



### THE PROPERTY

Generations Riviera Maya, by Karisma is Mexico's premier all Suites, all Butler, all Gourmet, beachfront resort where couples, wedding parties and families savor a Gourmet Inclusive® Experience, a vacation that fosters togetherness.

This 162 suite hotel, winner of the prestigious AAA Four Diamond Award and Winner of The Magellan Gold and Silver Award 2014, by Travel Weekly, stretches along a secluded beach, providing indulgences from gourmet cuisine, to luxurious suites with butler service. Families can relax knowing that their little ones are in good hands with our certified team of professionals at our Eko Kids Club. Guests are invited to customize their Gourmet Inclusive Experience by completing a pre-arrival form online.

The Hotel is located just steps away from El Dorado Casitas Royale, in the heart of the Riviera Maya, facing the beautiful Mexican Caribbean. 25 minutes south of Cancun International Airport, 15 minutes north of Playa del Carmen, just 10 minutes away from Mayakoba championship golf course, 25 minutes away from the Playacar Golf Club, 5 minutes south from Puerto Morelos and 35 minutes south of downtown Cancun. All guests (18 yrs. and over) are welcome to use the facilities at the Adults Only El Dorado Casitas Royale and El Dorado Royale, by Karisma.

### ACCOMMODATIONS

Generations Riviera Maya features 162 luxurious suites decorated in a forward looking style and divided into different categories. All accommodations are provided with deluxe amenities including 24 hour in room dining, oversized balcony or terrace, Jacuzzi for two, 47" smart TV, and iPod docking alarm clock. Additional room comforts include AC, bathrooms with double sinks, hair dryer, plush bathrobes, either one king or two double beds, safety deposit box, iron and ironing board, coffee maker, telephone, a vanity mirror and ample closet space. In room mini fridge customizable with beverage choices and sweet and savory snacks, plus kid's favorites.

Guests traveling with children can take advantage of our Gourmet Inclusive® baby amenities such as strollers, cribs, baby changing tables, monitors, baby bottle warmers, baby bathrobes and more. Enjoy the astonishing views of the turquoise Mexican Caribbean Sea from all our beachfront rooms.

### OCEAN FRONT LUXURY JACUZZI SUITE

These elegant, spacious suites, feature a luxurious king or two double beds and a double and single sofa bed for children to sleep on at night. Each room is divided by a modern sliding door for more privacy. This suite is equipped with high tech smart TV's and a premium minibar, indoor luxury Jacuzzi and a contemporary bathroom with double sinks and glass enclosed showers

**Max occupancy: 1 Adult + 1 teen + 2 children or 2 adult + 2 children**

**Size: 722 sq ft / 67.1 sq mts**

### OCEAN FRONT ONE BEDROOM JACUZZI SUITE

These spacious suites, have a master bedroom, featuring a luxurious king size bed, living room area, a kitchenette, double and single sofa bed for children to sleep at night. This suite is fully equipped with high tech smart TV's, indoor luxury Jacuzzi and a contemporary bathroom with double sinks and glass enclosed showers and our exclusive "Aguas del Amor" (private outdoor shower).

**Max occupancy: 1 adult + 1 teen + 3 children or 2 adults + 3 children**

**Size: 1287 sq ft / 119.6 sq mts**

### OCEAN FRONT ONE BEDROOM POOL SWIM UP JACUZZI SUITE

Convenient direct access to our main pool from your suite's private balcony and connected to our swim up bar. These spacious suites, have a master bedroom, featuring a luxurious king size bed, living room area, a kitchenette, double and single sofa bed for children to sleep at night.. This suite is fully equipped with high tech smart TV's, indoor luxury Jacuzzi and a contemporary bathroom with double sinks and glass enclosed showers and our exclusive "Aguas del Amor" (private outdoor shower).

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**Size: 1287 sq ft / 119.6 sq mts**

### OCEAN FRONT ONE BEDROOM SWIM UP JACUZZI SUITE

Enjoy ultimate privacy, views of our white sand beaches and the largest artificial coral reef in the world at these spacious suites, located on the second, third and fourth level with your own infinity pool.

