

# GRAND OASIS PALM



ADULTS & ADULTS WITH CHILDREN  
— **GRAND ALL INCLUSIVE** —  
• CANCUN MEXICO •



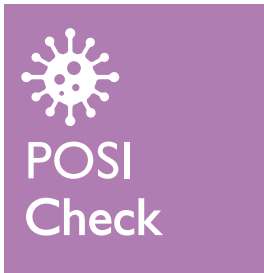
# CERTIFICATIONS BY CRISTAL INTERNATIONAL STANDARDS



CRISTAL  
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Oasis Hotels & Resorts has the advisory and certifications of **Cristal International Standards**®: [cristalstandards.com](http://cristalstandards.com)



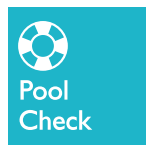
**POSI Check COVID-19** Certification to prevent the spread of infection. Features the measures recommended by the main international organizations (**WHO, WTTC, and EPA**).

\* POSI: Prevention of the Spread of Infection Audit Protocol.



**Cristal International Standards Certifications**® to verify the hygiene and sanitization of rooms, in addition to the back-of-the-house protocols.

OTHER OASIS HOTELS & RESORTS CERTIFICATIONS:





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BE FREE, STAY SAFE

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# GRAND OASIS PALM



## SENS AT GRAND PALM





### GRAND OASIS PALM 5 ★

GRAND ALL INCLUSIVE

This all-inclusive resort boasts a convenient location at the beach of Cancun, offering several areas to enjoy a family stay or spend a relaxing vacation in exclusive adults-only areas (Sens at Grand Palm).

Grand Oasis Palm offers a world of fun for the little ones, who are always cared for by experts at the KiddO Zone. And for spending some quality time with family, the fantastic Pirata's Bay is a beach front area, equipped with pirate games and adventures for all ages.

Integrated to the same complex you'll find the Sens at Grand Palm adults-only areas, equipped with restaurants and bars, nightly entertainment centers, shows, beach clubs, spa, in addition to some levels of rooms and suites exclusive for adults.

Some of the benefits at Grand Oasis Palm are its renowned gourmet restaurants: Careyes, Alma, Makitaco, Cocoa, and The White Box.



**GRAND OASIS PALM**  
ADULTS & ADULTS WITH CHILDREN

#### HIGHLIGHTS

- Rooms and suites with spectacular views and space for families of up to 2 adults and 3 kids.
- Wide array of culinary all-inclusive options: gourmet restaurants, and options of Mexican, Italian, Japanese, international, seafood, sushi, and snacks.
- KiddO Zone: area of attractions for kids cared for and supervised by experts.
- Adults-only zones.
- Family interaction zones: Yucatán Jurassic River, Pirata's Bay Pool & Beach Park, and The Arcade.
- Pirate ship tour for the whole family (twice a week).

#### SENS AT GRAND PALM

ADULTS ONLY

- Levels of adults-only rooms and suites with spectacular views and special attention.
- Sian Ka'an suites equipped with indoor Jacuzzi or at the terrace.
- Adults-only restaurants: Careyes & Cocoa.
- Adults-only bars: Glass Bar Night Club, Sens Snack, Pool & Lounge, and Careyes Cigar Bar.
- Sens Snack, Pool & Lounge: relaxation area with pools, Jacuzzis and Bali beds.
- Sian Ka'an Beach Club with Bali beds and butler service.
- Sensoria Chill Out & Spa: massage cabins and Jacuzzis.
- Adults-only entertainment: dinner show at Red Cabaret, nighttime ship tour Kinky On Board, and stage presentations at Red Kinky Night Club.



## CHECK-IN & CHECK-OUT PROTOCOLS



- Fully digital guest check-in available.
- Temperature controls through thermal cams at the hotel entrance.
- New luggage sanitization technologies to apply upon guests arrival.
- Receptions with wide lounge-style areas, check-in process with controlled access to avoid crowds, and safety distance signs on the floor.
- Separation screens at the reception areas and use of masks for personnel.
- Hydroalcoholic gel dispensers available for guests in all areas.
- Express digital check-out and express check-out machines with wide space between them, available for guests.

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# OASIS PROTOCOLS FOR ROOMS



**GRAND OASIS PALM**  
ADULTS & ADULTS WITH CHILDREN

- We guarantee that the room has been sanitized, prior to the guest's arrival. We use products registered by the Environmental Protection Agency (EPA).
- Once the room has been sanitized, we place a door tag safety seal, which breaks upon the guest's first entrance.
- New operation, cleaning, and room setting standards, adapted for the total safety of our guests.
- Upon arrival of our guests all in-room amenities are totally new and sealed.
- Elimination of in-room printed materials.



