

# Occidental at Xcaret

An Occidental Vacation Club Resort



## Property Policies and Additional Info

If you're thinking about staying here, there are some things you may want to review before you go. We work diligently with the resorts to ensure the information is the most current we have for the resort location. However, there may be times where we have gaps in the most current information so we encourage you to review the room directories or ask the on-site concierge or front desk staff to ensure everything we have listed is still current and in effect.

### Property Policies:

- All Inclusive Resort
  - Yea, that is right, this is an All-Inclusive resort, which means you get a ton of extra stuff included with you stay (outlined in the Other Pricing, Fees & Taxes). At this resort you will have access to a number of food and beverage locations on property, activities, events, kids clubs, etc. (See There are some amenities available at the property that are not included in the All-Inclusive package, so please make sure you check with the resort for current pricing and restrictions.
- Age Requirements
  - Be aware that the resort does have an 18 or older check in restriction.
- Cancellation Policy
  - This is a NON-REFUNDABLE reservation. Once the reservation has been confirmed by the resort you own it. However, because we want to make you happy, if you can't make the trip please call us. We will work with you and the resort to try to reschedule your trip. We can't guarantee anything but we will try....
- Check in/out Times
  - The resort allows you to check in at 3:00 pm to 12 am & check out 12:00 pm.
- Credit Cards Accepted
  - The resort does accept Visa, MasterCard, American Express, and Discover.
- Maximum Occupancy
  - Please note the number of people that can stay in the unit. Exceeding the maximum occupancy is not permitted and we would really hate to see you have to rent another room at current rental rates. If you have any questions regarding the maximum occupancy criteria, please call us. We will work with you to ensure we create the perfect configuration or rooms for you, your family or friends.
- Parking
  - Yes, the resort has a secure parking lot access for your rental or other vehicle. Don't worry about having to pay a daily parking fee, it is included in the All-Inclusive package.
- Pets
  - Unfortunately, pets are not happening here. However, check with us, we may be able to provide some boarding alternatives near the resort if you absolutely need to bring your pet with you.
- Pool & Spa Towels
  - Please do not bring your room towels down to the pool or beach areas, you can pick them up from the resort's activities staff down by the pool or beach access areas.
- Pricing (Additional Occupants)
  - Please note that the pricing listed is based on double occupancy. There will be additional costs associated with adding guests to the

- Restaurants
  - reservations. Please see the Other Pricing, Fees & Taxes section for costs associated with each additional guest.
  - The restaurants and bars covered in the All Inclusive program allow guests to discover an unlimited variety of culinary delights. The outlets are located throughout the resort and are waiting for you to enjoy with family and friends.

#### LE BUFFET

Type: International

Description: Gourmet International buffet dining for breakfast, lunch and dinner.

#### SONORA GRILL

Type: Steakhouse

Description: A la carte steakhouse delights hot off the grill, buffet salad and dessert service for dinner only.

Dress code: Elegant casual. Gentlemen are required to wear long pants and a collared shirt.

#### LOS OLIVOS

Type: Mediterranean

Description: A la carte Mediterranean and Italian cuisine for dinner only.

Dress code: Elegant casual. Gentlemen are required to wear long pants and a collared shirt.

#### LA HACIENDA

Type: Mexican

Description: Gourmet, a la carte Mexican specialties for dinner only.

Dress code: Elegant casual. Gentlemen are required to wear long pants and a collared shirt.

#### D'ORIENTAL

Type: Mexican

Description: Gourmet, a la carte Mexican specialties for dinner only.

Dress code: Elegant casual. Gentlemen are required to wear long pants and a collared shirt.

#### EL PESCADOR

Type: Seafood

Description: Market-fresh a la carte seafood selections served in an open-air restaurant.

Dress code: Elegant casual. Gentlemen are required to wear long pants and a collared shirt.

#### LA PIAZZA

Type: Pizza

Description: Pizzas, paninis and baguettes.

#### PACO'S TACOS

Type: Mexican

Description: Guests enjoy tacos and authentic Mexican appetizers.

#### EL LAGO

Type: Snacks

Description: By the main pool, offering snacks and light meals throughout the day.

#### KIDS CLUB

Type: Buffet

Description: Kids enjoy the special children's menu at the Kids Club buffet.

#### THE ROYAL LEVEL RESTAURANT

Type: International

Description: Exclusively for The Royal Level guests, serving a selection of international cuisine for breakfast, lunch and dinner.