These suites have a master bedroom, featuring a luxurious king size bed, living room area, a kitchenette, double and single sofa bed for children to sleep at night. This suite is fully equipped with high tech smart TV's, indoor luxury Jacuzzi and a contemporary bathroom with double sinks and glass enclosed showers and our exclusive "Aguas del Amor" (private outdoor shower).

**Max occupancy: 1 adult + 1 teen + 3 children or 2 adults + 3 children**

**Size: 1287 sqft / 119.6 sq mts**

### OCEAN FRONT TWO BEDROOM JACUZZI SUITE

This room category, with 2009 square feet, is a combination of 2 categories: Ocean Front One Bedroom Jacuzzi Suite and Luxury Jacuzzi Suite. Features a master bedroom, with a luxurious king size bed, living room area, a kitchenette, double and single sofa bed for children to sleep at night. This suite is fully equipped with high tech smart TV's, indoor luxury Jacuzzi and a contemporary bathroom with double sinks and glass enclosed showers and our exclusive "Aguas del Amor" (private outdoor shower). The connecting room has two double beds and a double and single sofa bed for children to sleep on at night. Bedroom divided by a modern sliding door for more privacy. Fully equipped with high tech smart TV's and a premium minibar, indoor luxury Jacuzzi and a contemporary bathroom with double sinks and glass enclosed showers.

**Max occupancy: 4 adults + 4 children or 2 adults + 2 teens + 4 children**

**Size: 2009 sqft/186.64 sq mts**

### OCEAN FRONT TWO BEDROOM POOL SWIM UP JACUZZI SUITE

Convenient direct access to our main pool from your suite's private balcony and connected to our swim up pool bar. This room category, with 2009 square feet, is a combination of 2 categories: Ocean Front One Bedroom Jacuzzi Suite and Luxury Jacuzzi Suite. Features a master bedroom, with a luxurious king size bed, living room area, a kitchenette, double and single sofa bed for children to sleep at night. This suite is fully equipped with high tech smart TV's, indoor luxury Jacuzzi and a contemporary bathroom with double sinks and glass enclosed showers and our exclusive "Aguas del Amor" (private outdoor shower). The connecting room has two double beds and a double and single sofa bed for children to sleep on at night. Bedroom divided by a modern sliding door for more privacy. Fully equipped with high tech smart TV's and a premium minibar, indoor luxury Jacuzzi and a contemporary bathroom with double sinks and glass enclosed showers.

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Enjoy ultimate privacy, views of our white sand beaches and the largest artificial coral reef in the world at these spacious suites, located on the second, third and fourth level with your own infinity pool.

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**Max occupancy: 4 adults + 4 children or 2 adults + 2 teens + 4 children**

**Size: 2009 sqft/186.64 sq mts**

### OCEAN FRONT THREE BEDROOM JACUZZI SUITE

2731 square feet spacious suite, specially designed for large parties, this suite is the combination of the Ocean Front One Bedroom Jacuzzi Suite and two Luxury Jacuzzi Suites. Features a master bedroom, with a luxurious king size bed, living room area, a kitchenette, double and single sofa bed for children to sleep at night. This suite is fully equipped with high tech smart TV's, indoor luxury Jacuzzi and a contemporary bathroom with double sinks and glass enclosed showers and our exclusive "Aguas del Amor" (private outdoor shower). The connecting room has two double beds and a double and single sofa bed for children to sleep on at night. Third room has a master bedroom, featuring king size bed, living room area with double and single sofa bed for children to sleep at night. Bedroom divided by a modern sliding door for more privacy. All rooms fully equipped with high tech smart TV's and a premium minibar, indoor luxury Jacuzzi and a contemporary bathroom with double sinks and glass enclosed showers.

**Max occupancy: 6 adults + 6 children or 4 adults + 4 Teen + 4 Children**

**Size: 2731 sqft/253.71 sq mts**

### OCEAN FRONT THREE BEDROOM POOL SWIM UP JACUZZI SUITE

Convenient direct access to our main pool from your suite's private balcony and connected to our swim up pool bar. 2731 square feet spacious suite, specially designed for large parties, this suite is the combination of the Ocean Front One Bedroom Jacuzzi Suite and two Luxury Jacuzzi Suites. Features a master bedroom, with a luxurious king size bed, living room area, a kitchenette, double and single sofa bed for children to sleep at night. This suite is fully equipped with high tech smart TV's, indoor luxury Jacuzzi and a contemporary bathroom with double sinks and glass enclosed showers and our exclusive "Aguas del Amor" (private outdoor shower). The connecting room has two double beds and a double and single sofa bed for children to sleep on at night. Third room has a master bedroom, featuring king size bed, living room area with double and single sofa bed for children to sleep at night. Bedroom divided by a modern sliding door for more privacy. All rooms fully equipped with high tech smart TV's and a premium minibar, indoor luxury Jacuzzi and a contemporary bathroom with double sinks and glass enclosed showers.

