







Agent Training Manual – Version 1 April 2019 ATELIER DELES.

# **OUR HOTELS**

#### OLEO CANCUN PLAYA BOUTIQUE RESORT, MEXICO

- 4+ STAR Boutique all inclusive
- Stunning beachfront location on the Cancun Hotel Zone
- · Unbeatable personalised Service
- 168 Rooms & Suites with a chic minimalist style
- 4 restaurants and 2 bars offering a cosmopolitan combination
- · Award winning spa with infinity pool

#### ATELIER PLAYA MUJERES, MEXICO

- · Brand new property
- 5+ STAR Adults only all inclusive resort
- · Guests 16+
- · Located within the exclusive Playa Mujeres Condo Complex
- An experience of total luxury
- 1,360M<sup>2</sup> Infinity pool
- 429 Suites decorated with marble and wood accents
- 8 restaurants offering the finest flavors immersed in culinary art
- 3 Levels of rest and relaxation at NUUP SPA®

### **ESTUDIO PLAYA MUJERES, MEXICO**

- COMING SOON
- 5+ STAR Family Friendly Resort
- · Located within the exclusive Playa Mujeres Condo Complex
- Barefoot luxury
- 171 Suites with warm and authentic decor
- 5 restaurants
- · Supervised kids club



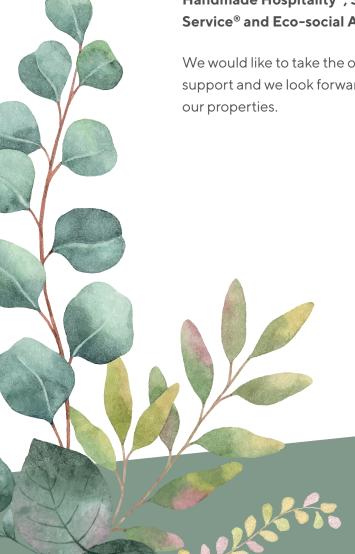
ATELIER DELES

**Atelier de Hoteles** is a Mexican company founded in 2016, with **luxury all-inclusive hotels in Cancun and Playa Mujeres** inspired by a high-end concept with contemporary Mexican art as the central element.

The fundamental values of Atelier de Hotels include Productivity, Passion, Emotion and Commitment.

The different brands of Atelier de Hoteles, **ATELIER**, **ESTUDIO**, **OLEO and MET** are the ambassadors of relaxed luxury and reach the highest standards in the four corners of excellence: **Handmade Hospitality®**, **Surrounding Technology®**, **Addictive Service®** and **Eco-social Awareness®**.

We would like to take the opportunity to thank you for all your support and we look forward to welcoming you and your clients to our properties.





# **OLEO CANCUN BOUTIQUE RESORT, CANCUN, MEXICO**

4+ STARS, ALL-INCLUSIVE RESORT

Nestled between sea and lagoon overlooking one of the best beaches in Cancún Hotel Zone you will find Óleo Cancún Playa Boutique Resort. This exclusive resort is designed to offer an experience steeped in minimalist luxury, blessed with an avant-garde design, unbeatable personalized service, as well as the exclusive amenities carefully selected to surpass your expectations and make your Mexican holiday a unique and unforgettable experience.

Be immersed in instant relaxation, be greeted with stunning ocean views and handed a welcome cocktail and refreshing towel, whilst being offered our hand reflexology service and checked in to one of our chic and minimalist rooms.

#### **SERVICES**

- · VIP Concierge
- Pool Concierge
- Personalised waiter service at pool & beach area
- WI-FI throughout the resort

- Oleo Artist Service®
- Daily entertainment
- · Wheelchair accessible rooms
- INSPIRA SUITE SERVICE

#### **FACILITIES**

- · Main pool with swim up bar
- Plunge pool surrounded by luxury cabanas
- 4 Restaurants
- 2 bars with premium beverages
- State-of-the-art gym
- Tennis court
- Non-motorised water sports in the AquaWorld Marina

- Coffee Corner (\$)
- Gift shop (\$)
- Tour desk (\$)
- NUUP Spa (\$)
- Infinity pool
- Hydromassage pool
- · Steam bath, sensations shower and sauna
- Private cabins with ocean views

#### **RESTAURANTS**

- · Azul Restaurant International Cuisine
- · Almar Restaurant Mediterranean Cuisine
- Hakka Restaurant Artisanal Japanese Cuisine
- El Botanero Gourmet Snack Restaurant











#### **ROOMS & SUITES**

All of our 168 beautifully designed rooms & suites can accommodate up to 3 adults or 2 adults & 2 children and all offer the below features:

#### **STANDARD**

 $Featuring\ views\ of\ either\ the\ Caribbean\ Sea\ or\ Nichupte\ Lagoon.$ 

- 1 King size or 2 Queen size beds Balcony on request

#### **SUPERIOR SUNSET**

Featuring incredible sunset views over the Nichupte Lagoon.

