



SERVICES DIRECTORY

CHAN-KAH RESORT VILLAGE CONVENTION CENTER & MAYA SPA

- **Address:** Carretera estatal Palenque - Zona Arqueológica, KM. 3. Zip Code 29960 Palenque, Chiapas, Mexico.
- **Phone:** 916 345 1134 | 916 345 1100 | 916 188 3195 | 916 120 2995
- **Customer Service Center:** administracion@chan-kah.com.mx | reservas@chan-kah.com.mx
- **Speed Dial:** Front desk / RECEPTION: **0**

PHONES

Any problems with your television or air conditioning? Do you need a wake-up call at a specific time? Would you like us to replenish any bath products? For everything you need, just one number: **Dial 0** from your room phone. We are happy to serve you.

Service	Extension
Front Desk & Wake up	0, 200, 317
Housekeeping & Laundry	213
Guest Services / Concierge	200
Reservations	205, 206, 316
Maya Spa & Temazcal	112
Room Service	214
WPS Starbucks Coffee Shop	429
Management	211
Maintenance	366
Security	367
Reservations WhatsApp	916 188 3195
Restaurant WhatsApp	916 120 2995

GASTRONOMY

ARTISANAL FOOD MADE WITH PASSION

Located in front of the main pool, the Chan-Kah Restaurant Bar and the Wi'st Terrace invite you to experience rich samples of Mexican cuisine, as well as regional and international dishes.

CHAN-KAH RESTAURANT AND WI'ST TERRACE

- **Breakfast, lunch, and dinner:** Service from Monday to Sunday from 07:00 to 23:00 hrs.
- **Room service (ext. 214):** From Monday to Sunday from 07:00 to 23:00 hrs.
- **Buffet breakfast:** Based on occupancy from 07:00 to 11:00 hrs. (restrictions apply).

WPS STARBUCKS COFFEE SHOP

- Located next to the Chan-Kah group reception.
- **Service from Monday to Sunday:** From 07:00 to 23:00 hrs.
- **Room service (ext. 429):** From Monday to Sunday from 07:00 to 23:00 hrs.

CHAN-KAH BAR

- Find the best cocktails, beers, wines, and soft drinks in our cozy Bar. Located inside the Chan-Kah Restaurant.
- **Service from Monday to Sunday:** From 07:00 to 23:00 hrs.
- **Room service (ext. 214):** From Monday to Sunday from 07:00 to 23:00 hrs.

SERVICES AND FACILITIES

- **POOLS:** Service from 10:00 to 22:00 hrs. Their designs resemble a Mayan Cenote.
 - **Main pool** (in front of the Wi'st Terrace): 3 levels (85 cm, 89 cm, 1.90 m).
 - **Private pool** (between Villas 79, 80 and Master Suite 81-82): 2 levels (80 cm, 98 cm).
 - **Convention esplanade pool** (in front of the "Michol" Center): 2 levels (1.00 m, 1.40 m), decorative.

NOTE: Children must be accompanied by an adult. We do not have lifeguards. Please do not bring in food or drinks.

- **MAYAN-STYLE SPA AND TEMAZCAL:** Service on Mondays and from Wednesday to Sunday at 2 times: From 09:00 to 13:00 hrs. and 17:00 to 21:00 hrs.

NOTE: Book two hours in advance via WhatsApp at (916)-188-3195. The Temazcal can be private or shared.

- **LAUNDRY:** Drop off your clothes at the reception before 10:00 hrs for same-day service.
- **BIRD WATCHING TRAIL:** Bird watching trails; ask for more information at the reception.

SAFETY REGULATIONS

- **PARKING:** Spacious, indoor, and free of charge.

NOTE: The company is not responsible for theft, damage, or any incident to your vehicle or items inside it.

- **CURRENCY EXCHANGE:** Please go to the reception desk.
- **SAFE DEPOSIT BOXES:** To protect your valuables, we offer safe deposit boxes in some rooms and at the reception free of charge.

NOTE: For safe deposit boxes that use a key, a security deposit of 1,000 MXN will be required, which will be returned to you upon check-out.

- **WAKE-UP CALL:** Call reception and indicate the time.
- **CHECK-IN TIME:** 15:00 hrs.
- **CHECK-OUT TIME:** 12:00 hrs. *NOTE: If you check out after the mentioned time, an extra hourly cost applies according to the contracted rate. If you need help with your luggage or a schedule change, please go to the reception.*
- **OTHER SERVICES:** Travel agency, medical service, and executive taxis (call or go to reception).
- **CREDIT OR DEBIT CARDS:** We accept Visa, MasterCard, and American Express.

ROOM SUPPLIES

Room with 2 double beds:

- 2 bath towels
- 2 blankets
- 2 bedspreads
- 4 pillows
- 2 hand towels
- 1 bath mat
- 4 double bed sheets
- 2 mattress protectors with covers
- 2 double mattress protectors with covers

Room with a King Size bed:

- 2 bath towels
- 2 hand towels
- 1 bath mat
- 2 King size sheets
- 1 King size mattress protector
- 2 pillows with pillowcases

If your amenities are not complete, please report it directly to the reception upon your arrival.

ROOM POLICIES

At the time of registration, THE GUEST is aware that the provision of lodging services includes the use of the facilities available at the lodging establishment, and the rules established for their use must be observed:

- Smoking is prohibited inside the rooms.
- Pets are not allowed on the hotel premises.
- Loud noises are not allowed after 10 pm, nor is any other noise that may invade the privacy of other guests. (Penalties apply, e.g., removal from the hotel premises).
- Audio devices (portable speakers) are not allowed.
- Delivery services via motorcycles are not allowed inside the hotel.
- The use of grills, barbecues, or stoves inside or outside the room is not allowed.
- Changing rooms is not allowed once you have entered it.
- Room cleaning for stayovers is from 10 am to 1:30 pm.
- The hotel is not responsible for the loss or theft of objects that are not placed in the safe deposit boxes.

Failure to comply with these policies will result in a charge of \$1,000 MXN per night.

This agreement may be terminated for the following reasons:

1. For non-payment.
2. For insufficient deposit or credit card funds.
3. For being absent for more than 24 hours without prior notice.
4. For non-compliance with any of the obligations set forth in the internal lodging regulations.
5. For occupying the room with more people than registered.
6. For non-compliance with any other obligation contained in this document.

EVENTS AND BANQUETS

"MICHOL" CONVENTION CENTER

It offers 1,890 square meters, 6 fully equipped sections with air conditioning, audio, and video, with a capacity for up to a thousand people. (*Contact: Ext. 205. Events and Banquets Staff*).

- **Services we offer:** Event coordination (social, cultural, sports, political, religious, academic, or commercial). 6 multipurpose rooms. Spacious terrace and gardens. General decoration (flowers, balloons, lights), centerpieces, bouquets, and floral arrangements. Atmosphere and lighting. Tiffany and auditorium chairs. Table linens, glassware, and crockery. Waiters, hostesses, nannies, cleaning, security. Ample parking.
- **Food:** Canapés, cocktail bar, appetizers (cheeses, dips), main courses (regional and national), side dishes, assorted desserts, snack bar, dessert and candy table with a chocolate fountain.
- **Lodging:** Special prices for groups and events. Courtesies when booking the banquet along with rooms. Transportation for guests.
- **Music and packages:** Video and photography packages. Table layouts. Party favors/props. Shows. Musical groups. Illuminated dance floor. Professional sound and lighting.