

## THE PROPERTY

Generations Riviera Maya by Karisma is Mexico's premier all Suite, all Butler, all Gourmet beachfront resort where couples, wedding parties and families savor a Gourmet Inclusive® experience, a vacation that fosters togetherness. Winner of the prestigious AAA Four Diamond Award and Winner of The Megelan Gold and Silver Award 2014 by Travel Weekly

This 144 suite hotel 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 property 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 ages 18 and over are also welcome to use the facilities at the adults only El Dorado Casitas Royale and El Dorado Royale, by Karisma, which are located next door.

## PROPERTY ARCHITECTURE / ACCOMMODATIONS

Generations Riviera Maya features 144 luxurious suites decorated in a forward looking style and divided into 10 categories. All accommodations are provided with deluxe amenities including 24 hour in room dining, oversized balcony or terrace, Jacuzzi for two, 47" LCD 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, pack and plays, 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.

### TEN CATEGORIES AVAILABLE:

#### OCEAN FRONT LUXURY JACUZZI SUITE

These elegant, spacious suites, 722 sqft, 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 fully equipped with high tech smart TV's and a premium bar. Included is an indoor luxury Jacuzzi and a contemporary bathroom with double sinks and glass enclosed showers. Max occupancy: 2 adults + 2 children

#### OCEAN FRONT ONE BEDROOM JACUZZI SUITE

These spacious suites, 1287 sqft, have a master bedroom, featuring a luxurious king or two double beds. Included in the living room is 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 fully equipped with high tech smart TV's, a fully equipped kitchen and a premium bar. Included is an 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 + 2 children

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

Dive into our lazy river directly in front of your suite's private balcony, connected to the main pool and swim up pool bar. These spacious suites, 1287 sqft, have a master bedroom, featuring a luxurious king or two double beds. Included in the living room is 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 fully equipped with high tech smart TV's, a fully equipped kitchen and a premium bar. Included is an indoor luxury Jacuzzi, our exclusive "Aguas del amor" private outdoor shower and a contemporary bathroom with double sinks and glass enclosed showers. Max Occupancy: 1 adult + 1 teen + 2 children

#### OCEAN FRONT ONE BEDROOM INFINITY JACUZZI SUITE

These spacious suites, 1287 sqft, have a master bedroom, featuring a luxurious king or two double beds. Included in the living room is 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 fully equipped with high tech smart TV's, a fully equipped kitchen and a premium bar. Included is an indoor luxury Jacuzzi, our exclusive "Aguas del amor" private outdoor shower and a contemporary bathroom with double sinks and glass enclosed showers. Max Occupancy: 1 adult + 1 teen + 2 children

#### OCEAN FRONT TWO BEDROOM JACUZZI SUITE

This category, 2009 sqft, has both the Ocean Front One Bedroom Jacuzzi Suite and Luxury Jacuzzi Suite. Included in the living room is 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 fully equipped with high tech smart TV's, a fully equipped kitchen and a premium bar. Included is an indoor luxury Jacuzzi, our exclusive "Aguas del amor" private outdoor shower and a contemporary bathroom with double sinks and glass enclosed showers. Max Occupancy: 4 Adults + 4 Children

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

This category, 2009 sqft, is the Ocean Front Two Bedroom Jacuzzi Suite plus a private balcony on the ground level that connects to the mail pool and swim up pool bar. Included in the living room is 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 fully equipped with high tech smart TV's, a fully equipped kitchen and a premium bar. Included is an indoor luxury Jacuzzi, our exclusive "Aguas del amor" private outdoor shower and a contemporary bathroom with double sinks and glass enclosed showers. Max Occupancy: 4 Adults + 4 Children

#### OCEAN FRONT TWO BEDROOM INFINITY JACUZZI SUITE

This Suite, 2009 sqft, provides the same amenities described in the Ocean Front Two Bedroom Jacuzzi Suite as well as an infinity pool right outside your balcony on the second level. Included is 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 fully equipped with high tech smart TV's, a fully equipped kitchen and a premium bar. Included is an indoor luxury Jacuzzi, our exclusive "Aguas del amor" private outdoor shower and a contemporary bathroom with double sinks and glass enclosed showers. Max Occupancy: 4 Adults + 4 Children