#### THE BEACH CLUB RESTAURANT

Type: International

Description: Gourmet International buffet dining for breakfast and lunch.

- Security Deposit
  - Hey there, resort might hold a certain amount for security deposit against your credit card at check in. The deposit is fully refundable at check-out as long as you didn't damage the room. A damage inspection of the room will be done, so if you find anything wrong with the room when you get there please make sure you contact the front desk and let them know. Don't get charged for someone else's damage.
- Smoking
  - This is a smoke free resort. Please check with the front desk for a map of the designated smoking areas.

### Property Amenities | Hours of Operation:

- Business Center
  - Need to print last minute airline tickets or work on e-mails or a project. The business center is there to support you 24 hours a day. If needed, you can also get fax/photocopying services (at additional charge).
- Fitness Center
  - Like working out or really into keeping in shape. The resort's fitness center is available to you from 7 am to 11 pm daily.
- Front Desk Services
  - The front desk is opened 24 hours a day, 365 days a year. The resort is secured after hours so make sure you have your room card to gain access to the interior.
- Pool & Spa
  - The pool, Jacuzzi and sauna are available for your enjoyment. However, since it is an indoor pool sound carries throughout the property so the amenities are only available from 8 am to 10 pm daily.
- Spa
  - The spa has a great variety of treatments and services for your indulgence. Spa services are available daily between 9 am to 7 pm.

- Restaurants
  - An epicurean bonanza of 11 a la carte and buffet restaurants with such variety you will certainly not be disappointed. And guys, take note - pack some long pants. The dinner restaurants require long pants and closed toe shoes. Beach appetit. Each location may change its hours of operation, depending on season and occupancy, but here are the hours generally observed.

LE BUFFET - Breakfast Buffet: 7:00 am to 11:30 am  
 Lunch Buffet: 12:30 pm to 4:00 pm  
 Dinner Buffet: 6:00 pm to 10:00 pm

BEACH CLUB - Breakfast and Lunch: 7:00 am to 4:00 pm

SONORA GRILL - Dinner: 6:00 pm to 10:00 pm

LOS OLIVOS - Dinner: 6:00 pm to 10:00 pm

EL PESCADOR - Dinner: 6:00 pm to 10:00 pm

D'ORIENTAL - Dinner: 6:00 pm to 10:00 pm

LA HACIENDA - Dinner: 6:00 pm to 10:00 pm

PACO'S TACO - Dinner: 6:00 pm to 10:00 pm

LA PIAZZA - Dinner: 6:00 pm to 10:00 pm

EL LAGO SNACK BAR - 11:30 am to 6:00 pm

ROYAL LEVEL - Breakfast Buffet: 7:00 am to 11:30 am  
 Lunch Buffet: 12:30 pm to 4:00 pm  
 Dinner Buffet: 6:00 pm to 10:00 pm  
 Room Service: 7:00 am to 10:30 pm

- Bars & Nightlife
  - Find your cocktail of choice - fruity and frozen, ice cold beer or mixed and shaken - at any of the bars around the resort. For late night dancing, the disco opens at 10:30pm. Time to break out your party sandals.

SWIM UP BAR - 10:00 am to 7:00 pm

POOL BAR CANGREJOS - 10:00 am to 6:00 pm

POOL BAR FLAMENCOS - 10:00 am to 6:00 pm

CALETA BAR - 10:00 am to 6:00 pm

LOBBY BAR - 10:00 am to 12:00 am

TERRACE BAR - 6:00 pm to 2:00 am

LA BODEGUITA BAR - 6:00 am to 11:00 pm

SPORTS BAR - 6:00 pm to 1:00 am

DANCE CLUB PALENQUE - 10:00 pm to 2:00 pm  
 Night Club (Adult only after 10:30 pm)

### Other Interesting Stuff:

- Air Conditioning
  - The Good news is the resort does have unit air conditioning. The units have windows that can be opened for a cross breeze and ceiling fans to help circulate that ocean air.

- Baggage Storage
  - Room not ready or you want to enjoy the pool or beach before leaving for the airport. No problem, this resort has baggage storage services for you to use.
- Kids' Stuff
  - Bringing little ones along with you. The resort does not have cribs available for use so please make sure you bring what you need to make them comfortable.
- Languages
  - Don't worry if you don't know Spanish, the resort staff does speak English?