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**Max occupancy: 6 adults + 6 children or 4 adults + 4 Teen + 4 Children**

**Size: 2731 sqft/253.71 sq mts**

### CONNOISSEUR TWO BEDROOM SWIM UP SUITE

The level of luxury in this spectacular 2,009 square feet oceanfront suite knows no bounds. With contemporary appointments and sumptuous amenities, families will find this the perfect option for togetherness. The infinity pool right off your balcony blends seamlessly with the horizon, creating a waterscape of a thousand shades of blue. And your personal Majordomo can arrange all the details of your stay, from private dinners prepared by a personal chef, to making reservations and scheduling activities.

**Max occupancy: 4 adults + 4 children**

### CONNOISSEUR THREE BEDROOM SWIM UP SUITE

Luxury knows no bounds in this spectacular 2,731 square feet oceanfront suite. With contemporary appointments and sumptuous amenities, this lavish suite offers idyllic accommodations for families or friends traveling together. The infinity pool right off your balcony blends seamlessly with the horizon, creating a waterscape of a thousand shades of blue. And your Majordomo butler can arrange all the details of your stay, from private dinners prepared by a personal chef, to making reservations and scheduling activities.

**Max occupancy: 6 adults + 6 children**

### CONNOISSEUR TWO BEDROOM POOL SWIM-UP SUITE

The soothing properties of water provide an extraordinary escape in these spacious 2,009 square feet oceanfront suites. Glass doors open onto a terrace that leads you into the zero-entry main pool, where you can wade over to the swim-up pool bar. Indoors, contemporary appointments create a chic ambience, with two bedrooms, separate living room, and a fully-equipped kitchen and dining room. Your personal Majordomo can arrange all the details of your stay, from private dinners prepared by a personal chef, to making reservations and scheduling activities.

**Max occupancy: 4 adults + 4 children**

### CONNOISSEUR THREE BEDROOM POOL SWIM-UP SUITE

The soothing properties of water provide an extraordinary escape in these spacious 2,731 square feet oceanfront suites. Glass doors open onto a terrace that leads you into the zero-entry main pool, where you can wade over to the swim-up pool bar. Indoors,

contemporary appointments create a chic ambience, with two bedrooms, separate living room, and a fully-equipped kitchen and dining room. Your personal Majordomo can arrange all the details of your stay, from private dinners prepared by a personal chef, to making reservations and scheduling activities. They are all oceanfront.

**Max occupancy: 6 adults + 6 children**  
**CHECK-IN 3:00 pm CHECK-OUT 12:00 pm**

*\*All indoor facilities are non-smoking, but smoking is allowed in open air areas.*

### GOURMET INCLUSIVE® BUTLER SERVICE

Guests can truly relax knowing that our professional butlers will take care of their every need.

### Pre-Arrival Services

-Ensure your preferences are in-suite in accordance to the format previously filled out online

### Upon arrival

-Provide all information regarding tours and spa services  
-Provide a private orientation of the room and the property

### Throughout your stay

-Recommend tour bookings and on-property activities  
-Recommend and reserve Spa treatments  
-Aromatherapy  
-Pillow menu  
-Arrange continental family style breakfast in suite (available when booking one or two bedroom suite for 4 nights or higher, applies one per stay)  
-Arrange family themed in room dining (available when booking one or two bedroom suite for 4 nights or higher, applies one per stay)  
-Make dinner reservations for adults at El Dorado Royale and El Dorado Casitas Royale  
-Make babysitter arrangements (additional charge applies)  
-Arrange for special occasions and celebrations  
-Ensure suite is kept in perfect condition and arranged according to your preferences  
-Follow up all room service orders  
-Shine/clean shoes for dinner on request  
-Complimentary steam service: 2 pieces of clothes per person, the first night. (Additional steaming – extra charge applies)  
-Unpacking & Packing service