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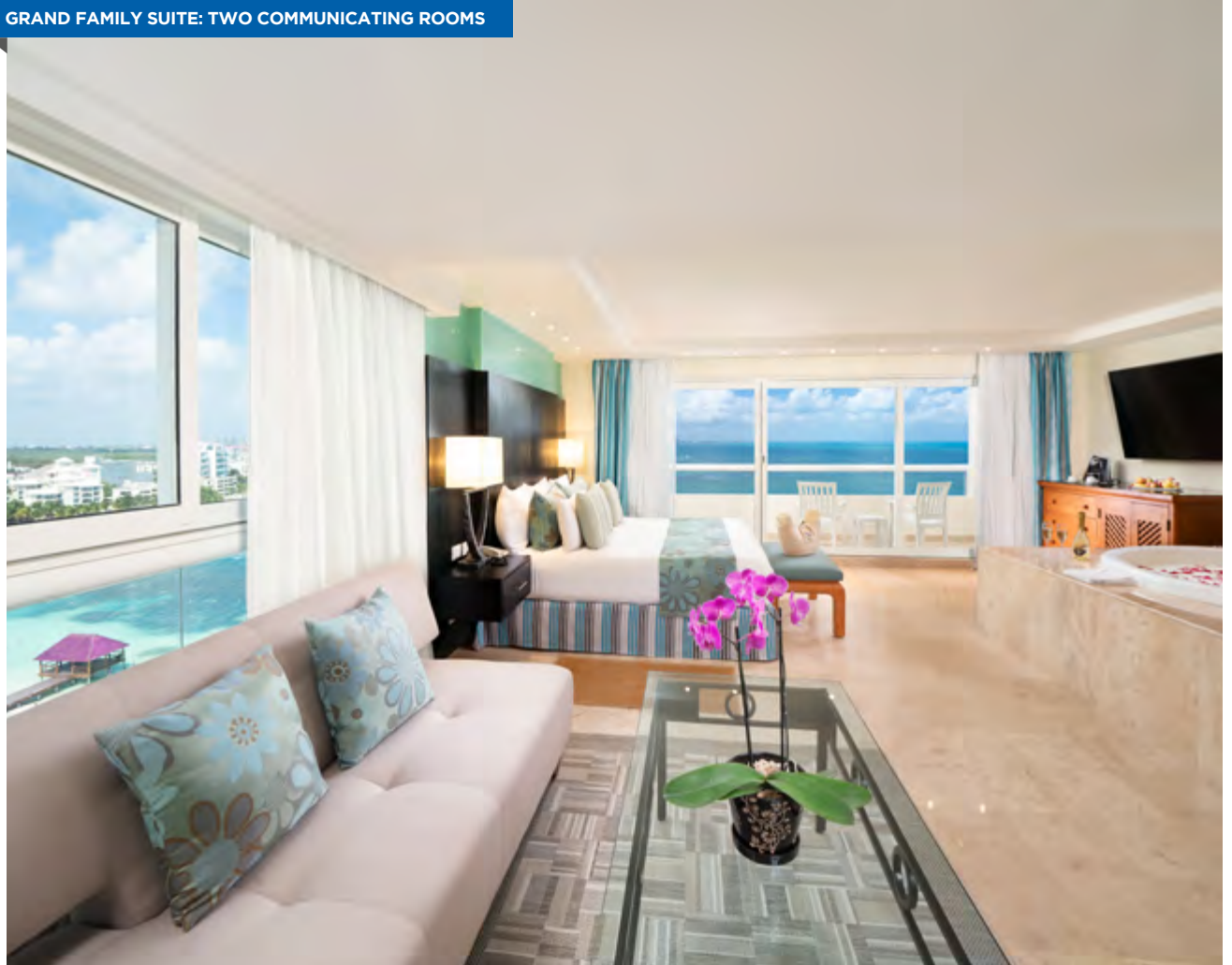
# GRAND FAMILY SUITES



**GRAND FAMILY SUITE:** MADE UP OF TWO ROOMS, ONE GRAND OCEAN VIEW OR GRAND LAGOON VIEW AND A SECOND GRAND OCEAN VIEW OR GRAND LAGOON VIEW ROOM WITH TWO DOUBLE BEDS

