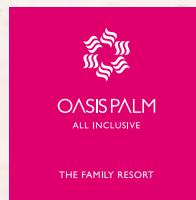


OASIS PALM



THE FAMILY RESORT

— **ALL INCLUSIVE** —

• CANCUN MEXICO •



CERTIFICATIONS BY CRISTAL INTERNATIONAL STANDARDS



CRISTAL
INTERNATIONAL STANDARDS

BECAUSE OASISLOVESU

Oasis Hotels & Resorts has the advisory and certifications of **Cristal International Standards**®: cristalstandards.com



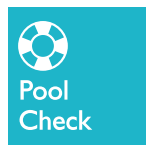
POSI Check COVID-19 Certification to prevent the spread of infection. Features the measures recommended by the main international organizations (**WHO, WTTC, and EPA**).

* 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:





INDEX



OASIS PALM

ROOMS	8
RESTAURANTS	10
BARS	12
AREAS KIDS-ONLY:	15
KIDDO ZONE YUCATAN JURASSIC RIVER	
FAMILY-INTERACTION AREAS:	
PIRATA'S BAY THE ARCADE	17
SENSORIA SPA ADULTS-ONLY	19
MICE	21
WEDDINGS & HONEYMOONS	24
VIAJES CARIBE MAYA	25
O PHOTO	25
ROOMS & SUITES GENERAL INFORMATION	26
HOTEL GENERAL INFORMATION	27



OASIS PALM





OASIS PALM 4★
THE FAMILY RESORT

The best entertainment for the whole family can be found at this charming Oasis, conveniently located by the sea of Cancun. Here, kids and adults have fun in the Pirata's Bay adventure zone, The Arcade gaming room or the prehistoric Yucatan Jurassic River. Another attraction is the magical Kiddo Zone, especially designed for the joy of the little ones, always cared for by expert personnel.

Moreover, while the kids enjoy, the adults get to taste delicious dishes, beverages, and snacks in our restaurants and bars, or just relax with style in the adults-only area, Sensoria Chill Out & Spa.



HIGHLIGHTS

- Privileged location in the hotel zone of Cancun, Isla Mujeres bay
- 100% family-friendly resort
- Family fun zones: Yucatan Jurassic River, Pirata's Bay, and The Arcade
- Kiddo Zone: Area with exclusive attractions for kids
- Spacious and comfortable rooms for families of up to 2 adults and 3 children
- Restaurants with international cuisine, Mexican antojitos, and variety of seafood
- Sensoria Chill Out & Spa: Relaxation space for adults only, with Jacuzzis, Bali beds, and massage cabins





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.

OASISLOVES SPACE

BECAUSE OASISLOVESU



OASIS PROTOCOLS FOR ROOMS



OASIS PALM
THE FAMILY RESORT

- 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.



BE FREE, STAY SAFE

BECAUSE OASISLOVESU



FAMILY SUITES



FAMILY SUITE: MADE UP OF TWO ROOMS, ONE STANDARD (KING SIZE) AND A SECOND ROOM THAT CAN BE THEMED* OR STANDARD

*SUBJECT TO AVAILABILITY



FAMILY SUITE: TWO COMMUNICATING ROOMS

FAMILY SUITE: TWO COMMUNICATING ROOMS



FAMILY SUITE: TWO COMMUNICATING ROOMS





ROOMS



SUPERIOR



- SUPERIOR
- STANDARD



STANDARD





RESTAURANTS

RESTAURANT	DESCRIPTION	BREAKFAST*	LUNCH*	DINNER*	IN	OUT
	<p>MAKI TACO EXCELLENCE CERTIFICATE FROM 2015 TO 2020.</p>		✓	✓★	✓	✓
	<p>EL BUFFET</p>	✓	✓	✓	✓	✓
	<p>LOS AGAVES</p>		✓ Tacos & tortas	✓★	✓	✓
	<p>SWEET PALM</p>	✓	✓	✓	✓	
	<p>DOS LUNAS TERRACE</p>		✓			✓
	<p>SISAL RESTAURANTE BAR</p>		✓	✓	✓	✓
	<p>ISLA MUJERES</p>		✓			✓

★ RESERVATION REQUIRED

*SCHEDULES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE.





RESTAURANTS

ISLA MUJERES



HACIENDA FOOD HALL



DOS LUNAS



LOS AGAVES





BARS

LOBBY SPORT'S BAR



ISLA MUJERES BEACH BAR



SISAL BAR



LOS AGAVES



COFFEE & ME



By Oasis Palm

LA CANTINA



LOBBY SPORT'S BAR



LA CANTINA





BARS





OASIS PROTOCOLS FOR FOOD & BEVERAGES



- 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.



