



MEZZANINE

RESTAURANT • BAR • HOTEL



GUEST MANUAL

 **Dear Guest,**

On behalf of our entire staff, welcome to Mezzanine! Our aim is to make your stay with us the unforgettable holiday you've been dreaming of.

With that in mind we have put together a few tips and recommendations that we hope will make your stay extra special. If you have any further questions, please don't hesitate to ask concierge or any of the team.

Have a great stay and thank you for choosing us as your home.

Mezzanine Team

#FeelTheMezzanineVibe





RESPECT FOR OUR ENVIRONMENT

At Mezzanine we want to minimize the impact we have on the environment as much as we can. Therefore, we request your cooperation into saving some of the water and energy that our operation requires.

Our power source comes from a low emission, sound enclosed diesel generator, which enables us to provide 24-hour power.

To help conserve energy please turn off ceiling fans, A/C and lights before you leave your room.

All our rooms are single use plastic free, we do not offer plastic straws and all the bottles we use in our bars are recyclable glass to reduce our waste. For any trash you may generate during your stay, please use the recycling points we have installed in the hotel.

Mezzanine uses an aerobic, environmentally friendly biodigester, septic solution system, to produce clear clean water. In order to preserve the optimal operation of this water treatment system, please do not put toilet paper, cigarette butts or other hygiene products into the toilets. Please use the waste bin provided. It will be emptied twice a day or more frequently if you require.

Our tap water is not suitable for drinking. However, we supply drinking water to your room and bathroom (for brushing your teeth) daily. The ice used in our beverages at Mezzanine is made from purified water and is safe to consume.

To help protect our precious environment please use biodegradable sunscreen and insect repellent during your stay.

Thank you very much for helping us take care of our beautiful surroundings.

During its 15 years in Tulum, Colibri Boutique Hotels has been at the forefront of social and environmental responsibility.

With a program designed to give back to the community, Colibri Boutique Hotels adheres to our strict corporate mission.

- The betterment of life quality for our employees.
- The improvement of environmental conservation.
- The welfare of the community.
- Unwavering adherence to our corporate ethics.

Some examples of Colibri Boutique Hotels' involvement in recent years include:

- Beach cleaning days.
- Integral waste management, recycling and composting.
- Tulum's Sea Turtle Conservation Program.
- Support for local communities in need.
- Supporting local purveyors and community talent.
- Contributions to develop communities in the state of Yucatan.
- Support of local art, music and dance workshops initiatives for local children.
- School visits to the Planetarium.
- Educational workshops in local Mayan communities.



We are proud to announce that all four of the Colibri Boutique Hotels in Tulum have been awarded the ESR® Award by the Mexican Center for Philanthropy, AC, (Cemefi) and the Alliance for Corporate Social Responsibility for Mexico (AliaRSE). This award recognizes companies for their public and voluntary commitment in implementing socially responsible management practices.



HOTEL INFORMATION

Concierge

Our Concierge is available 24 hours for information, reservations, bookings and general assistance.

Check Out

Our check out time is at 12pm. For early morning departures, we suggest you make your check out the night before. If your travel arrangements are not scheduled until later in the day, please let us know and we will store your luggage and personal belongings until your departure.

Beach Towels

Are provided for hotel guests in the beach bag in your room and at the front desk. Please help us care for water by hanging them to dry rather than changing them daily.

Housekeeping

Your room will be cleaned daily between 8am and 4pm. We also provide a turn down service between 7pm to 9pm. If you have a time of your preference, please contact Concierge. Following our good eco practices, we will replace bed linen only every three days, unless you request otherwise, thank you for your cooperation.

If you wish to tip your Housekeeper, please feel free to leave the tip in an envelope provided in your room and leave it at our reception at the end of your stay.

Key Cards

Please return your room key card at check out so we may reuse or recycle, lost key cards will have a charge of \$5 USD per key card.

Laundry Service

We use a local laundry service available Monday to Saturday. If you would like your laundry washed, please notify Concierge.

You will find the price list in your closet. It takes 24-36 hours for your clothes to be returned and you may charge it to your room. We do not recommend to send delicate items.

Internal Phones

For any assistance you may need from your room please dial 0, the Concierge Team will be happy to help you.

Land Line & Cellphones

There are no phone lines along the beach side in Tulum. Cellphones usually work in this area. You are welcome to use the hotel cell phone to receive international and local calls and also to make local calls free of charge.