\*SUBJECT TO AVAILABILITY

**GRAND FAMILY SUITE: TWO COMMUNICATING ROOMS**

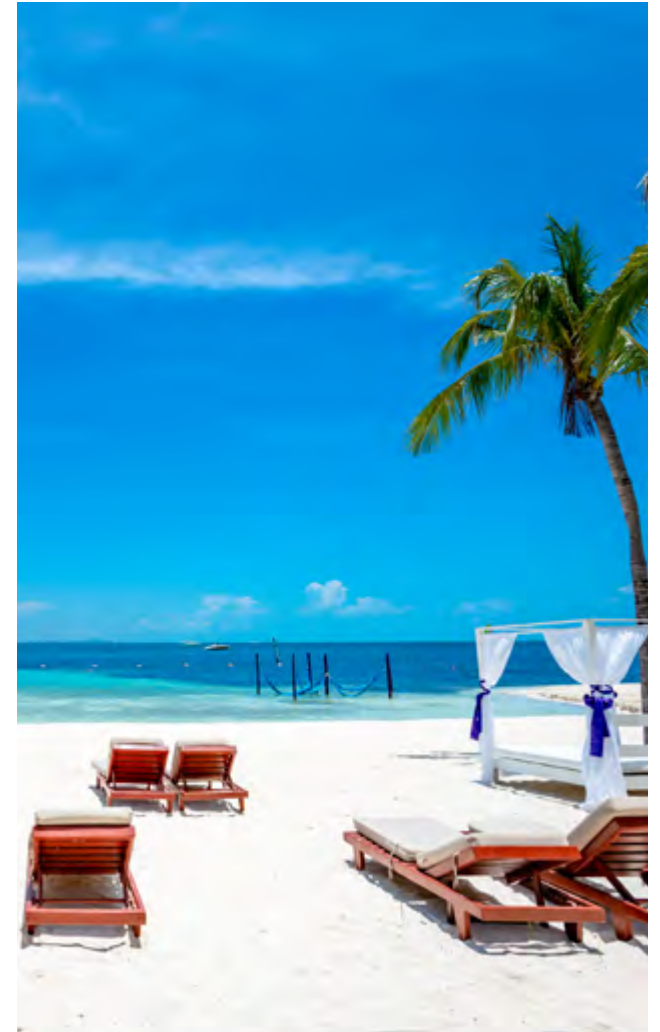






# GRAND FAMILY SUITES

GRAND FAMILY SUITE: TWO COMMUNICATING ROOMS





**GRAND OASIS PALM**  
ADULTS & ADULTS WITH CHILDREN

# GRAND ROOMS



- GRAND OCEAN VIEW
- GRAND LAGOON VIEW
- GRAND STANDARD





# RESTAURANTS

## THE WHITE BOX

GASTROBAR

MEDITERRANEAN GASTROBAR

LUNCH DINNER INDOOR & OUTDOOR



EXCELLENCE CERTIFICATE FROM 2015 TO 2020



MEXICAN GOURMET

★ DINNER INDOOR



JAPANESE - MEXICAN FUSION

LUNCH ★ DINNER INDOOR & OUTDOOR



EXCELLENCE CERTIFICATE FROM 2017 TO 2020



★ RESERVATION REQUIRED

\*SCHEDULES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE



# RESTAURANTS

RESTAURANT	DESCRIPTION	BREAKFAST*	LUNCH*	DINNER*	IN	OUT
	<b>DOS LUNAS</b> Pizzas & pastas		✓	✓		✓
	<b>AKERU</b> Sushi		✓	✓	✓	
	<b>BITES SNACKS</b> International buffet		✓	✓	✓	
	<b>EL BUFFET</b> Kids restaurant	✓	✓	✓	✓	
<b>LAS PALMAS</b> International buffet	✓	✓	✓	✓		
	<b>EL BUFFET</b> International buffet	✓	✓	✓	✓	✓
	<b>LOS AGAVES</b> Mexican traditional cuisine Tacos & tortas		✓	✓★	✓	✓
	<b>SWEET PALM</b> Kids restaurant	✓	✓	✓	✓	
<b>DOS LUNAS TERRACE</b> Pizzas, pastas & ice cream Italian food		✓			✓	
<b>SISAL RESTAURANTE BAR</b> - Seafood - Burgers & snacks		✓	✓	✓	✓	
<b>ISLA MUJERES</b> Sushi by the pool and beach		✓			✓	
<b>CAFÉ DEL MAR</b> Snacks by the sea		✓			✓	
	<b>CAREYES</b> Mexican gourmet cuisine			✓	✓	
	<b>SENS AT GRAND PALM EXCLUSIVE</b>					
<b>COCOA</b> ADULTS ONLY Mexican-style grilled cuts & seafood	✓	✓		✓	✓	

