



Official Announcement: Suspension of Room Service at Sandos Caracol Eco Resort

At Sandos Caracol Eco Resort, our mission is to offer memorable experiences while taking care of the natural environment that surrounds us. As part of our commitment to sustainability and with the intention of optimizing our resources to provide better service, we have decided to implement a significant change in our operations.

Starting Monday, November 25, the Room Service amenity will be permanently suspended. This decision responds to our goal of reducing food waste and protecting the endemic fauna of the area.

Why this change?

- The magnitude of our resort generates long delivery times for the Room Service, affecting the quality of the experience.
- A large volume of food waste has been identified in this service, which is unsustainable and has a direct impact on the wildlife in the area by altering their diets.

What does this change mean for our guests?

In order to ensure that all of our guests have access to food and beverages at any time of day, **we have adapted El Nido restaurant to operate as a 24-hour accessible space.** Offering authentic Mexican cuisine and a wide selection of beverages, both alcoholic and non-alcoholic, guests will be able to enjoy service during the following hours:

- Breakfast: 07:00 hrs to 10:30 hrs
- Lunch: 11:30 hrs to 22:00 hrs
- Dinner: 23:00 hrs to 06:00 hrs

This model allows us to not only enhance the dining experience for our guests, but also align our operations with the sustainability principles that govern our eco-friendly resort.

Exceptions for our Royal Elite members

Room Service will remain available exclusively for Royal Elite members during special hours from 06:00 hrs to 22:00 hrs.

Our commitment to the future

This change is another step in our mission to care for our environment and ensure that future generations can enjoy the natural beauty of Sandos Caracol. We know that this transformation will be positive for both our guests and the surrounding community.

We appreciate your understanding and support in this important step towards more responsible and conscious tourism. For questions or comments, please contact us directly.

Sincerely,
Sandos Hotels & Resorts