• 2 Queen size beds & sofa bed • Balcony

#### **JUNIOR SUITE SUNSET**

Featuring incredible sunset views over the Nichupte Lagoon.

• 1 King size bed & sofa bed

#### **INSPIRA SUPERIOR OCEAN VIEW**

Featuring inviting views over the turquoise Caribbean Sea.

• 2 Queen size beds & sofa bed Balcony
 INSPIRA SUITE SERVICE



#### **INSPIRA JUNIOR SUITE OCEAN FRONT**

Featuring inviting views over the turquoise Caribbean Sea.

• 1 King size bed & sofa bed • INSPIRA SUITE SERVICE





# ATELIER PLAYA MUJERES, MEXICO

5+ STARS, ADULTS ONLY ALL-INCLUSIVE RESORT

Atelier Playa Mujeres is a new way for adults (16 + years) to discover the luxury and sophistication of contemporary Mexico in a manner never seen before.

Perfectly located between the crystalline waters of the Caribbean and a magnificently maintained golf course, this all-inclusive 5+ star resort will include all its guests in an experience of total luxury. Here art, nature, culture and experiences blend to create a perfect ambiance of relaxation and rest.

The unbeatable location within the exclusive Playa Mujeres complex, guarantees an experience of absolute exclusivity without losing connectivity to the shopping centres, tourist activities and Cancun's international airport.

#### **SERVICES**

- VIP Concierge
- 5+ STAR Adults only all inclusive resort
- · Valet parking
- High-speed Wi-Fi throughout the resort
- Atelier Artist Service®
- Daily entertainment
- · Wheelchair accessible rooms
- INSPIRA SUITE SERVICE

# **FACILITIES**

- 1,360M<sup>2</sup> Infinity pool
- 8 Restaurants and 7 Bars
- State-of-the-art gvm
- · Tennis court and Paddle Ball court
- Non-motorised and motorised water sports
- Hospitality desk
- Art Walk

- 18 Hole golf course designed by Greg Norman (\$)
- Coffee Corner (\$)
- Art & Design gallery (\$)
- Boutique Bu'tik® (\$)
- Jewellery store (\$)
- 3 Levels of rest and relaxation at NUUP SPA® (\$)

#### **RESTAURANTS**

- María Dolores Mexican tasting menu
- Mercado 19 Mexican Cuisine Buffet
- · Alba Healthy Bar
- El Suspiro International buffet/seafood a la carte
- · Takeshi Contemporary Asian a la carte
- · Cilento Authentic Italian a la carte
- Los Abrazos Steak house/Fine cuts a la carte
- El Trompo Gourmet Snacks, Taqueria Buffet and a la carte











#### **SUITES**

All suites offer an impressive design inspired by contemporary Mexican creatives, they can accommodate up to 3 adults and offer either a private balcony, a terrace with semi-private swimming lane or a rooftop terrace offering incredible views. Suite features are detailed below:

#### **JUNIOR SUITE**

Golf course or Ocean view. 1 King or 2 Queen size beds & sofa bed.





JUNIOR SUITE OCEAN VIEW 1 King or 2 Queen size beds & sofa bed.

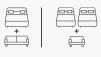






### JUNIOR SUITE SWIM OUT

Garden, public areas or pool view. 1 King or 2 Queen size beds & sofa bed.