OASISLOVES SPACE

BECAUSE OASISLOVESU

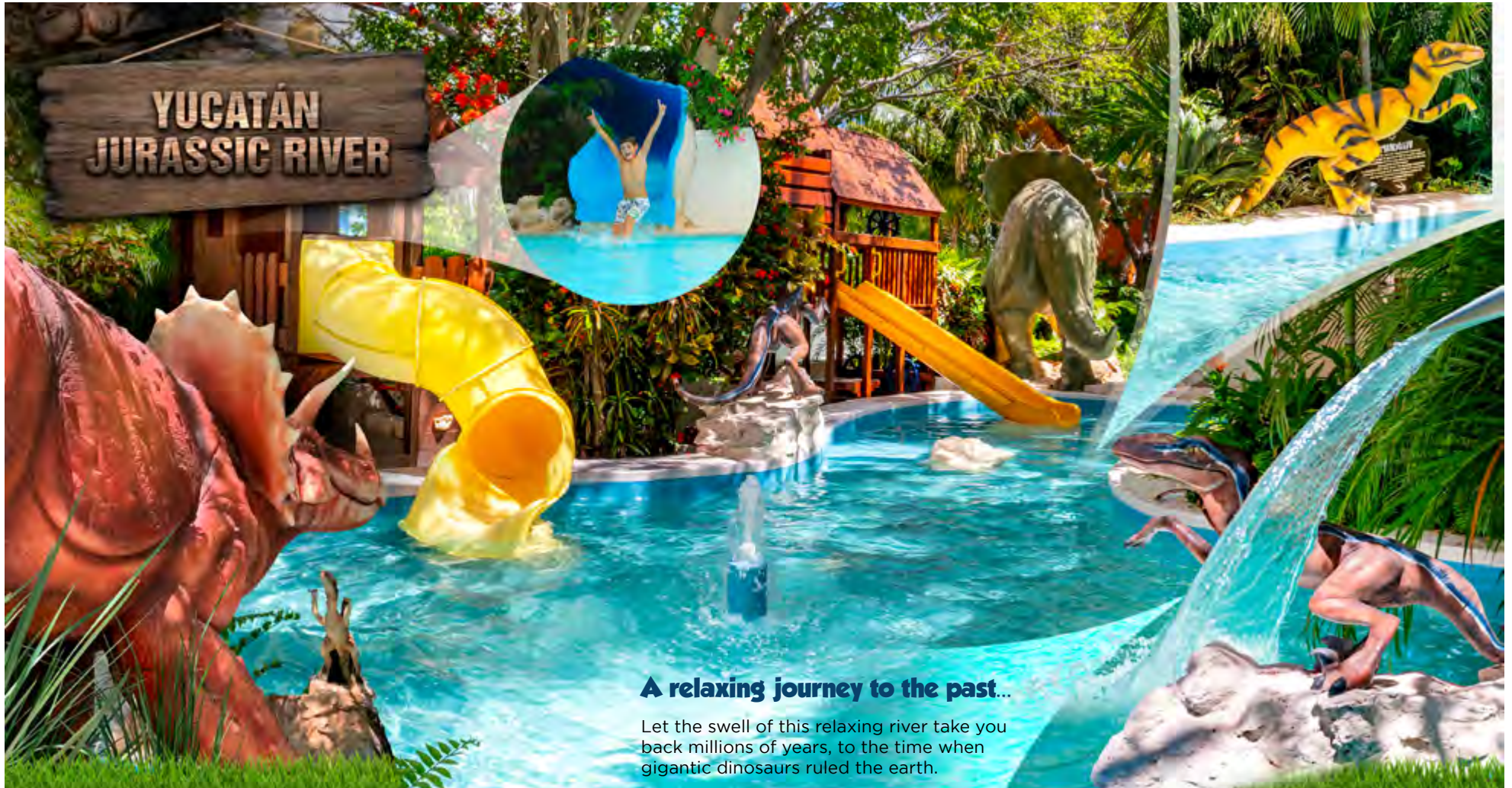


KIDDO ZONE





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.



THE ARCADE





SPA

ADULTS-ONLY



SPA SERVICES WITH EXTRA CHARGE \$

sensoria CHILL OUT & SPA

Treat yourself to a moment of total relaxation, with the style and comfort of this adults-only zone, where you'll forget about stress, in spectacular facilities filled with sensorial stimuli.

A SPACE TO RESTORE HARMONY

- CHILL-OUT AREA WITH JACUZZIS AND POOL
- MASSAGE CABINS WITH REVITALIZING TREATMENTS





OASIS PROTOCOLS FOR 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.

