



BlueBay

hotels & resorts

GRAND ESMERALDA

RIVIERA MAYA - MEXICO



Category: 5 star · Grand

Season: Open All year

Location: 15 minutes from Playa del Carmen Beach and 45 minutes from Cancún International Airport .

Address: Carretera Chetumal-Puerto Juarez Km 300, 77710 Playa del Carmen · Quintana Roo, Mexico.

ALL INCLUSIVE



The hotel is ideally located in an area of 180 ha. of beach front, on the clear and turquoise coloured waters of the Mexican Caribe in the beautiful Riviera Maya. The resort combines Mayan elegant touches with a contemporary design and a wide range of services to please the most demanding guest.

ROOMS

The hotel has 979 elegant rooms, tastefully decorated and distributed in 8 buildings as follows.

- Deluxe rooms - with views to the sea or garden.
- Suite with outdoor jacuzzi with views to the sea or garden.
- Suites with outdoor connecting swimming pool- with views to the sea or garden.
- Connecting rooms subject to availability.

All Deluxe rooms have two double beds or King Size Bed, fully equipped bathroom with hair dryer, magnifying mirror, air conditioning, digital safe, minibar, cable flat screen TV, PPV Service (paid event), telephone, fan, coffee machine, iron kit, alarm clock. Balcony or terrace. Maximum capacity: 4 persons in any kind of combination.

All the suites have a King Size bed, fully equipped bathroom with hair dryer, magnifying mirror, air conditioning, digital safe, minibar, cable flat screen TV, PPV Service (paid event), telephone, fan, coffee machine, iron kit, alarm clock, living room with sofa/bed and dining room and additional fully equipped bathroom. Maximum capacity: 4 persons in any kind of combination.

- Suites with balcony and outdoor jacuzzi located in the first and second floors.
- Suites with terrace with direct Access to the outdoor swimming pool located in the ground floor.

Electricity: 110 V (standard american-style plug, European plugs need adaptor).

ALL INCLUSIVE

The restaurants and their hours are:

- Festival (Buffet)
- Breakfast from 7 to 11 a.m.
- Lunch from 12 to 15.30 p.m.
- Dinner from 18 to 22 a.m.
- Jaal-Ha (Buffet)
- Breakfast from 7 to 11 a.m.
- Lunch Buffet from 12 to 5 p.m.
- Sea food (a la Carte-Dinner) from 6 to 10 p.m.
- Steak House (a la Carte-Dinner) from 6 to 10 p.m.
- Asiatic (a la Carte-Dinner) from 6 to 10 p.m.
- L'Atelier: French rest (a la Carte-Dinner) from 6 to 10 p.m.
- Di Rossi: Italian rest (a la Carte-Dinner) from 6 to 10 p.m.
- Don Isi: Mexican rest (a la Carte-Dinner) from 6 to 10 p.m.
- Snack Bar (Buffet)
- Breakfast from 7 to 11 a.m.
- Lunch from 12 to 5 p.m.
- Late Snack 11 p.m. to 1 a.m.
- Unlimited local and imported without limit (local beer, soft drinks, wine, cocktails. (From 10:00 am) (24 hours in the Sportsbar), Snacks and Room Service 24 h. and service load.

FACILITIES

- Six a la carte restaurants with mexican, italian, french specialities, steak, fish/seafood and oriental food.
- 3 swimming pools of 2750 m² with separation for children
- 24 hours sports Bar.
- Two tennis court .
- Fully equipped gym.
- BlueBay Spa, our 2500 m² spa with a first quality service
- Conference rooms with capacity for 650 persons
- Internet room (subject to payment).

SERVICES

- 24 hours front desk
- Concierge in each building
- Health Care subject to payment
- Car hire

- Travel Agency
- Nanny Service (subject to payment, 24 hours). Booking in advance and subject to availability
- Weddings and Honeymoon special packages
- 24 hours room Service (with extra charge per delivery) Laundry (subject to payment)

SPORTS & LEISURE ACTIVITIES

- Mini club with specialized staff, 2-12 years (three age groups: 2-4, 5-8 and 8-11)
- Recreational facilities
- Entertainment and sports staff
- Tennis lessons
- Shopping Plaza with boutiques, kiosks, tobacconist and • •
- Souvenir shops
- Non-motorized water sports
- Massage, facial and body treatments at the BB Spa (subject to payment)
- In the area (subject to payment) diving, jets, catamaran tours, fishing and horseback riding

AWARDS

- » Certificate of Excellence TripAdvisor 2011
- » Expedia # 1 Riviera Maya All Inclusive, 2011
- » Expedia # 3 Riviera Maya All Inclusive, 2012
- » RCI Excellence in Service 2010 y 2011
- » Hotel Beds Award for Excellent Business Relationship 2011
- » RCI Gold Crown Resort 2009, 2009, 2010, 2011
- » Top All Inclusive Riviera Maya Expedia 2009-2010
- » Hotels 4U, Best Selling Hotel in Mexico 2009.
- » Elite Meetings, Elite Certified 2009.
- » Beverly Clark, Elite Weddings 2009.
- » 2008 World 's 100 Sexiest Hotels
- » Health and Safety Program Transat 2009- 2010
- » Expedia nº 1 Producer Riviera Maya 2008-2010
- » Expedia Top Hotel Riviera Maya 2009-2010
- » Expedia Top All Inclusive Riviera Maya 2010
- » Thomas Cook, Outstanding Customer *Service, 2007/2008.