#### **ROOFTOP SUITE**

Ocean, pool and golf course view. 1 King size bed & sofa bed



#### **INSPIRA JUNIOR SUITE OCEAN VIEW**

1 King or 2 Queen size beds & sofa bed. INSPIRA SUITE SERVICE



#### **INSPIRA JUNIOR SUITE SWIM OUT**

1 King or 2 Queen size beds & sofa bed. INSPIRA SUITE SERVICE







#### **INSPIRA JUNIOR SUITE OCEAN FRONT**

1 King size bed & sofa bed. INSPIRA SUITE SERVICE



#### **INSPIRA JUNIOR SUITE SWIM OUT OCEAN VIEW**

Pool location with ocean view. 1 King or 2 Queen size beds & sofa bed. INSPIRA SUITE SERVICE



#### **INSPIRA MASTER SUITE OCEAN FRONT**

1 King size bed & sofa bed. INSPIRA SUITE SERVICE





# **ESTUDIO PLAYA MUJERES, MEXICO**

5+ STARS, FAMILY FRIENDLY ALL-INCLUSIVE RESORT

Located in the exclusive Playa Mujeres Complex the Estudio Playa Mujeres offers a Luxury All Inclusive plan, an innovative concept in personalized service to enjoy an experience immersed in Mexican Art, ensuring a pleasant and relaxing stay.

This family resort has devoted spaces for little guests traveling to Playa Mujeres where they will discover a whole new world apart, full of interactive games that will let their imagination fly. With concepts such as Fab Lab® featuring tech and science, Doodle Chefs® workshops and Eco Lab by Doodle Land® Estudio Playa Mujeres becomes an epicentre of fun for children and a relaxing experience for adults wishing to share an emotional connection with their family.

#### **SERVICES**

- 5+ Star Family Friendly Resort
- High-speed Wi-Fi throughout the resort
- Estudio Artist Service®
- · Activities, happenings and events, day & night
- The Kids Club By Doodle Land® Supervised activities
- Valet parking
- Wheelchair accessible rooms
- INSPIRA SUITE SERVICE

#### **FACILITIES**

- 209m<sup>2</sup> Pool
- Hospitality desk
- Non-motorised water sports
- · 4 Restaurants, 2 bars & Coffee Corner
- Tennis & Paddle Courts
- State-of-the-art gym
- Art Walk

- Doodle Land® with science, tech, arts, cooking and eco awareness concepts
- 18-Hole golf course designed by Greg Norman (\$)
- Art & Design Gallery (\$)
- Bu'Tik Official Store (\$)
- NUUP SPA® Playa Mujeres (\$)

#### **RESTAURANTS**

- · La Consentida Mexican & International Cuisine
- · Cala di Luna Authentic Italian Cuisine
- Kopai Contemporary Japanese Cuisine
- El Suspiro Seafood
- · Kids Club Snacks











#### **SUITES**

Estudio Playa Mujeres suites' categories have been created with Mexican contemporary art as the central axis, framed by the spectacular views of the surroundings and with an inspiring interior design. All of our suites can accommodate up to 4 people, max 3 adults or 2 adults & 2 children and offer either a private balcony, a terrace with semi-private swimming lane or a rooftop terrace offering incredible views. Suite features are detailed below:

#### **JUNIOR SUITE**

Golf course or partial ocean view. 1 King or 2 Queen size beds & sofa bed.





# INSPIRA JUNIOR SUITE SWIM OUT

Garden, public areas or pool view. 1 King or 2 Queen size beds & sofa bed. INSPIRA SUITE SERVICE





#### JUNIOR SUITE OCEAN VIEW

JUNIOR SUITE SWIM OUT

Garden, public areas or pool view.

1 King or 2 Queen size beds & sofa bed.

1 King or 2 Queen size beds & sofa bed.





# INSPIRA TERRACE JUNIOR SUITE

Golf course or partial ocean view. 2 Queen size beds & sofa bed. INSPIRA SUITE SERVICE



# ROOFTOP SUITE

Ocean, pool and golf course view. 1 King size bed & sofa bed.



#### **INSPIRA BABY SUITE**

Golf course view.

1 King size bed, in-room crib & sofa bed.

INSPIRA SUITE SERVICE



Family Suite also available on request, offering 1 King size bed, 2 Queen size beds and 2 bunk beds.