OASISLOVES SPACE

BECAUSE OASISLOVESU



MICE



**REGARDLESS OF YOUR
EVENT'S SIZE, 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 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**

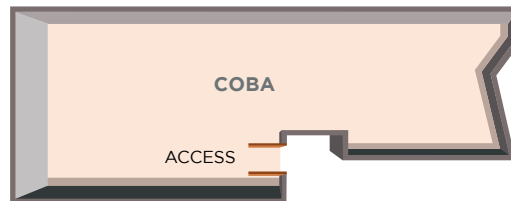
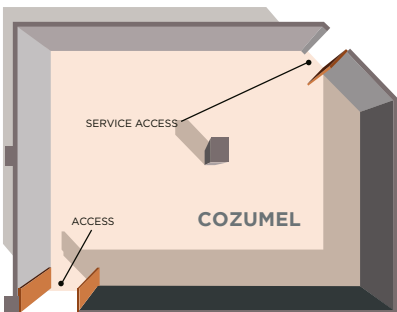
MAXIMUM CAPACITY

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



BECAUSE OASISLOVESU



OASIS PALM
THE FAMILY RESORT

- 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

Weddings
by OASIS

PRIVILEGES OF GETTING MARRIED AT 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





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



ROOMS & SUITES

452

ROOMS & SUITES

452

FAMILY SUITES
(2 COMMUNICATING ROOMS)

SUPERIOR

STANDARD ROH

- ✓ COMMUNICATING ROOMS AVAILABLE
- ✓ THEME ROOMS FOR KIDS

		STANDARD	SUPERIOR
	EXPRESS CHECK-OUT	✓	✓
	1 KING SIZE BED OR 2 DOUBLE BEDS	✓	✓
	BATH AMENITIES AND TOWELS	✓	✓
	USB PORTS	—	✓
	IRON & IRONING BOARD	✓ <small>A SOLICITUD</small>	✓
	SAFETY BOX	\$	✓
	FLAT SCREEN	✓	✓
	AIR CONDITIONING	✓	✓
	HAIRDRYER	✓	✓
	RADIO ALARM CLOCK	✓	✓
	COFFEE MAKER	—	✓
	MINIBAR: STOCKED UPON ARRIVAL WITH WATER	—	✓



• FAMILY INTERACTION AREAS

- PIRATA'S BAY
- THE ARCADE



• SPECIAL AREAS FOR KIDS

- BABY BLUE CRAB - KIDS CLUB
- YUCATÁN JURASSIC RIVER



FACILITIES & SERVICES

	RESTAURANTS SPECIAL AREAS FOR KIDS		5
	ROMANTIC DINNER IN FRONT OF THE BEACH		\$
	BARS		6
	OASIS PLUS CUSTOMER SERVICE		✓
	POOLS: SPECIAL AREAS FOR KIDS		✓
	KAYAKS		✓
	MULTI-PURPOSE COURT		✓
	SENSORIA CHILL OUT & SPA REVITALIZING TREATMENTS, JACUZZIS, AND BALI BEDS	ADULTS ONLY	\$
	BEAUTY PARLOR	ADULTS ONLY	\$
	KIDDO ZONE: KIDS CLUB & FAMILY INTERACTION AREAS		✓
	ENTERTAINMENT		✓
	MEETING HALLS & BUSINESS CENTER		\$ 3 HALLS 400 PAX
	VIAJES CARIBE MAYA: TOURS & EXCURSIONS THE O PHOTO		\$
	TABAQUERÍA: BOUTIQUE WITH HANDCRAFTS, SOUVENIRS AND SNACKS		\$



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



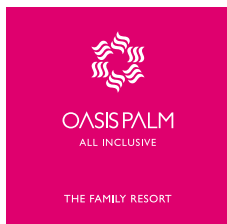
- All collaborators undergo a full medical checkup, prior to their work reincorporation, including the official Covid-19 test. Any collaborators showing Covid-19 symptoms will be put in quarantine for 15 days, and prior to their reincorporation, a new Covid-19 test is applied.
- All collaborators undergo 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.

BE FREE, STAY SAFE

BECAUSE OASISLOVESU



BE FREE, STAY SAFE
CANCUN MEXICO



oasishoteles.com

INFORMATION & RESERVATIONS

MEXICO

(55) 5448 7783

msiliceo@oasishoteles.com

800 01 OASIS (62747)

jreservas@oasishoteles.com

SOUTH AMERICA

+52 (998) 848 9999 Ext. 221

esanchez@oasishoteles.com

MICE

eventosopb@oasishoteles.com

+52 (998) 848 7500 Ext. 7082

  @GrandOasisPalm

SIGN UP TO OASIS MEDIA CENTER



Scan the code and create your Oasis Media Center account. With this useful tool you gain access to photos, brochures and updated information about Oasis Hotels & Resorts.

oasismediacycenter.com

OASISLOVESU