


Name/s: \_\_\_\_\_

Confirmation Number

It will be our pleasure to host you at Hotel Xcaret Arte! Hereby we share our services information form to arrange your itinerary. You can Click in each image to visualize menus and more information about each service.

**IMPORTANT:** This is a request form, and your confirmations are subject to change and subject to the availability of our services. We kindly ask you to read the terms and conditions at the end of this document.

**Airport information**




Service	Flight date	Airline	Flight number	Flight arrival / departure time	No. Of people	
Airport – Hotel						<input type="checkbox"/> National <input type="checkbox"/> International
Hotel – Airport						<input type="checkbox"/> National <input type="checkbox"/> International


**Parks and Tours**

\*\*Parks with fixed schedules are not recommended on your arrival date. We will not hold responsibility for any setbacks that prevents you from taking the transportation.








Wished Date	Xperience	Pick Up Time	Number of people	Schedules and Food
		<input type="checkbox"/> 15:20 hrs		All Inclusive. <b>Open from Monday to Saturday</b> Approximate Return time 10:00 p.m
		<input type="checkbox"/> 18:10 hrs.		All Inclusive. <b>Open from Monday to Thursday</b> Approximate Return time 12:30 a.m.
		<input type="checkbox"/> 9:00 hrs. <input type="checkbox"/> 14:00 hrs.		<b>Park opens from 9 am to 5 pm from Monday to Saturday.</b> Food not included Shuttle runs every 25 min from the Lobby
		8:40 hrs.		<b>Tour Available from Monday to Saturday ***</b> Food Included with the tour Towels will be provided during the tour Approximate Return time: 5:30 p.m.
		7:05 hrs.		<b>Tour Available from Monday to Saturday</b> Food included at La Casona in Valladolid. Approximate Return Time: 8:30 p.m. <b>Government tax of 33 USD per person.</b>
		9:20 hrs.		<b>Park opens from Monday to Sunday</b> Food: All Inclusive Approximate Return time: 5:30 p.m.
		7:05 hrs.		<b>Tour Available from Monday to Sunday</b> Times: 7:25 to 6:00 pm Food: All Inclusive Approximate Return time: 5:30 p.m.
		8:50 hrs.		<b>Park opens from Monday to Saturday</b> Food: All Inclusive Approximate Return time: 7 p.m.
		8:00 hrs.		<b>Isla Mujeres Rounded Transportation</b> <b>Access to Scenic Xcaret Tower</b> <b>From Monday to Sunday.</b> Food: Not Included Approximate Return time: 8:30 p.m.
		<input type="checkbox"/> 10:35 hrs. <input type="checkbox"/> 13:25 hrs.		<b>Contemplative Sailing – Family Friendly***</b> <b>Two hours sailing at the Hotel's Caribbean Sea</b> <b>From Monday to Saturday.</b> Premium open bar and canapes






\*\*\*VERIFY TERMS AND CONDITIONS

Park	NO RESERVATION NEEDED - Park Schedules	Transportation
	Park opens from 8:30 am to 10:30 pm from <b>Monday to Sunday</b> Includes 1 meal at any of the buffet restaurants	"La Despeinada" Runs every 25 minutes from Lobby Foyer
	Park opens from 8:30 am to 5:30 pm <b>Monday to Saturday</b> Unlimited access to buffet restaurants <a href="#">VERIFY TERMS AND CONDITIONS</a>	
	Park opens from 5:30 pm to 10:30 pm from <b>Monday to Saturday</b> Unlimited access to buffet restaurants <a href="#">VERIFY TERMS AND CONDITIONS</a>	

Xperience	Optional Extra Activities
	Click in the image to discover all the additional experiences available at our Xcaret parks. <b>*Additional cost - not included in AFI*</b>

**Gastronomic Collective**

NO reservation	Breakfast	Lunch	Dinner	Dinner - Specialty	Dress Code
	7am – 12pm	1pm – 5pm	6pm – 11 pm	International – Mexican Buffet	<p>Casual</p>  <p>Please do not wear bathing suits and sandals or wet clothes. Men: Please wear shirts with sleeves.</p>
	7am – 11am BUFFET	12pm – 6pm BUFFET	7pm – 11 pm A LA CARTE	Mediterranean	
	Closed	12pm – 6pm A LA CARTE	7pm – 11 pm A LA CARTE	Comfort Food & Steak House	
	Closed	12pm – 6pm A LA CARTE	6pm – 11 pm A LA CARTE	Cantina – Oaxaca Influence	
	6:30am – 7am	Snacks	6am - 11 pm	Coffee shop	
	7am – 1pm A LA CARTE	Closed	5pm – 10 pm A LA CARTE	Vegan	