### BEACH & POOL BUTLER SERVICE

-Serve your favorite drinks while you lounge on the beach or pool  
-Provide sunscreen and towels  
-Provide newspapers, magazines, and reading material  
-Provide refreshments and Gourmet Bites  
-Provide cold scented towels  
-Provide toys for kids

### GOURMET INCLUSIVE® RESTAURANTS

### CHEF MARKET GRAND CAFÉ & DECK

The family restaurant on the block, CHEF MARKET serves breakfast and lunch. Hardwood tables and chalkboard columns bring a special atmosphere to this modern & world cuisine restaurant with astonishing views of the turquoise Mexican Caribbean Sea.

The options are endless, ranging from coffee and croissants, healthy options and a lavish food display with a la minute preparation and a rotisserie.

Gourmet Inclusive Service: Breakfast, brunch and lunch.

**6:00 am – 4:30 pm**

**Dinner 5:30-10:00pm**

### HABB

### MEDITERRANEAN RESTAURANT & LOUNGE

Grilling is the predominant technique of cooking in this venue; olive oil and fresh herbs are used in abundance to season the food. Proximity to the ocean provides access to fresh seafood in some of the preparations which range from flatbreads, Tza Tzih, Kebabs, pastas, paella to name a few of the succulent dishes.

Take in the impressive Mediterranean décor at Habb Lounge where you can enjoy a before and after dinner drink.

**Gourmet Inclusive Service: 5:30 pm to 10:00 pm**

### JADE

### PAN ASIAN CUISINE

Share the flavors of the Chinese, Japanese, Korean, Thai, Vietnamese sizzling cooking pots, this cozy venue serves all kind of food that guests will be wowed by the amazing zests of this limitless culinary part of the world. Pick and choose the tea leaves of your liking to brew that special tea to complement your meal. Enjoy Shabu-shabu table with family and friends, cooking together like fondue pieces with beef, chicken, pork, seafood and vegetables in a boiling broth, at the end finely chopped vegetables and herbs to the delicious broth which is served as an after meal consommé.

**Gourmet Inclusive Service: 5:30 pm to 10:00 pm**

### PALMS GOURMET TERRACE

### CARIBBEAN MEXICAN CUISINE

Local and Caribbean specialties with an emphasis on authentic Mexican cuisine, spices and flavors. This seaside gourmet corner is a vibrant celebration of food, energy, music and beach life. Refreshing and unpretentious, Palms offers the true authentic flavors of Mexico and the Caribbean with a variety of cocktails.

**Gourmet Inclusive Service: 11:30 am to 5:00 pm**

### WINE KITCHEN RESTAURANT & TASTING ROOM

The perfect combination: food, wine and great company. Wine kitchen is a culinary endeavor serving preparations from the various wine regions of the world.

Guests are invited to sit back and relax as the chefs do their magic.

**Gourmet Inclusive Service: 6:00 pm to 10:00 pm**

*To enhance our unique dining experience, please comply with the following casual elegant dress code in all Gourmet Restaurants. Ladies: Capri pants, Dresses, Skirts, Long Pants, Shoes, Dress Sandals. Gentlemen: Formal Bermuda shorts, Long Pants, Collared shirts, Casual shoes or dress sandals*

### GOURMET INCLUSIVE® BARS

### SWELL – SWIM UP BAR & LOUNGE

Centrally located swim up bar, serving a wide array of virgin cocktails, fresh fruit infused water, ice-cold beers and full Gourmet Inclusive premium bar. Enjoy poolside waiters serving the refreshment of your liking.

**Gourmet Inclusive Service: 9:00 am to 5:00 pm**

### SLING – COCKTAIL BAR & LOUNGE

Second floor cocktail bar. Here we pour (sling) from the famous Singapore sling, tequila sling, you name it, we sling it. With a laid-back atmosphere, here guests can gaze out the window and view the sparkling stars on the Caribbean Sea while enjoying your sling.