★ RESERVATION REQUIRED

\*SCHEDULES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE





# RESTAURANTS

BITES FOOD HALL



LAS PALMAS



BITES FOOD HALL



BITES FOOD HALL





# RESTAURANTS

ISLA MUJERES



HACIENDA FOOD HALL



DOS LUNAS



LOS AGAVES





# BARS

<p>LOBBY SPORT'S BAR</p> 	<p>ISLA MUJERES BEACH BAR</p> 	
<p>SISAL BAR</p> 	<p>LOS AGAVES</p> 	
<p>COFFEE &amp; ME</p>  <p>By Oasis Palm</p>	<p>LA CANTINA</p> 	
<p>COFFEE &amp; ME</p>  <p>By Grand Oasis Palm</p>	<p>CAFÉ DEL MAR</p> 	
<p>CAREYES CIGAR BAR</p> 	<p>SENS SNACK, POOL &amp; LOUNGE</p>  <p>SENS SNACK, POOL &amp; LOUNGE</p>	<p>GLASS BAR NIGHT CLUB</p> 
ADULTS ONLY	ADULTS ONLY	ADULTS ONLY

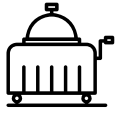




# BARS







# OASIS PROTOCOLS FOR FOOD & BEVERAGES



GRAND OASIS PALM  
ADULTS & ADULTS WITH CHILDREN

- Less tables in restaurants. All tables are separated considering the safety distance standards.
- Groups of 5 or more persons must book in advance, allowing our staff to place the tables, following the safety standards.
- **Contactless** menus available at the Oasis app or through a QR code.
- New operation, setting, and table cleaning standards, adapted for the total safety of our guests. All tables and chairs are sanitized before and after each guest.
- Hydroalcoholic gel dispensers available at every food & beverages consumption center.
- All food & beverages collaborators have been trained to avoid contact with food. Mandatory use of masks.



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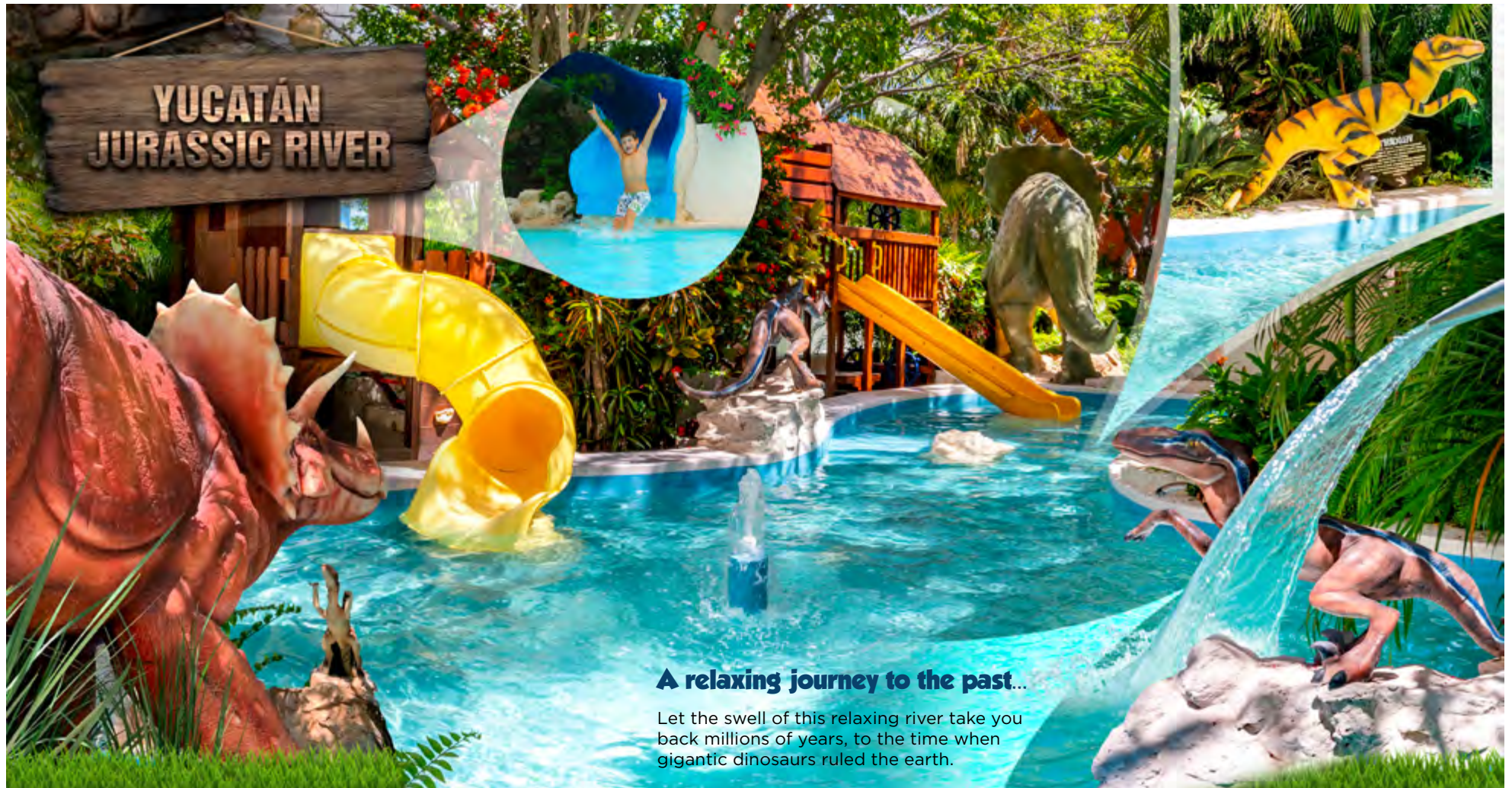