Parking

There is 24-hour street parking outside the hotel. The hotel is not responsible for any lost or stolen valuables or any damage to the vehicle. Please double check your parking and try to ensure its off the main road, as it may be otherwise towed away.

Transportation

Taxis pass by frequently, they do not have a metered service and fares are priced depending on your destination. Always check the price with the driver before you get in the car to avoid any misunderstandings. Payment must be in cash and may be in mexican pesos or US dollars. Please contact the Concierge if you wish to book a taxi or for further information on rates and services.

Wi-Fi

There is Wireless internet Access throughout the hotel.

Security

Digital safe with screen: hold the door closed, press 4 digits of your choice and the bottom right button (#) to close. To open, press the 4-digit code you chose. If you require any assistance with your safe please contact the Concierge. As agreed and signed upon your check in, the hotel is not responsible for any valuables left in the room outside the safety deposit box. If you require more space, please advise us at Concierge. As we are a beachfront hotel and the beach is public space and of free transit, please ensure all doors and windows are locked when you leave your room.

Spa Services

We offer a range of relaxing spa services to help you unwind and recharge. Please refer to the full spa menu also available in this QR code, or contact concierge for further details.

Smoking

Smoking is strictly not permitted inside any of the rooms or inside the restaurant. If you wish to smoke, we are happy to let you know where we have assigned smoking areas.

Swimming Pool

Our swimming pool is available for hotel guests only. There is no lifeguard on duty, so please be cautious. Please consider other guests when using the pool area at night. Pool is heated during winter months to 27°C /80°F.





MEZZANINE RESTAURANT

Mezzanine Restaurant

Kitchen Hours: **7:30am-10pm**

Bar Hours: **7:30am-11pm**

Perched above one of the most dramatic oceanfront views Tulum has to offer, Mezzanine's terrace and chilled lounge beats set the scene for a chilled afternoon or moon-lit dinner.

Authentic Thai Restaurant led by Garn Surasak brings to life the tantalizing flavors of his country. Using fragrant herbs and homemade coconut milk, Garn serves up traditional dishes created by our Thai cuisine expert Dim Geefay.

Mezzanine offers more than Thai flavors, it also offers a casual beach menu.

Pro-tip: Don't miss this stunning location for breakfast, the best way to start your day.



MEZZANINE EVENTS

Margarita Happy Hour

Come join us for our **daily 2x1 Margarita Happy hour from 1pm to 4pm** and you'll quickly understand why it has been a Tulum staple since 2004. Our fabulous deck is the perfect place to work your way through our delicious margarita menu.





COLIBRI RESTAURANTS

Mi Amor Restaurant by Paul Bentley

Kitchen Hours: **7:30am-10pm**

Bar Hours: **7:30am-11pm**

Adults only property

Mi Amor is sensual, Mi Amor is sexy, Mi Amor is playful. The unique setting on the rocks, breaking waves and reflection pools set the stage for an exceptional experience of design and style.

Chef Paul Bentley is a renowned chef, his restaurant Magno in Guadalajara won Best New Restaurant in 2016 and Best Casual Dining in 2018 in the Gourmet Awards. Inspired by Mediterranean and Mexican cuisine, Chef Bentley and his team are passionate about technique, flavor and sourcing the best quality products and ingredients available to them. His style is simple but done exceptionally well.

Pair your meal with one of our insignia champagne cocktails or create your own with our 'Tu Amor' collection.

Pro-tip: Surprise your loved one and arrange a private dining experience on the rocks! Ask your Concierge for details.





COLIBRI RESTAURANTS

El Pez Restaurant

Kitchen Hours: **7:30am-10pm**

Bar Hours: **7:30am-11pm**

El Pez dining experience begins beneath the Gran Palapa with a cozy, intimate setting open to the sea breezes and stunning views of Turtle Cove. Spend an afternoon on the terrace working through our fun and creative cocktail list and watching pelicans dive for fish.

The menu strips away the frills of modern dining and focuses on honest food using the best regional ingredients available. You will certainly notice our passion for showcasing the best seafood Mexico has to offer.

Pro-tip: Sunset is a magical time here in Turtle cove, why not come experience it for yourself!





COLIBRI RESTAURANTS

La Zebra Restaurant by Eleazar Bonilla

Kitchen Hours: **7:30am-10pm**

Bar Hours: **7:30am-11pm**

La Zebra's vibrant dining room frames one of the best beachscapes in Tulum. This establishment is a longtime favorite for many; from locals to travelers and couples to families- everyone can find their spot here.