Reservation needed	Specialty	Seating Times	Wished Date	Wished Time	No. Of People	Dress Code
	Mexican Author Fixed Menu	From 6 pm. Every 30 minutes Until 9 pm.				<p>Formal Casual</p> 
	Mexican w/ Chinese influence Author Menu	From 6 pm. Every 30 minutes Until 10 pm.				
TAH-XIDO	Asian Fusion Menu	6 pm. Every 30 minutes Until 10 pm.				
TAH-XIDO	Asian Teppanyaki	Only 6 pm. 6:30 pm. 8 pm. 8:30 pm and 10 pm				
	Yucatan – w/ Lebanese influence	6 pm. Every 30 minutes Until 10 pm.				Formal Casual <b>*Exclusive for Casa Artistas * or 120 USD per person</b>
	Tasting Menu from our Gastronomic Collective	6 pm. Every 30 minutes Until 9 pm.				Resort Elegance <b>* NOT INCLUDED* 149 USD per person</b>


**XpECIALS**

 **Celebrations**

\*Courtesy details are arranged on the second day of your stay.


<input type="checkbox"/>	Birthday
<input type="checkbox"/>	Anniversary.
<input type="checkbox"/>	Honeymoon.

 **Additional requirements**

<input type="checkbox"/>	Handicap Room.
<input type="checkbox"/>	Allergies / Dietary restrictions:
<input type="checkbox"/>	Pets \$150 USD each <a href="#">DOWNLOAD THE WOOF LIST</a> 

**XPA**

Disconnect and discover all the Xensorial & Relaxing experiences you can reserve with us:

Menú	Schedules	Date	Time	Cabin
	Open from Monday to Sunday From 09:00 a.m. to 08:00 p.m. Services Not Included			<input type="checkbox"/> Same Cabin <input type="checkbox"/> Separate Cabin

Service/s	Name/s	Observations
<small>Indicate the specific service and service duration</small>	<small>Indicate who is taking the service</small>	Wear your bathing suit to your appointment. Includes robe, sandals y towel.

SPA's cancelation policies apply with 24hrs in advanced.

If you do not show up to your appointment, a 50% of the booked services will be charged as a penalty fee.

We kindly ask you to considerate that the time response may vary. We appreciate your patience and comprehension.



We thank you for choosing Xcaret Arte for your upcoming holidays!  
 It will be a pleasure to host you and create together a unique and unforgettable experience with the best of the Mexican Caribbean.

**Terms & Conditions**

I, \_\_\_\_\_, by signing this document, accept the reservations Terms & Conditions, being aware of the requested services and activities on our own as well as the following described.

No-Show policy and the charge of \$25 USD per person in case of not canceling at least 24 hours before the time requested of Tours and restaurants that require reservations. By not being present on the day mentioned in the pick-up or dinner, I am responsible for each charge applied per person and per service and I understand that any change is subject to availability. For dinner at the Xaak restaurant and for the Brunch service, a penalty of 100% will be applied due to No-Show policy.

**TRANSPORTATION / CHECK IN & CHECK OUT**

- **Check In** time is at 15:00 hrs. You will be able to access and use our services and facilities from 9:00 hrs.
- **Check Out** time is at 12:00 hrs. You will be able to use our services and facilities until 18:00 hrs.
- Hotel-airport transportation reservations are arranged approximately:  
**4 hours before** the flight time for national flights.  
**5 hours before** the flight time for international flights.
- We suggest that you are ready at the meeting point for your airport transportation 30 minutes before the scheduled pickup time.
- We have a transport called "**La Despeinada**", which arrives at the Main lobby every 20 or 30 minutes and take you to the parks that do not require reservations.
- The transportation service will be valid only the day of the check-in / check-out and is included as part of the All-Fun Inclusive program.

**PARKS AND TOURS**

- **Xavage, Xplor & Xenotes** will NOT accept pregnant women and people with physical disabilities.
- **Catamaran:** Does not recommend access with wheelchairs, pets and/or under alcohol influence.  
This tour is family friendly, and it is shared with all Xcaret hotels guests.  
**Cancellations apply without previous notice due to: Weather conditions, accidents, minimum forum and/or ship equipment failure.**

**RESTAURANTS**

- **Formal / Casual** dress code: Men - golf shorts, closed shoes, shirt / polo with sleeves \*\* Women do not wear beach clothes or bathing sandals
- Culinary Experiences such as Encanta & Xaak are **established tasting menus** that last approximately 2 hours.  
Their set menus are not recommended for people with food allergies or restrictions as they do not offer an alternative menu.

\* We recommend that you are ready at the meeting point for your tour/ park transportation or at the restaurant for your dinner 10-15 minutes before the scheduled time.

\* We suggest that you bring a towel, bathing suit, comfortable beach clothes and an extra change of clothes, lockers are included in the parks.

\* Don't forget to bring chemical-free sunscreen and souvenir money for our parks and tours.

**\* Requested times and dates for Parks and restaurants are subject to availability and/or changes, therefore, they are not guaranteed until a confirmation form has been provided by a Hotel Xcaret Arte staff.**

**IMPORTANT:** The reservations reflected in this document are related to your hotel reservation. Modifications will be subject to availability and no-show charges if the term of cancellation is shorter than the established one.

Signature: \_\_\_\_\_