# KIDDO ZONE





# YUCATAN JURASSIC RIVER



## **A relaxing journey to the past...**

Let the swell of this relaxing river take you back millions of years, to the time when gigantic dinosaurs ruled the earth.



# PIRATA'S BAY



### Fun ahoy captain!

Dare to explore this area where you'll find a thrilling zip-line, a camping zone, an open-air movie theater, and lots of games on board a real pirate ship that remains docked at the pier.

### PIRATE SHIP ADVENTURE

#### PERFECT FOR PARENTS-CHILDREN ENJOYMENT

- 2 tours per week
- Tour duration: 2 hours
- Reservation required
- Subject to availability





# THE ARCADE

## THE ARCADE

### Who will be proclaimed champion?

Discover this ancient temple where kids and adults will challenge each other's abilities with family-interaction videogames, such as raising, sports, and dance.





## OASIS PROTOCOLS AT COMMON AREAS



- New operation and furniture setting standards at common areas. All tables, chairs, and sunbeds at indoor and outdoor common areas and beaches keep the safety distance.
- Application of new technologies and products for sanitizing surfaces, elevators, furniture, buttons, and railings. Use of products registered by the Environmental Protection Agency (EPA).
- Hydroalcoholic gel dispensers available in all common areas.
- Graphic information regarding safety hygiene protocols displayed in all areas.
- In all activities carried out at indoor and outdoor common areas, a safety distance is kept between guests. Reduction of attendants to all entertainment centers in order to avoid crowds.

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# MICE



**REGARDLESS OF YOUR EVENT'S SIZE, GRAND OASIS PALM BOASTS THE PERFECT HALL TO ORGANIZE IT.**

From a 20 executives meeting to a training event for 400 collaborators; from a corporate workshop to an international convention; whether it is a day of meetings or a commemoration celebration...  
With Grand Oasis Palm, your event's success is guaranteed.

**COVID PROTOCOL. BETWEEN 25% AND 50% REDUCTION OF THE HALL'S CAPACITY, ACCORDING TO EACH HALL AND KIND OF SETTING**

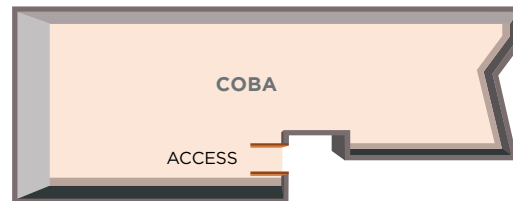
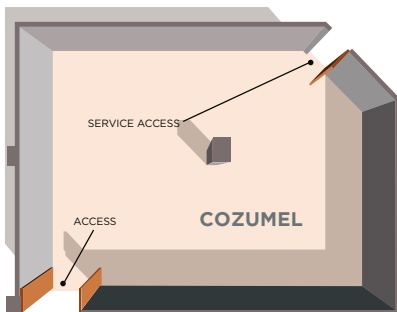
### MAXIMUM CAPACITY