#### OCEAN FRONT THREE BEDROOM JACUZZI SUITE

2731 sqft Designed with large parties in mind, this suite consists of the Ocean Front One Bedroom Jacuzzi Suite and two Luxury Jacuzzi Suites. Included in the living room is 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 fully equipped with high tech smart TV's, a fully equipped kitchen and a premium bar. Included is an indoor luxury Jacuzzi, our exclusive "Aguas del amor" private outdoor shower and a contemporary bathroom with double sinks and glass enclosed showers. Max Occupancy: 6 Adults + 6 Children

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

This category, 2731 sqft, includes all of the amenities described in the Ocean Front Three Bedroom Jacuzzi Suite as well as a private balcony that connects to the main pool and swim up pool bar. Included in the living room is a double and single sofa bed for children to sleep on at night. Each bedroom is divided by a modern sliding door for more privacy. This suite is fully equipped with high tech smart TV's, a fully equipped kitchen and a premium bar. Included is an indoor luxury Jacuzzi, exclusive "Aguas del amor" private outdoor shower and a contemporary bathroom with double sinks and glass enclosed showers. Max Occupancy: 6 adults + 6 Children

#### OCEAN FRONT THREE BEDROOM INFINITY JACUZZI SUITE

This category, 2731 sqft, includes all of the amenities described in the Ocean Front Three Bedroom Jacuzzi Suite as well as an infinity pool outside of your private balcony on the second floor. Included in the living room is a double and single sofa bed for children to sleep on at night. Each bedroom is divided by a modern sliding door for more privacy. This suite is fully equipped with high tech smart TV's, a fully equipped kitchen, dining table for six and a premium bar. Included is an indoor luxury Jacuzzi, exclusive "Aguas del amor" private outdoor shower and a contemporary bathroom with double sinks and glass enclosed showers. 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

- 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

- Make all tour bookings and on property activities
- Recommend and reserve Spa treatments
- Aromatherapy
- Pillow menu
- Serve continental family style breakfast in suite

All information contained in this document is subject to change without prior notice – UPDATED July '11

- Serve family themed in room dining (from a one bedroom suite and above)
- Make dinner reservations for adults at El Dorado Royale and El Dorado Casitas Royale
- Make babysitter arrangements (additional charge)
- Arrange for special occasions and celebrations
- Ensure suite is kept in perfect condition and arranged according to your preferences
- Make all room service orders
- Shine/clean shoes for dinner
- Steam the first night clothes (up to 5 pieces complementary)
- Unpack luggage

#### 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
- Order lunch at the restaurant
- Arrange picnics on the beach
- Provide refreshments and Gourmet Bites
- Bring cold scented towels
- Provide kids with toys

#### GOURMET INCLUSIVE® RESTAURANTS

##### CHEF MARKET

##### GRAND CAFÉ & DECK

The family restaurant on the block, CHEF MARKET serves breakfast, lunch and dinner. 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, a la carte choice from the blackboards to a lavish food display with a la minute preparation and rotisserie.

Gourmet Inclusive Service: breakfast, brunch, lunch, dinner and late night corner.

Gourmet Inclusive Service from 6am to 10pm

##### 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 Tzihi, 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 from 5:30pm to 10pm

##### JADE

##### PAN ASIAN CUISINE

Share the flavors of the Chinese, Japanese, Korean, Thai, Vietnamese sizzling cooking pots, this cozy venue serves all food in the center of the table to be shared. 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 from 5:30pm -10pm

#### PALMS GOURMET TERRACE CARIBBEAN MEXICAN CUISINE

Local and Caribbean specialties with an emphasis on authentic Mexican "street" cuisine, spices and flavors. This seaside restaurant 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. Enjoy Mexican table games with a variety of cocktails.

Gourmet Inclusive Service from 11am to 5pm

#### 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.

Dishes are created especially according to guests' preferences with the freshest ingredients available. Guests are invited to sit back and relax as the chefs do their magic. Gourmet Inclusive Service for dinner only from 6pm to 10pm

#### BLEND, COFFEE & TEA CORNER \*November, 2014

Here you will find a wide variety of non-alcoholic beverages, from agave nectar latte to Arabica roast espresso or just a cup of coffee or teas.

A selection of healthy smoothies, fruit pops and freshly baked goods you can pick and choose from for your enjoyment.