**Gourmet Inclusive Service: 5:00 pm to 2:00 am**

### TAMARIND – LOBBY LOUNGE \*Coming soon

Surrounded by lush Mexican jungle, this lounge is the perfect place to unwind and mingle with flavorful cocktails

### GOURMET INCLUSIVE® ROOM SERVICE



Generations Riviera Maya offers a new type of in-room dining experience available 24 hours a day.

Guests can enjoy our family a la carte menu delivered in gourmet baskets any time of the day within the comfort and convenience of their spacious suite, in their kitchenette facilities or even in their own private terrace.

Specialties include family style continental breakfast, sharing options and themed dinners\*\*

\*\*Options available in one or two bedroom suites for minimum 4 nights.

#### GREENHOUSE

Located at El Dorado Royale, the 75,670.21 square feet greenhouse facility now provides produce not only for El Dorado Royale, but also for Karisma Hotels: El Dorado Spa Resorts, Generations Resorts & Azul Hotels throughout the region.

The expansive greenhouse—the first resort greenhouse in the region—celebrated its first harvest in August 2009 produces a variety of organic vegetables and herbs, including cucumbers, bell peppers, chilies, basil, cilantro, and mint. The Products that are used for fumigation are from certified organic origins, these come from plants, leaves & seeds.

#### ENTERTAINMENT & ACTIVITIES

#### EKO KIDS CLUB

Generations Eko Kids Club offers supervised activities for children ages 4 to 12 years old\*. It offers kids a fun and safe place to play and with unique children's experiences such as recycling materials for art projects to teach children about the environment while having a good time. The Kids Club has a movie area, craft station, library, gaming consoles and more!

Open Sun & Mon: 9:00am - 5:00pm / 7:30pm - 11:00pm

Open Tue to Sat: 9:00am - 5:00pm / 7:30pm - 9:00pm

\* Children under 4 years old require adult supervision

#### LITTLE EKO CHEFS PROGRAM

Little Eko Chefs is an unprecedented experience for our youngest guests to truly immerse themselves in the cultures of other foods, gain cooking skills for the future, and learn easy and delicious recipes as part of many memories they'll be taking home from their stays at Generations Riviera Maya.

Little Eko Chefs, is the first-of-its-kind program, incorporating historical and cultural facts, eco-friendly food basics, and hands-on cooking opportunities Available in Eko Kids Club to all the resort's youngest guests each weekday from 3:00pm to 4:00pm

#### FAMILY LOUNGE

A place where families can gather to have fun. Features a pool table, living room area, a variety of books and board games.

Open daily: 9:00 am – 10:00 pm

At Generations Riviera Maya guests can expect to enjoy the best in nightly entertainment including quality music, dancing and live local performances.

#### GOURMET INCLUSIVE® PACKAGE FEATURES

Your Gourmet Inclusive® vacation begins at check-in as you are greeted with a glass of sparkling wine, beverages for the kids and a cool towel upon arrival. You will be pampered with gourmet services and amenities such as butler service, daily turn down, 24 hours room service, premium beverages and gourmet cuisine. Our trademark Gourmet Inclusive® service offers unique and relaxing all-inclusive experiences.

- Accommodations as selected
- Welcome glass of sparkling wine for adults and non-alcoholic beverages for kids
- All meals and gourmet bites
- All domestic and international alcoholic and non-alcoholic beverages
- 24 hour Gourmet Inclusive room service

- Kids menu
- Eko Kids Club (4-12 years)
- Beach & Pool butler
- Snorkeling equipment and kayak.
- Wireless internet
- Library & reading area in the Family Lounge
- All taxes and gratuities
- Room service family continental breakfast in suite (available when booking one or two bedroom suite for 4 nights or higher, applies one per stay)
- Family themed night in room dining. (available when booking one or two bedroom suite for 4 nights or higher, applies one per stay)
- Unlimited free International Calls. Includes cell phones and land lines outside of Mexico.
- Hard surface tennis court located at main lobby. Rackets and balls provided free of charge.

