buffet
Buffet Riviera	Not Available
Mamma Mía (Italian)	Limited capacity
La Vaquería (Grill)	Limited capacity
La Fleur (International)	Limited capacity
La Hacienda (Mexican)	Limited capacity
Miso (Eastern)	Limited capacity
La Fondue	Not available
Las Olas	Not available
Chill Out	Not available
Beach BBQ	Limited capacity
Lobby Bar Riviera	Limited capacity

Bar Plaza	Limited capacity
Bar Tequila	Limited capacity
Bar Maya	Limited capacity
Bar Poquito	Limited capacity
ROOMS	
Turn down service	Available
Special Attention	Available
Cleaning	Covid 19 prevention protocols will be applied. Cleaning will be done when client is not in the room
Room Service	Available
SPA PRINCESS	
Beach Massage	Available
Spa	Available
Thermal circuit	Not available
Gym	Outdoor activities
Hairdressing / Esthetics	Not available
POOLS	
Pools	Covid 19 prevention protocols will be applied. Limited capacity
Lounge chairs	Covid 19 prevention protocols will be applied. Limited capacity
BEACH	
Lounge chairs	Covid 19 prevention protocols will be applied. Limited capacity
ANIMATION	
Activities & show	Contact or group activities will be avoided Outdoor entertainment
MEETINGS & EVENTS	
Meeting Rooms	Covid 19 prevention protocols will be applied. Limited capacity
Weddings	Covid 19 prevention protocols will be applied. Limited capacity
RECEPTION	

Check In Check Out	Covid 19 prevention protocols will be applied
Concierge	Covid 19 prevention protocols will be applied
Bell Boy	Covid 19 prevention protocols will be applied
Golf cart service	Covid 19 prevention protocols will be applied. Limited capacity




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Programa tu prueba COVID19 en nuestros resorts, 72 horas antes de tu salida hacia tu país de origen.

Schedule your COVID 19 test at our resorts, 72 hours before your departure to your country of origin.

 **PARA NUESTROS HUÉSPEDES EN MÉXICO**

RAPID ANTIGEN TEST >>	PCR TESTING >>
	
COSTE - COST 35\$*	COSTE - COST 125\$*
NACIONALIDAD - NATIONALITY TODAS / ALL	NACIONALIDAD - NATIONALITY TODAS / ALL
LUGAR - PLACE AREA ESPECÍFICA DENTRO DEL HOTEL SPECIFIC AREA WITHIN THE HOTEL	LUGAR - PLACE AREA ESPECÍFICA DENTRO DEL HOTEL SPECIFIC AREA WITHIN THE HOTEL

 **PARA NUESTROS HUÉSPEDES EN PUNTA CANA**

RAPID ANTIGEN TEST >>	PCR TESTING >>
	
COSTE - COST 35\$*	COSTE - COST 125\$*
NACIONALIDAD - NATIONALITY TODAS / ALL	NACIONALIDAD - NATIONALITY TODAS / ALL
LUGAR - PLACE AREA ESPECÍFICA DENTRO DEL HOTEL SPECIFIC AREA WITHIN THE HOTEL	LUGAR - PLACE AREA ESPECÍFICA DENTRO DEL HOTEL SPECIFIC AREA WITHIN THE HOTEL

*precios sujetos a variación / prices subject to variation