HALL	sq ft	U-SHAPE	SCHOOL	IMPERIAL	THEATER	COCKTAIL	BANQUET
GRAND SALON	3,932	80	200	100	400	400	250
GRAND SALON STAGE	1,048	N/A	N/A	N/A	N/A	N/A	N/A
COBA	581	25	40	30	50	50	N/A
COZUMEL	1,270	30	70	50	80	100	80





# MICE







## OASIS PROTOCOLS FOR CONVENTIONS



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**GRAND OASIS PALM**  
ADULTS & ADULTS WITH CHILDREN

- The safety distance is kept at all group areas and halls. Digital pre-registration available for all attendants in order to avoid crowds.
- New operation, hygiene, and setting standards implemented in order to guarantee the safety distance between participants. Less attendants at the different halls.
- The halls, furniture and equipment are cleaned and sanitized before and after each event.
- Exchange of printed materials is reduced.
- The coffee break services comply with the criteria applied to the food and beverages area, providing assistance of our collaborators at all times.
- All collaborators have been trained in order to avoid contact with guests, food and beverages. Mandatory use of masks for our staff.

OASISLOVES SPACE



# WEDDINGS AND HONEYMOONS



## PRIVILEGES OF GETTING MARRIED AT GRAND OASIS PALM

- WEDDING GAZEBO & EXCLUSIVE AREAS FOR BANQUETS.
- LOCATIONS WITH SPECTACULAR SUNSETS AT THE BEACH.
- HONEYMOONS & WEDDINGS SPECIAL PACKAGES.
- WEDDING PLANNER.

WE TAKE CARE OF YOU IN EVER SINGLE DETAIL...  
CONTACT US: [oweddingsweb@oasishoteles.com](mailto:oweddingsweb@oasishoteles.com)



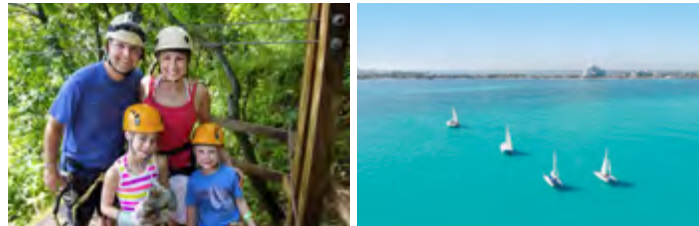


# VIAJES CARIBE MAYA & THE O PHOTO

## TOURS & ACTIVITIES

Visit your Viajes Caribe Maya\* representative and discover the wide array of activities & tours to enjoy the destination to the fullest.

- Tours to Maya archeological sites
- Water activities
- Adventure tours
- Theme parks

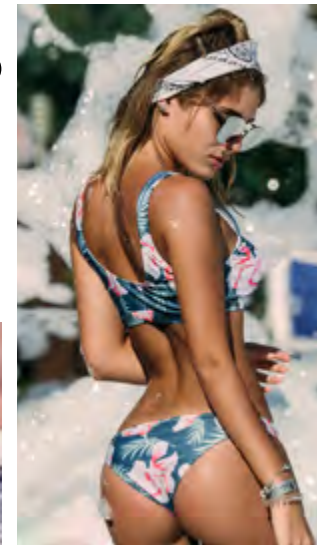


\*We boast information and reservation booths available at the resort.

## THE O PHOTO

# THE O PHOTO

Professional photography & video services available through The O Photo. For more information visit The O Photo booth at the hotel.



# OTHER SERVICES



24 H RECEPTION



CURRENCY EXCHANGE



MULTILINGUAL STAFF



SECURITY



PARKING LOT



BELL BOY



DOCTOR ON CALL



TRAVEL AGENCY



LAUNDRY



BABYSITTING SERVICE



ATM



**SENS AT GRAND PALM**  
LUXURY ADULTS ONLY

# SENS ROOMS & SUITES

ADULTS ONLY

## - SENS EXCLUSIVE AREA -

- CHECK-IN & CHECK-OUT
- DOMESTIC & IMPORTED BEVERAGES
- SNACKS



SIAN KA'AN MASTER SUITE





SENS AT GRAND PALM  
LUXURY ADULTS ONLY

# SENS ROOMS & SUITES

ADULTS ONLY

SIAN KA'AN JUNIOR SUITE



## LEVELS OF ADULTS-ONLY ROOMS & SUITES:



SIAN KA'AN MASTER SUITE  
SIAN KA'AN JUNIOR SUITE  
SIAN KA'AN STANDARD

- JACUZZI OR PLUNGE POOL INSIDE OR AT THE TERRACE (SIAN KA'AN MASTER SUITE & SIAN KA'AN JUNIOR SUITE)
- PERSONALIZED ATTENTION
- CHECK-IN & CHECK-OUT WITH EXCLUSIVE CONCIERGE
- EXCLUSIVE FACILITIES & BENEFITS
- EXCLUSIVE AMENITIES

