

Services



Medical and Emergency Services. **The hotel does not have its own medical services.** However you may request such services 24 hours a day simply by dialing extension "0" on your hotel phone. There will be an additional cost for this service.

Duty Manager. **In order to help you** and to make your stay as comfortable as possible, an executive is on duty 24 hours a day, 7 days a week. If you have a suggestion or special requirement, please dial extension "0" on your hotel phone.



Express Line. **The Hotel Emporio Family Suites Cancún** has a personalized service program to offer you any service you may need in a minimum amount of time, just dial extension "0" on your hotel phone.

Environmental program. **Help us protect the environment** by recycling plastic, aluminium, and cardboard waste. Place these items in the recycling containers located next to the elevators and in public areas.

Lost & found. **If you have left or lost something in our hotel**, please call Housekeeping within the hours of 8 am to 10 pm to report it. Otherwise, please dial extension "0" and we'll be happy to assist you.

Meeting room. **Please contact** Sales Department, dialing 2100.

Spa Express. **Find invigorating** options such as: relaxing massage, deep tissue, sport massage, hot stones, lymphatic drainage. This service is available through an external provider. Check prices directly with dealer.

Valuables. **Your room is equipped** with a safe, located in the closet. Should you have any questions about its operation or require assistance, call the Express Line (extension "0") and we'll be happy to assist you.

In your room

Water. **The water in our hotel rooms is 100% potable.** For your comfort, courtesy 600 ml bottles of water are provided upon arrival. If you'd like additional bottles there will be modest surcharge.

Coffee Kit. **In your hotel room** you'll find a kit for preparing flavorful cups of coffee with a delicious blend of select beans. A courtesy kit is provided for each night of your stay. Additional kits are available for a modest surcharge. Dial extension "0" for additional packets.

Housekeeping. **Our Housekeeping department** will gladly provide, extra pillows, towels, blankets, or anything else pertaining to the comfort of your room upon request.



On request (toiletries). **We fully intend** to make your stay with us as pleasant as possible. If you should need any of the following personal articles or toiletries: shaving cream; disposable razor; toothpaste; toothbrush; sewing kit, etc., just call us and it will be sent to your room immediately, completely free of charge.

Power Outlet Voltage. **The power outlet voltage** in Mexico and in our hotels is 110-125 volts, at 60 Hz. If you have any questions, just dial Guest Services on your hotel phone (extension "0").

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Wake-up call. **Call Express Line** at extension "0" on your hotel phone.

Dry Cleaning & laundry. **Service hours are from 9 am to 11 am** for same day delivery after 4 pm. Please complete the corresponding form and place the clothes in the plastic bag provided. To request pick-up of your bag, just dial extension "0".

Bellboy. **If you need luggage holding** or transport services, please request it at extension 2050.



Taxi. **We have a tourist taxi service**, please request it at extension "0".



Rooms for Non-Smokers. **All our rooms are smoke-free**, pursuant to the General Law for Tobacco Control.

Privacy. **If you desire privacy in your room,** please activate the door security locks and hang the “Do not disturb” sign on the handle outside. At the request of our guests, we can temporarily suspend our daily room turn-down/makeup service. Just dial extension “0.”

Credit cards. **We accept Visa,** MasterCard, and American Express credit cards.

Express check out. **To avoid delays when paying your bill,** we recommend settling it the night before your departure. You can settle from 9 pm to 1 am at the front desk, provided no further charges are incurred.

Mail & Package Delivery Service. **A mailbox is available** in the lobby for guests to place letters and post cards. The mail person comes for the mail Monday to Friday. If you require package delivery services, Express Service is available for all your needs.