Gourmet Inclusive Service from 10am to 6pm

#### GOURMET INCLUSIVE® BARS

##### TAMARIND\*November 2014

##### LOBBY LOUNGE

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

Gourmet Inclusive Service from 11am – 11pm

##### 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 from 9am to 5pm

##### SLING

##### COCKTAIL BAR & LOUNGE

Third floor cocktail bar and lounge for adults only.

Here we pour (sling) from the famous Singapore sling to tequila sling, you name it we sling it. With a laid-back atmosphere, here guests can gaze out the window and view the sparkling the stars on the Caribbean Sea while enjoying your sling. Gourmet Inclusive Service from 5pm to 2am

#### 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\* and sharing options, and themed dinners\*.

Options available in 1, 2 or 3 bedroom suites.

#### GOURMET INCLUSIVE GREENHOUSE

Our Greenhouse goes hand in hand with our Going Green philosophy and our mission to provide the freshest vegetables and herbs for our guests' enjoyment. Some of the crops we harvest are: beef tomato, plum tomato, cherry tomato, European cucumber, green & yellow pepper, coriander, basil, spinach, and lettuce. The fertilization process is carried out through a hydroponic system. Area: 75,670.21 square feet.

#### 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: 9:00am - 5:00pm  
7:30pm - 9:00pm

\* Children under 4 years old require adult supervision

#### BABY BEACH LOUNGE

Open throughout the day, this special place was created with little ones in mind to provide a shady area to enjoy the beach. They will love the variety of things to do from climbing to sliding and beach toys. Adult supervision is required.

#### FAMILY LOUNGE

A place where families can gather to have fun. Featuring a pool table, air hockey, living area and table games.

Open daily 9:00 am – 10:00 pm

#### EVENING ENTERTAINMENT FACILITIES

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 beach butlers, concierge 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 beverages for kids
- All meals and gourmet bites
- All domestic and international alcoholic and non-alcoholic beverages
- 24 hour Gourmet Inclusive room service, including family style options & favorites from our sister resorts most popular restaurants
- Kids menu
- Eko Kids Club (4-12 years of age)
- Beach & Pool butler
- Snorkeling equipment
- Concierge and vacation planner services

All information contained in this document is subject to change without prior notice – UPDATED July 11

- All taxes and gratuities
- Room service family continental breakfast (in 1, 2 and 3 bedroom Suites)
- Library & reading area in the Family Lounge
- Family themed night in room dining (in 1, 2 or 3 bedroom Suites)

#### BABY AMENITIES

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

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

- Babysitting and private nanny services
- Wireless internet available
- Romantic candlelight or family dinners on the beach
- Náay Spa facilities and services at El Dorado Royale and El Dorado Casitas Royale
- 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.
- Private yoga instructor
- International wine selection from our cellar
- Private dining arrangements
- Fax and international phone calls
- Laundry
- Money exchange
- Gift Shop
- Special wedding, honeymoon and anniversary packages
- An exclusive beach front Chapel
- Sky wedding location (August 2014)

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

##### NÁAY SPA –

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 suites, 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.

##### VALLEY CAVE WINE BAR \*November 2014

Serving great wine is not sufficient to make a wine evening experience successful. Our aim is to give guests a true lifestyle experience. Attentive service paired with a dynamic yet cozy atmosphere are the perfect setting for the enjoyment and pairing of fine wine and Gourmet Inclusive cheese bites with friends. The wine selection is a source of pride, a great balance of new world and old world wines. We take the mystery out of wine by having our well trained staff, giving you the ins and outs of these wines. We offer an extensive wine list as well as a rotating list of wines by the glass. Inhale the rich scent of wine when entering Valley, Cave gives, budding or experienced oenophiles the opportunity to try new wines, inviting you to drink in the relaxing atmosphere even more deeply.  
Open from 5pm to 1am

##### BONANZA RANCH

Horseback Riding Stables within the premises, and Proud Recipients of "Trip Advisor's Certificate of Excellence 2012 & 2013" 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, gourmet cuisine, 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)

##### UNIQUE WEDDING LOCATIONS September 2014

##### SKY WEDDINGS AND DINING – Outstanding view of the Caribbean sea. September 2014

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 5th floor, features a BBQ Area, Full Service Bar 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)