La Zebra is quintessentially Mexican, combining all the fun and color of a Mexican fiesta with the rich, authentic flavors found throughout the country expertly showcased by our Chef Eleazar Bonilla, one of Mexico's upcoming and vibrant young chefs.

Match your taco with a handcrafted cocktail and the Caribbean sun- living the mexican dream.

Pro-Tip: Make sure to book an evening at the Chef's Table which will take you on an 8-course private a culinary journey through Mexico!



COLIBRI EVENTS

Mi Amor

MI AMOR'S HAPPY HOUR

Monday to Sunday from 5pm to 7pm 2 x 1 on our 'Tu Amor' cocktails: Select your spirit, fresh fruit, local herb and we will create a cocktail just for you!

El Pez

EL PEZ HAPPY HOUR

Every day at El Pez from 1pm to 4pm we offer 2 x 1 Mojitos and the perfect seafront location to enjoy them. See you there!

La Zebra

MEZCALITA HAPPY HOUR

Have you tried Mezcal yet? If not, a Mezcalita is the perfect introduction and with 2x1 Mezcalitas every day in La Zebra from 5-7pm you might just find you want to try every flavour! Salud!

CHEF'S TABLE

Chef Eleazar Bonilla takes traditional Mexican ingredients and recipes creatively and expertly transforms them into culinary creations for the modern table. The menu is paired with signature cocktails, local artisanal beers and showcases some of the exquisite wines that Mexico has to offer, resulting in a Mexican gastronomical experience for the true epicurean at heart! Please speak to our concierge to arrange a private Chef's Table experience.

Please speak to Concierge for more information about any additional events we may have during your stay with us.



BECOME AN EXPLORER

Be part of ancient Mayan ceremonies, immerse yourself in the local culture tasting traditional dishes, feel the thrill of swimming in secret cenotes, listen to the sounds of the Caribbean jungle, discover the ancestral benefits of the Mayan clay extracted with your own hands from the bottom of a virgin lagoon or navigate a river to watch spider monkeys in the treetops.

Venture into the Mayan realm... to rediscover yourself.

At Colibri Boutique Hotels we are experts in providing exclusive tailor-made experiences for our guests.

Let us be your guide through our unique Tulum and its mysteries.



Mystical Mayan Culture

- Mayan Towns & Ruins
- Rituals & Traditions
- Legends & History
- Prehispanic Traditional Food



Jungle & Nature Wonders

- Cenotes & Lagoons
- Jungle Sites
- Bird watching
- Sian Kaan Biosphere



Gastronomy

- Restaurants
- Culinary experiences
- Cooking classes
- Yucatecan gastro history
- Chef's Table
- Mixology classes



Colibri Boutique Hotels
MYSTIC EXPERIENCES
Concierge + Curatorship



Water Sports

- Stand Up Paddle
- Kite Surfing
- Scuba Diving & Snorkeling
- Canoeing

TULUM



Health & Wellness

- Yoga & Meditation
- Mayan Clay
- Temazcal
- Sound Healing



Romantic Experiences

- Private Dinners
- Couple Spa Rituals
- Couple Photo Sessions

Ask Concierge for more information or visit:
www.colibriboutiquehotels.com/mysticexperiences





TOURS & ACTIVITIES

Explore the many wonders that Tulum and the surrounding area have to offer! From lazing your day away on picture perfect beach surroundings to exploring the jungle and its hidden wonders, there are multiple activities our Concierge can arrange for you, such as snorkel tours, reef and cave diving tours, jungle zip lines, visit the ruins, biosphere tours and more. Please contact your Concierge for further information and bookings.

Cenotes

The Yucatan peninsula is dotted with underground caves formed by fresh water percolating through the soft limestone of the region. Some of them are deep and mysterious, others are much like swimming ponds, but all of them offer a delightful snorkeling and diving experience. Take your pick from numerous cenotes around Tulum including the Grand Cenote, Casa Cenote, Dos Ojos and many others.

Locals' tip: Don't forget to bring biodegradable repellent!

Tulum Ruins

The ancient beachside ruins of Tulum perch on cliffs overlooking the sea with a white sand beach nestled at the foot of the crumbled buildings known as the "Walled City". While they aren't the biggest in the Mayan Riviera, their pure energy attracts many spiritual seekers who revel in the unity of age old tumbled down stone structures and powerful natural surroundings.