SIAN KA'AN "THE DOOR TO PARADISE" IN MAYAN LANGUAGE



▪ SENS AT GRAND PALM

▪ GRAND OASIS PALM

# RESTAURANTS

ADULTS ONLY

RESTAURANTS	DESCRIPTION	BREAKFAST*	LUNCH*	DINNER*	IN	OUT
 <p>CAREYES SENS AT GRAND PALM EXCLUSIVE</p>	Mexican gourmet cuisine			✓	✓	
 <p>COCOA</p>	Mexican-style grilled cuts & seafood	✓	✓		✓	✓
 <p>INCLUDES ACCESS TO 10 MORE RESTAURANTS IN THE RESORT</p>						





▪ SENS AT GRAND PALM



▪ GRAND OASIS PALM

# BARS

ADULTS ONLY

BARS	DESCRIPTION	SNACKS	IN	OUT
 CAREYES CIGAR BAR	<ul style="list-style-type: none"> <li>Premium beverages</li> <li>Cigars &amp; cigarettes \$</li> </ul>		✓	
 SENS SNACK, POOL & LOUNGE	<ul style="list-style-type: none"> <li>Premium beverages</li> <li>Snacks</li> </ul>	✓		✓
 GLASS BAR	<ul style="list-style-type: none"> <li>Cocktails and domestic or imported spirits</li> <li>Snacks</li> </ul>	✓	✓	
	INCLUDES ACCESS TO 8 MORE BARS IN THE RESORT			



GLASS BAR



CLOUD NINE



▪ SENS AT GRAND PALM

▪ GRAND OASIS PALM

# ADULTS ONLY AREAS

ADULTS-ONLY EXCLUSIVE AREAS, IDEAL FOR RESTING AND RELAXING

  
**sensoria**  
CHILL OUT & SPA  
MASSAGE CABINS & JACUZZIS

SPA SERVICES HAVE EXTRA CHARGE 



  
**SIAN KA'AN**  
BEACH CLUB  
BALI BEDS WITH  
BUTLER SERVICE

SENS AT GRAND PALM EXCLUSIVE



  
**SENS**  
SNACK, POOL & LOUNGE

POOLS, JACUZZIS, AND BALI BEDS







▪ SENS AT GRAND PALM



▪ GRAND OASIS PALM

# ENTERTAINMENT

ADULTS ONLY

## RED CABARET BY OASIS

DINNER SHOW

STAGE PRESENTATION WITH THE TRADITIONAL BURLESQUE STYLE

★ RESERVATION REQUIRED



NIGHTLY TOUR ON BOARD A SPANISH GALLEON

★ RESERVATION REQUIRED



BURLESQUE-STYLE SHOW

★ RESERVATION REQUIRED





▪ GRAND OASIS PALM



▪ SENS AT GRAND PALM

# ROOMS & SUITES

## 321 GRAND ROOMS & SUITES

GRAND FAMILY SUITES  
(2 COMMUNICATING ROOMS)