## **INSPIRA SUITE SERVICE®**

To enjoy an even more luxurious stay, Atelier de Hoteles offer amenities and exclusive services designed under the **INSPIRA Suites Service**® concept. Inspira Suites feature all the amenities and services included in the regular rooms, and the following benefits:

#### **OLEO CANCÚN PLAYA INSPIRA SUITES**

- Hola GM® personalized letter and welcome amenity from the General Manager.
- Early Check-in for arrivals before 12:00 pm (subject to availability).
- INSPIRA Beach®, an exclusive section on the beach.
- Turn Down Service, daily, with the cool OLEO touch.
- Tablet on Demand® for technology lovers (subject to availability).
- Digital press and magazines, to stay in contact with the world (subject to availability).
- We Proudly Serve Starbucks Coffee®, unlimited regular coffee in the Brown Bag Coffee Corner.
- **Gourmet-to-Go**®, the OLEO gastronomical experience to pamper your palate while on excursions (prior request).

#### ATELIER & ESTUDIO PLAYA MUJERES INSPIRA SUITES

- HOLA GM®, personalized welcome letter and amenity from the general manager.
- **WELL-COME-IN®**, aligning the senses from the moment of arrival, with a welcome cocktail, refreshing towels and a relaxing hand massage in a private area at the time of the check-in
- Early check-in for arrivals before 12:00 pm subject to availability-.
- **Premium Bar** with beverages, beers, water, tea and coffees, refilled daily.
- Inspira concierge to attend special requests before, during and after the stay.
- Inspira pool®, exclusive access during the day to the infinity pool on the fifth floor with a magnificent ocean view.
- Tablet on demand® for technology lovers subject to availability-.
- Newspapers and digital magazines subject to availability.
- **GOURMET-TO-GO®**, the pleasant-tasting experience to stimulate the palate during the excursions prior reservation-.
- **GREEN FREE**®, includes two golf rounds at Playa Mujeres' golf course for stays of 5 nights or more in any Inspira suite category.
- WATER FUN®, includes two tickets to the marina aquaworld for minimum stays of 5 nights or more in any Inspira suite category. The following activities are available to be enjoyed at the marina: Subsee Explorer (also includes slip privilege), Flowrider, Aquabounce and Aquatwister.



# **ATELIER, ESTUDIO & OLEO ARTIST SERVICE®**

Our Mexican properties all feature our innovative **Artist Service®** – a luxurious experience featuring top-notch services and amenities for all guests.

#### **OLEO ARTIST SERVICE®**

- **WELL-COME-IN**®, is our way of aligning your senses from the very first moment of your arrival. Enjoy a welcome cocktail, refreshing towels and a relaxing hand reflexology during the check-in process.
- ÓLEO Scents®, our sensorial aromatherapy in selected zones of the resort.
- **Total-Rest Beds**®, will assure a relaxing and revitalizing sleep in our comfortable beds, pillows and exceptional quality linen
- Sun & Treats<sup>®</sup>, personalized waiter service at the pool and beach area.
- **Tea-time**<sup>®</sup>, is our exclusive tea station with a selected variety of flavours
- Pool concierge to assist with towels and our sun cream & sun protection menu.
- · Wi-fi throughout the resort

#### **ATELIER & ESTUDIO ARTIST SERVICE®**

- **Total-Rest Beds**®, for an invigorating sleep featuring top-quality bed sheets and a complete pillow menu.
- Chill-out Bath®, luxurious marble bathroom with tub, rain shower and sinks for two,
- Molton Brown® bath amenities, vanity mirrors and bathrobes for a comfy stay.
- Bar with water, soft drinks, beers, tea and Mexican traditional coffee, daily restocked.
- 24-Hour in-room dining menu
- Free Wi-fi throughout the entire resort. (High-speed Wi-fi available for Atelier guests)

# WEDDINGS IN ATELIER DE HOTELES

A wedding celebration in an Atelier de Hoteles property becomes an experience that leaves its mark in the hearts of all who attend. The magnificent natural settings of the Caribbean, as well as the sophisticated facilities in each resort make for a luxurious and elegant backdrop for each ceremony.

With the Hecho a Mano concept, created by Atelier de Hoteles, each wedding has its own unique touch and is specially designed to become an event that lasts forever in guests' memories.



Contact us for more information about weddings at info@resort-marketing.co.uk



#### ATELIER DE HOTELES OFFICE FOR:

UK / Ireland / Germany / Italy

#### **IMAGE LIBRARY**:

www.resort-marketing.co.uk/image-library

# **INCENTIVES & COMPETITIONS:**

www.resort-marketing.co.uk/travelprofessionals

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