





#### THE CONCEPT

It is all about YOU. Ocean by H10 Hotels introduces the Privilege concept to satisfy increasing client's requests for better and upgraded facilities and services. Guests will have the option to stay at the Privilege Section, enjoying upgraded Junior Suites, amenities and services, or to buy the Privilege Services without the room upgrade.

Clients staying at the Privilege Rooms & Services will enjoy the following services and amenities:

## Privilege check-in & check-out

Private and designated areas for both arrival and departure services • Free late check-out until 3pm subject to availability • **Privilege** guests will be identified with special bracelets • Luggage to be identified with special tags and delivered to the guests **Privilege** Jr. Suites.

#### Privilege Dining

Reservations with priority seating in all "a la carte" restaurants • 24 hours a la carte room service, special Privilege menu available • **Privilege** Breakfast in Bed. Served as part of the room service (with previous request) • Daily Privilege "Cook to order" Breakfast, served a la carte in a private designated area only available for **Privilege** Guests • Privilege Restaurant to delight our special "gourmet cuisine" on the Privilege terrace facing on the sea (except on Ocean Blue & Sand) • One lobster or steak dinner at any of the restaurants.

#### Privilege Lounge

Air conditioned private lounge only available for **Privilege** guests • **Privilege** Lounge access with following services available • Premium and international drinks, wine selection, menu of coffees and teas available all day long as well as a Hors D'oeuvres & snacks • WIFI and PC's with free internet access for **Privilege** guests • Library and DVD selection for adults and kids • Daily newspapers • Personalized Concierge service • Service from 7:00 - 23:00 hrs • Breakfast, lunch and dinner service.

## Privilege Beach

Private beach section with upgraded chaise lounges • Private waiter service • Library & Magazine service • Beach concierge.

# Privilege Room

Scale • Full mini bar • Welcome bottle of wine or selection of the chef • Turndown service • Nespresso (available in Mexico and Punta Cana) coffee maker • VIP Amenities • Exclusive Privilege towels in room • Bathing gown and slippers.

# Privilege Kids

At Ocean by H10 Hotels, we do not forget Kids and we have prepared some services and amenities special for them:

Daisy's Kids Kit provided upon arrival • Special drinks and meals for kids available at our **Privilege** Lounge • Bathing gowns for kids in your room • Books and DVD's for kids available at the **Privilege** Lounge • Beach toys in family hotels • VIK (Very Important Kid) in family hotels.

## Butler Service (except on Ocean Maya Royale)

Personalized service, Butler will take care of all our **Privilege** guests' needs, Butler menu includes:

Room service orders taking 2 • Iron Clothes • Spa Reservations • Jacuzzi fill services • Pool towels changing • Luggage unpacking and parking

- Press delivery Laundry pick up clothes Pillow selection delivery
- Shoe shine Restaurants reservations Sports courts reservation
- Tours advise Wake up calls Bell boy service reservation Area information Message delivery Flight and pick up confirmation 10% discount at Despacio Spa Center & Dive It!

As part of the Ocean by H10 Hotels hospitality, the next category room include the Privilege service & amenities: Honeymoon Suite (Ocean Blue & Sand, Ocean Coral & Turquesa and Ocean Maya Royale), Master Suite & Royal Master Suite (Ocean Coral & Turquesa), Romance Suite (Ocean Maya Royale), Master Suite Eden & Master Rooftop Suite Eden (Ocean Riviera Paradise).

For reservations please contact:

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Ocean Blue & Sand: resdr@oceanhotels.net

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