Locals' tip: Get there as early as possible to avoid the heat and crowds. Bring a bathing suit and a towel, you can view the archeological site from the crystal clear waters!

Chichén Itzá

One of the most frequented archaeological sites in the Yucatan, Chichén Itzá was once a great city whose oldest remains date back to the Classic Maya Period & now features about 30 excavated ruins open to the public. The ruins are approximately 2.5-hour drive from Tulum towards Mérida.

Locals' tip: Bring comfortable shoes and an explorer's hat, Chichén Itzá is an extensive place to walk and see all it has to offer!



TOURS & ACTIVITIES

Cobá Ruins

The ancient Mayan city of Cobá - perhaps the largest city in the Mayan world - that once housed as many as 50,000 people a millennium ago lies 42 km to the west of Tulum. These ruins house a perfectly preserved ball court, stunning pyramid that is still climbable and excellent pathways that were the ancient world's first highways constructed by the Mayans for trade and political interaction some 1,300 years ago.

Locals' tip: Don't miss the 3 nearby underground cenotes! Bring bicycle riding clothes since you can pedal around the archeological site.

Xcaret

Nestled in a privileged natural location, Xcaret offers exotic activities for all kinds of travelers. Here you can spot a grand cenote, a multitude of endemic species, amazing butterfly and bird sanctuaries, symbols of the Riviera Maya, swim with dolphins, snorkel and dive in underground rivers and cenotes. Each evening, Xcaret puts on a spectacular show highlighting the history of Mexico with dance, music and vibrant color- it is a must-see for everyone.

Locals' tip: Bring an extra set of clothes as Xcaret is an all-day experience!

Xplor

Xplor is a park of adventures, flying across the sky on zip-lines, travelling through the jungle on amphibious vehicles and swimming and floating on rafts in underground rivers created millions of years ago. During the day or the night, at Xplor park you will show how brave you are with six activities that will bring out your adventurous side. Discover if you have what it takes.

Locals' tip: Bring a waterproof camera to keep wonderful memories forever!

Xel-ha

This natural wonder is an unparalleled place of beauty. Swim and snorkel among tropical fish that have made the inlet of Xel-ha their home. Discover the jungle trails of this paradise by foot, bicycle or mini train. Admire different species of flora and fauna in their natural habitat during your tour. Enjoy an unforgettable experience in an All Inclusive natural Park.

Local's tip: Even though the food is included, your best bet is to eat breakfast at home and get there when it opens so that you can go to your favorite activity before it gets crowded!



TOURS & ACTIVITIES

Xenses

Xenses is a half-day park that takes you on an incredible journey through two circuits of unique interactive activities and fantastic scenarios in which you are the main character. Capture unforgettable moments in a kaleidoscope, a tunnel of hearts, with your head floating in a vintage room, floating in midair, between colorful lights at Turrell, in a labyrinth of mirrors, and in many others.

Locals' tip: After the 'sensorium', stop by the lemon trees!

Río Secreto

Río Secreto takes you on a magical journey through the crystal museum, where the history of our planet is written on the myriad geological formations, and where floating on rafts in its clear fresh water your life will change forever. Río Secreto could very well be one of the great world wonders. Experience this stunning underground river with thousands of dramatic stalactites and stalagmites. It's like stepping back in time to witness something mysterious and truly spectacular.

Locals' tip: Wear the water shoes and take the walking stick that they provide at the park!



EMERGENCY NUMBERS (+52)

General Manager Laura Ávila	984-115-4845
Mezzanine Concierge	984-131-1596
Police	911 or 984-871-2055
Fire Department	984-871-2055
Tulum Red Cross	984-876-2250
Proteccion Civil	984-871-2688
Taxi	984-871-2029
Bus Station	984-871-2122
Dr. Salvador Ibarguen* (Tulum)	984-114-9844
Hospital Costamed (Tulum)	984-871-2271
Hospital Hospiten (Playa del Carmen)	984-803-1002
Hospital Galenia (Cancun)	998-891-5200

*Local doctors are suitable for minor illness, for more serious cases please consider you might have to travel to Playa del Carmen or Cancun.



**Thank you for choosing to stay with us,
we hope you have a fabulous stay in Tulum.**

Mezzanine team.



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