



Dear Guest:

Welcome to Isla Mujeres and Hotel Posada del Mar! We are delighted to be at your service and hope you enjoy our hospitality.

Our hotel has been a landmark of tradition on Isla Mujeres ever since the 1960s when it began operation as the first major hotel on the island. In the early 1980s it was taken over by the Martinez Marquez Family who has continuously been renovating and improving the property.

Posada del Mar is under the management of two members of the Martinez Marquez family, Diana and her Sister Guadalupe. They, together with Diana's Daughter Ximena, supervise the overall operation and quality of accommodations and services to ensure utmost guest satisfaction

Another member of the management team is Ignacio Acosta (better known as "Nacho"), our General Manager. He has been with the hotel for the over the past 20 years and conserves its authentic tradition and personality. Nacho is pleased to personally greet and attend to every guest.

Also, among our Posada del Mar Family is the admirable Romi Medina, who for years has been the bartender at our palapa bar that bears his name, "Romi's Bar." He is famed for his extraordinary cocktails and exotic drinks, always served with a smile.

The management team and entire staff of Posada del Mar are devoted to high standards and guest satisfaction.

We all wish you a pleasant and memorable stay, and that you share a special feeling here...."Our House is Your House and Our Family is Your Family."

¡Bienvenidos!

Guest Directory

Money Exchange:

You can exchange US Dollars into Mexican Pesos, at the reception desk, daily between 7:00 AM and 11:00 PM.

Parking:

Parking in the lot in front of the hotel is complimentary to our guests. The hotel is not responsible for any damage to or losses from vehicles parked there.

Pool and Beach:

You can sign out towels for the pool and beach areas at the reception desk. Please use these towels and not room towels outside your room. The hotel has complimentary lounge chairs for guests at the beach club across the street from the hotel. Hours of service are 11:00 AM to 5:00 PM.

Reception Desk:

The reception desk is open from 7:00 AM to 11:00 PM every day to check your account with the hotel or to receive payment of your bill. If you need assistance during other hours, our security personnel will assist you.

Restaurant and Bar:

Pinguino's Restaurant & Bar is located in front of the hotel. The restaurant overlooks the sea and is open from 7:00 AM to 11:00 PM daily, offering breakfast, lunch and dinner. Both International and Mexican Cuisine are featured. If you are celebrating a special event during your stay please ask us about party services. Parties are our speciality and we enjoy making them perfect in every way.

Romi's Place:

Next to the pool, this palapa bar is open from 11:00 AM to 11:00 PM daily.

Room Service:

To enjoy breakfast, lunch, dinner or snacks and drinks in the privacy of your room please call room service at "639" to place your order. Room service is available from 8:00 AM to 10:00 PM daily.

Security:

Please report any instances of breaches of security in your room or on the hotel grounds immediately to the front desk at extension "0". Please use caution in inviting people you don't know, especially people who are not also registered guests of the hotel, to your room.

Security Boxes:

The hotel offers free security boxes to its guests, located in the reception area. The hotel is not responsible for any valuables or money left in the rooms and not deposited in these boxes. Access to security boxes is available 24 hours a day.

Taxis and Transportation to the Airport:

Please ask at the reception desk about taxi service to the dock or Cancun Airport.

Wake-up Calls:

Please place wake-up calls with the reception desk before 11:00 PM the previous night. Please give the receptionist your name, room number and the time of the wake-up call.

Water:

For your safety and peace of mind we suggest drinking only bottled water while on the island. You can fill the pitcher in your room from the large bottle in the lobby area. All ice is made from purified water.

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For your comfort during your stay, the hotel has available these following services:

Air Conditioning:

Each room has its own air conditioner which you can adjust to your comfort level. We recommend keeping it between 18 and 22 degrees Centigrade. Your remote shows the temperature in centigrade. Please remember to turn off the air conditioner to save energy when you leave your room.

Check-out:

Check-out time is 12:00 Noon. If you are leaving before 9:00 AM please check out the previous evening to avoid any last minute problems with your account.

Credit Cards:

The hotel accepts American Express, Banamex, Bancomer, MasterCard and Visa credit cards. The card must be used by the cardholder only. We ask that any payments by credit card be done at the reception desk the evening before your departure to avoid delays in the morning.

Electric Current:

The voltage at the hotel is 110-125V/60 with alternate current (AC). You can use small appliances from the U.S. and Canada, without adaptors or converters.

Emergencies:

In case of any emergency please contact the hotel operator at "0". Security measures and safety information including exit information in case of emergencies can be found on the card behind the door to your room.

Guest Services:

Our receptionists can give you information about transportation around the island as well as your return to Cancun Airport or travel to other destinations in Mexico. They can assist with taxis, golf cart, moped and bicycle rentals, snorkeling and sightseeing tours on and off the island and all other recreational activities.

Housekeeping:

Please contact out housekeeping department for any services or supplies needed. Enter "636" on the telephone to reach them. Hours are 9:00 AM to 5:00 PM daily.

Ice:

Ice is available at the bar.

Laundry Service:

You will find plastic bags and a list of laundry services and prices in the closet of your room for personal laundry service. Garments received before 10 am will be returned the same day. Laundry service is available from 9:00 AM to 5:00 PM daily except Sundays and Holidays. You can call laundry services at "0" for pick up or give the garments to your maid or to the receptionist at the front desk.

Long Distance:

There is a service charge for long distance calls in addition to the charges of the telephone company and applicable taxes. You can use an international operator from Sprint, ATT or MCI if you prefer. Please check with the receptionist for information about these alternative services.

Medical Service:

To ask for medical services please call the operator at "0". Charges for medical services

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To call within the hotel:

Dial the desired number.

To make local or long distance calls:

Dial "0" to reach the front desk where the receptionist will help you with the call. There is a charge for local calls and long distance calls; please check with the receptionist for the cost.

Reception:

Our receptionists are very knowledgeable about hotel services and activities available on the island. They can assist you with your account and with any of the services offered at the hotel. They can also help you with rentals, tours and general information about Isla Mujeres. You can choose to explore the island by moped, golf cart, bicycle or taxi. Our receptionists can arrange these for you and make suggestions about what not to miss here.

Reception desk hours are 7:00 AM to 11:00 PM daily.