



A VISITOR GUIDE

FOR GUESTS WITH AUTISM SPECTRUM DISORDER
OR OTHER COGNITIVE CHALLENGES


Generations
Riviera Maya
by Karisma

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The information in this guide has been prepared by Autism Double-Checked in order to assist visitors with ASD when visiting Generations Riviera Maya. For neurodiverse visitors, please make use of the information that may relate to your visit. For neurotypical parents, caregivers, or traveling companions, please make use of this to assist the special guest that you are accompanying.

THROUGHOUT THIS GUIDE, WE MAKE USE OF THE FOLLOWING SENSORY ISSUES ADVISORY TRIANGLES



SAFETY



CROWDS



WAITING OR DURATION



BODY AWARENESS



NOISE



LIGHTING



TASTE OR SMELL



HEAT OR COLD



MAKE USE OF THE HOTEL WEBSITE AT:

<https://www.karismahotels.com/generations-riviera-maya-resort>



December to March are the busiest months

July and August are the quietest months

Weekends (Friday to Sunday morning) are quieter

Weekdays (Sunday to Thursday afternoons) are busier

Visitors who have problems with crowds may wish to take this information into account when planning a visit.



ADDRESS

CARRETERA CANCUN – TULUM, KM 45, RIVIERA MAYA
SOLIDARIDAD, QUINTANA ROO

PHONE NUMBER

(998) 872 80 36

WEBSITE

[HTTPS://WWW.KARISMAHOTELS.COM/GENERATIONS-RIVIERA-MAYA-RESORT](https://www.karismahotels.com/generations-riviera-maya-resort)

BOOKING METHOD

USE WEBSITE ABOVE OR CALL 1-866-527-4762

NEAREST AIRPORT

CANCUN INTERNATIONAL AIRPORT (CUN) | 32.3 KM/20.1 MILES

NEAREST ER

DOCTOR ON SITE 24 HOURS

NEAREST PHARMACY

FARMACIAS SIMILARES

NUMBER
OF ROOMS
159

NUMBER OF
RESTAURANTS
5

NUMBER
OF FLOORS
6

NUMBER
OF BARS
6





WAITING OR DURATION

CHECK-IN TIME
3 PM

CHECK-OUT TIME
12 PM

- Guests arriving earlier or departing later than normal times may request early check-in or late checkout. These will be handled on a “best efforts” basis, subject to availability, and cannot be guaranteed.
- Normal check-in does not normally involve long delays. For visitors who may have problems with even minor delays, you may check in online prior to arrival.



HEAT OR COLD

- Indoor public areas are all air conditioned and the prevailing temperature is set to a level that is comfortable for people without sensitivity to heat or cold.
- Rooms have thermostatic temperature control.
- For individuals who are sensitive to cold it may help to have extra clothing layers when inside buildings.
- For individuals who are sensitive to heat, they will need their lightest possible clothing while outside and, possibly, while inside.



SAFETY

- If a family member gets lost, report to a member of front desk staff and ask them to request an alert to all staff members who may be able to assist in searching.
- Give them as much information as possible including; gender, age, race, clothing being worn, last known location and direction of travel, if known, and communication abilities (verbal/non-verbal/understands verbal communication).
- It is recommended that you have a recent photo available on your mobile device so that you can share that with the resort team.
- In normal circumstances GPS functions throughout the premises and there are no “blind spots”.
- Stay at the front desk. This will enable the resort team to locate you as soon as possible once your family member has been located.
- A temporary, hanging door alarm is available for use during your stay. There is no charge for this but a deposit will be required.
- All rooms open directly to an outside walkway. All rooms have either a balcony or a patio.
- China and glass drinking vessels can be changed for paper and plastic upon request (e.g., cups for coffee maker). If you wish this to be done, you should preferably request it prior to arrival. If that is not possible, request it at check-in.
- The minibar in your room can be emptied upon request.



Background sound in most public areas is low volume music and normal conversational levels are possible. During busy times, the conversation of other guests may be the loudest sound. People with sensitivity to noise may need to use noise-cancelling headphones. Sound may be louder around the main pool when entertainment events take place.



The lobby and the lounge areas feature high ceilings.



