



Important Announcement: Change in à la carte Dinner Reservation Policy at Sandos Caracol Eco Resort

June 18, 2024. Playa del Carmen, Mexico. Dear partners and collaborators, We are pleased to inform you about a change in the dinner reservation policy for à la carte restaurants for guests at Sandos Caracol Eco Resort, effective immediately. This change aims to enhance our guests' dining experience and optimize availability in our restaurants.

The new criteria for à la carte dinner reservations are as follows:

- **Stays of 3 to 4 nights:** 1 reservation
- **Stays of 5 to 6 nights:** 2 reservations
- **Stays of 7 to 8 nights:** 3 reservations

For every two nights beyond the first 7 nights, an additional reservation will be added in any of our restaurants.

Select Club Adults Only Guests: Can make 3 reservations regardless of the length of their stay at the hotel. Additionally, one more reservation can be granted for every two additional nights.

Royal Elite Vacation Club Members: There is no limit to the number of reservations they can make.

Guests wishing to make a reservation at any of the à la carte restaurants can do so through the Sandos App. Guests are also able to enjoy dinner without a prior reservation at our buffet restaurants, as well as breakfast and lunch.

We appreciate your cooperation and understanding in implementing this new policy, designed to provide a better experience for our valued guests.

For any inquiries or further information, please do not hesitate to contact us.

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