108 GRAND OCEAN VIEW

96 GRAND LAGOON VIEW

117 GRAND STANDARD

✓ COMMUNICATING ROOMS AVAILABLE

## 55 SENS ROOMS & SUITES
























6 SIAN KA'AN MASTER SUITE  
(WITH JACUZZI OR PLUNGE POOL INDOOR OR AT THE TERRACE)

24 SIAN KA'AN JUNIOR SUITE  
(WITH JACUZZI OR PLUNGE POOL INDOOR OR AT THE TERRACE)

25 SIAN KA'AN STANDARD

		SENS	GRAND
	PRIVATE CHECK-IN & CHECK-OUT	✓	✓
	EXPRESS CHECK-OUT	✓	✓
	EARLY CHECK-IN & LATE CHECK-OUT: SUBJECT TO AVAILABILITY	✓	—
	INDOOR OR OUTDOOR PRIVATE JACUZZI OR PLUNGE POOL <small>*AVAILABLE IN SIAN KA'AN MASTER SUITE &amp; SIAN KA'AN JUNIOR SUITE</small>	✓*	—
	ROBES	✓	—
	1 KING SIZE BED OR 2 DOUBLE BEDS	✓ <small>1 KING SIZE BED</small>	✓
	BATH AMENITIES AND TOWELS	✓	—
	24-HOURS ROOM SERVICE	✓	\$
	WIFI: 1 CODE PER ROOM   USB PORTS	✓	✓
	IRON & IRONING BOARD	✓	✓
	SAFETY BOX	✓	✓
	FLAT SCREEN	✓	✓
	AIR CONDITIONING	✓	✓
	HAIRDRYER	✓	✓
	IPOD CONSOLE & RADIO ALARM CLOCK	✓	—
	RADIO ALARM CLOCK	—	✓
	COFFEE MAKER: <small>*SIAN KA'AN MASTER WITH ESPRESSO COFFEE MAKER</small>	✓	✓
	MINIBAR: STOCKED UPON ARRIVAL WITH WATER, SOFT DRINKS AND BEER	✓ <small>+ SNACKS</small>	✓

# FACILITIES & SERVICES

	RESTAURANTS	<b>ADULTS ONLY</b>	2
	RESTAURANTS: SOME OF THEM WITH SPECIAL AREAS FOR KIDS		10
	ROMANTIC DINNER IN FRONT OF THE BEACH		\$
	RED CABARET DINNER SHOW	<b>ADULTS ONLY</b>	✓
	BARS	<b>ADULTS ONLY</b>	3
	BARS		8
	SENS LOUNGE	<b>SENS EXCLUSIVE</b>	✓
	OASIS PLUS CUSTOMER SERVICE		✓
	POOLS: SPECIAL AREAS FOR KIDS   1 INFINITY		✓
	SENS SNACK, POOL & LOUNGE: POOLS, JACUZZIS AND BALI BEDS	<b>ADULTS ONLY</b>	✓
	SIAN KA'AN BEACH CLUB: BALI BEDS WITH BUTLER SERVICE AVAILABLE	<b>SENS EXCLUSIVE</b>	✓
	YOGA, ZUMBA, AND AEROBICS   GYM		✓
	KAYAKS   MULTI-PURPOSE COURT		✓
	SENSORIA CHILL OUT & SPA REVITALIZING TREATMENTS, JACUZZIS, AND BALI BEDS	<b>ADULTS ONLY</b>	\$
	BEAUTY PARLOR	<b>ADULTS ONLY</b>	\$
	KIDDO ZONE: KIDS CLUB & FAMILY INTERACTION AREAS		✓
	PIRATE SHIP FAMILY TOUR: TWICE A WEEK		✓
	ENTERTAINMENT		✓
	RED KINKY NIGHT CLUB: BURLESQUE-STYLE SHOW	<b>ADULTS ONLY</b>	✓
	KINKY ON BOARD: NIGHTLY TOUR ON BOARD A SPANISH GALLEON	<b>ADULTS ONLY</b>	✓
	MEETING HALLS & BUSINESS CENTER		\$ 3 HALLS 400 PAX
	VIAJES CARIBE MAYA: TOURS & EXCURSIONS   THE O PHOTO		\$
	TABAQUERÍA: BOUTIQUE WITH HANDCRAFTS, SOUVENIRS AND SNACKS		\$



▪ GRAND OASIS PALM



▪ SENS AT GRAND PALM



DOWNLOAD THE OASIS HOTELS & RESORTS APP AND GAIN ACCESS TO THE EVENTS CALENDAR, IN ADDITION TO THE SCHEDULE OF ACTIVITIES AND RESTAURANTS OF THE OASIS HOTELS.





## OASIS PROTOCOLS FOR ALL COLLABORATORS



- All collaborators undergo a full medical checkup, prior to their work reincorporation, including the official Covid-19 test. Any collaborators showing Covid-19 symptoms will be put in quarantine for 15 days, and prior to their reincorporation, a new Covid-19 test is applied.
- All collaborators undergo a daily and mandatory sanitizing process (uniform and footwear), and a temperature control located at their office entrance.
- All collaborators have been fully trained to comply with all safety & hygiene measures, and with the recently adapted operation standards.
- All collaborators wear personal protection equipment (PPE), including masks. All protocols implemented at the guest areas, are applied to the back-of-the-house and collaborators areas.
- Both, 24/7 medical attention and Covid-19 tests are available at the hotel in order to assist any guest or collaborator who requires them.

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CANCUN MEXICO



[oasishoteles.com](http://oasishoteles.com)



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[oasismediacycenter.com](http://oasismediacycenter.com)

  @GrandOasisPalm

*BE FREE, STAY SAFE*

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