Public areas are lit by LED/incandescent lighting with limited numbers of spotlights. There are no strobe or flashing lights and should be suitable to everybody except those with very high levels of light sensitivity.



SAFETY



**BODY
AWARENESS**



NOISE

POOLS

- Pools are outdoor and not heated.
- Pools are entered by stairs.
- Diving is not permitted.
- Entertainment at the pool can sometimes be loud.

KIDS CLUB

- Kids club is open 7 days per week at no extra charge.
- Age limits for kid's club are 4 to 12 years.

RECREATION AREAS

- Basketball, Football and Gym are available at no extra charge.
- A lifeguard is on duty at the beach.
- Spa is available and is not included. Prices vary according to treatment.



SAFETY

All rooms have a lockable door which accesses a balcony, patio or a swim-up patio. Ground floor rooms also have a lockable safety gate. Temporary alarms are available for use during your stay.



BODY AWARENESS

- If you require connecting rooms, book either a two-bedroom suite or a three-bedroom suite rather than booking two, or three, one-bedroom suites with a request for connecting rooms.
- All rooms offer seating in addition to bedding.
- All showers feature both a handheld shower head in addition to a fixed ceiling/wall-mounted shower-head.



LIGHTING

All rooms have blackout curtains. All rooms have multiple lighting sources which are operated by switches. It should be possible to achieve most lighting levels desired.



NOISE

The quietest rooms can be found on the higher floors.



IN-ROOM DINING

INTERNATIONAL CUISINE

24 hours

Room Service

SERVICE TYPE

Service Trolley

SPECIAL DIETARY

Always available   Upon Request  

WAIT TIME

N/A

PRE-ORDERING

N/A

LIGHTING

Room Lighting

SOUND

Room Sound

CHEF MARKET

GRAND CAFÉ CUISINE

6:30 am - 11:30 am

12:30 pm - 3:00 pm

Outdoor Seating

SERVICE TYPE

Table

SPECIAL DIETARY

Always available   Upon Request  

WAIT TIME

5 - 30 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Natural light plus LED/Moderate Level

SOUND

Guest Conversation/Moderate Level

JADE

ASIAN CUISINE

6:00 pm - 10:00 pm

Outdoor Seating

SERVICE TYPE

Table

SPECIAL DIETARY

Always available   Upon Request  

WAIT TIME

5 - 30 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Natural light plus LED/Moderate Level

SOUND

Guest Conversation/Moderate Level

HABB

INDIAN CUISINE

6:00 pm - 10:00 pm

Outdoor Seating

SERVICE TYPE

Table

SPECIAL DIETARY

Always available   Upon Request  

WAIT TIME

5 - 30 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Natural light plus LED/Moderate Level

SOUND

Guest Conversation/Moderate Level

WINE KITCHEN

TASTING ROOM

6:00 pm - 10:00 pm

Outdoor Seating

SERVICE TYPE

Table

SPECIAL DIETARY

Always available   Upon Request  

WAIT TIME

5 - 30 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Natural light plus LED/Moderate Level

SOUND

Guest Conversation/Moderate Level

PALMS

SEAFOOD & GRILL

11:30 am - 5:30 pm

Outdoor Seating

SERVICE TYPE

Table

SPECIAL DIETARY

Always available   Upon Request  

WAIT TIME

5 - 30 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Natural light plus LED/Moderate Level

SOUND

Guest Conversation/Moderate Level
Pool Entertainment



**WAITING OR
DURATION**

Wait times are likely maximum times.



**TASTE OR
SMELL**



CASEIN-FREE



SOY-FREE



GLUTEN-FREE



VEGETARIAN





FURTHER INFORMATION ABOUT THE AUTISM DOUBLE-CHECKED
PROGRAM CAN BE OBTAINED FROM

AUTISM DOUBLE-CHECKED LLC

156 Seaside Avenue, Suite 250 | Stamford, CT 06902

www.AutismChecked.com

(203) 750-0000



This guide has been prepared in order to give as much information as possible so that parents or caregivers can provide the added assistance that visitors with ASD may require. If, during a visit, you should encounter a sensory challenge that has not been addressed, please contact Autism Double-Checked, and let us know of any suggested additional inclusions.