#### BABY AMENITIES

- Cribs
- Strollers
- Pack and play
- Baby bottle warmers
- Baby bottle sterilizers
- Baby food
- Baby monitors
- Baby changing tables with bathtubs
- Baby bath robes

#### ADDITIONAL FACILITIES AND SERVICES (NOT INCLUDED IN THE PACKAGE)

- Babysitting and private nanny services
- International wine selection from our cellar
- Romantic candlelight or family dinners on the beach
- Náay Spa
- Tour desk
- Scuba diving trips, certification, rental equipment and deep sea fishing
- Car rental & limousine service
- Transportation to Playa del Carmen or Cancun
- Packages: golf, cultural, horseback riding, night cruises, night life, water sports, snorkeling, jet skiing, boogie boards, parasailing, etc.
- Special wedding, honeymoon and anniversary packages
- An exclusive beach front Chapel
- Sky wedding location
- Private yoga instructor
- Private dining arrangements
- National phone calls
- Money exchange commission
- Laundry
- Gift Shop
- Coffee Shop "We proudly serve Starbucks®"
- Athens Clue – Escape Game
- Wireless Internet (high speed)
- Tennis Pro

#### NÁAY SPA

With 808 square feet, our Mayan inspired Spa welcomes guests to experience an impressive menu of traditional and alternative Spa therapies. Designed to soothe the senses, the luxurious Spa facilities include, showers, Spa treatment rooms, boutique spa shop, bridal suite, Kids Spa services available from 4 to 12 years old, Náay Spa incorporates elements of the Gourmet Inclusive® philosophy with its unique services and alternative therapies inspired by native Mexico. The delicious chocolate therapies invite guests to experience

chocolate with no remorse. This sensual treatment is rich in minerals and smooth, nourishing cocoa butter. In addition to these decadent Spa treatments, Náay Spa offers more traditional favorites such as scrubs, body wraps, special treatments, facials, manicures, pedicures, and full-service beauty salon services.

#### BONANZA RANCH

Horseback Riding Stables within the premises, and Proud Recipients of "Trip Advisor's Certificate of Excellence 2013 & 2014" offers a unique and exciting way to get in touch of the true nature of the Mayan Riviera with its two hour guided tour along jungle trails, including the experience to encounter one of the marvels of the Yucatan Peninsula: The Mayan Cenotes, commonly known as sinkholes where you can jump for a refreshing dip. Healthy, well trained horses appropriate for people with little or no experience at horseback riding. Semiprivate tours consist of groups up to 12 riders, ensuring that everyone receives personal attention from friendly, knowledgeable guides.

#### WEDDINGS

We are the wedding specialist in Riviera Maya, with an on-site professional designer we are fully equipped to take the challenges of planning a wedding celebration and turn them into the joyous occasion that it should be. Beautiful and unique ceremony locations, including a beach front chapel. Our distinguished service was created to enhance the experience and allow the bride, groom, family and friends to have not just a day celebration, but a lifetime of memories.

Contact: [weddings@karismahotels.com](mailto:weddings@karismahotels.com)

#### SKY WEDDING

A unique, exclusive and unprecedented wedding experience this luxury venue offers a modern, contemporary space for chic, elegant weddings or celebratory events for up to 250 guests. With sweeping vistas of the Caribbean Ocean, contemporary white gazebo, romantically lit aisle, and its stone garden finish, this will certainly impress all that attend.

The spacious veranda terrace is located on the roof of the 5th. floor, features a BBQ Area, Full Bar service and breathtaking views . The area is available for weddings, private barbeques & cocktails.

#### WEDDING CHAPEL "La Capilla de los Milagros"

Located right on the beach, host your ceremony in an inspiring chapel stylishly decorated however you choose. Catholic weddings in Mexico must take place in a chapel. Our Chapel, "La Capilla de los Milagros" holds up to 150 guests and is recognized by the Catholic Church and non-denominational ministers to celebrate marriages.

#### GROUPS & INCENTIVES

Plan your next group meeting or incentive trip with us. The discover boundless beauty of the reef-lined beaches to the classic elegance of our grand Ballroom or unique function spaces. State-of-the-art facilities and the personalized service of our expert event team guarantee our guests a memorable experience. Contact: [groups@karismahotels.com](mailto:groups@karismahotels.com)

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The fertilization process is made through a hydroponic system. The Products that are used for fumigation are from certified organic origins, these come from plants, leaves & seeds.

Tours depart from the main lobby, several days a week.

\*\*\*Our Resort is not recommended for physically Challenged Guests \*\*\*

*\*All Information contained in this document is subject to change without prior notice\**