



# A VISITOR GUIDE

FOR GUESTS WITH AUTISM SPECTRUM DISORDER  
OR OTHER COGNITIVE CHALLENGES



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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 El Dorado Maroma and Palafitos Overwater Bundalows. 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/el-dorado-spa-resorts/maroma>

<https://www.karismahotels.com/el-dorado-spa-resorts/palafitos-overwater-bungalows>



**CROWDS**

**March to May and October/November**

are the busiest months

**August and December** are the quietest months

**Weekdays (Sunday afternoon to Thursday)** are busier

**Weekends (Friday to Sunday morning)** are quieter

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



### ADDRESS

CARRETERA CANCUN – TULUM, KM 55.3  
PLAYA DEL CARMEN, QUINTANA ROO

### PHONE NUMBER

(984) 206 3470

### WEBSITE

[HTTPS://WWW.KARISMAHOTELS.COM/EL-DORADO-SPA-RE-SORTS/MAROMA](https://www.karismahotels.com/el-dorado-spa-resorts/maroma)

[HTTPS://WWW.KARISMAHOTELS.COM/EL-DORADO-SPA-RE-SORTS/PALAFITOS-OVERWATER-BUNGALOWS](https://www.karismahotels.com/el-dorado-spa-resorts/palafitos-overwater-bungalows)

### BOOKING METHOD

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

### NEAREST AIRPORT

CANCUN INTERNATIONAL AIRPORT (CUN) | 43 KM/26.7 MILES

### NEAREST ER

DOCTOR ON SITE 24 HOURS

### NEAREST PHARMACY

FARMACIA DEL AHORRO | PLAYA DEL CARMEN (24 HOURS)

NUMBER OF ROOMS	NUMBER OF RESTAURANTS	NUMBER OF FLOORS	NUMBER OF BARS
<b>143</b>	<b>5</b>	<b>3</b>	<b>4</b>



**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. There is a kid’s lounge immediately adjacent to the front desk. 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.



- If a family member gets lost, report to a member of the front desk staff and 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 description, last known location, 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 it 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, a patio or a swim-up patio with a lockable door.
- China and drinking glasses can be changed for paper and plastic upon request (e.g., cups for coffee maker). If this is your preference, please request prior to your arrival. If that is not possible, please request it at check-in.
- The minibar in your room can be emptied upon request.



**NOISE**

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.



**BODY  
AWARENESS**

No parts of the lobby area and the lounge areas feature high ceilings.



**LIGHTING**

Indoor 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.
- A lifeguard is on duty.
- Diving is not permitted.
- Entertainment is generally not loud.
- Only those with sensitive hearing will need noise-canceling headphones.

## RECREATION AREAS

- Beach Volleyball is available at no extra charge.
- Water Sports are available at no extra charge.
- Cooking Classes are available at no extra charge.
- Spa is available and is not included. Prices vary according to treatment.



All rooms have a lockable door. Some room categories feature swim-up access or access to their own private pool. Some offer a private Jacuzzi hot tub. Temporary alarms are available for use during your stay.



- Connecting rooms are not available.
- Villas offer a lower level living area with bedroom upstairs.
- All rooms offer seating in addition to bedding.
- All showers feature both a handheld showerhead in addition to a fixed ceiling/wall-mounted showerhead.



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.



The quietest rooms are:

- In Honeymoon Suites - room #'s 1241,1247,1251
- In Jacuzzi Jr Suites - room #'s 12,421,245,124,612,500,000
- In Garden Villas - room #'s 901,902,90



**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

**PAPITOS GOURMET**  
**BEACH CLUB**

**INTERNATIONAL/ASIAN CUISINE**  
**7:00 am - 11:00 am/12:00 pm - 4:00 pm**  
**5:30 pm - 10:00 pm**

Indoor/Outdoor Seating  
Seats 38 Inside/48 Outside

**SERVICE TYPE**  
Table  
**SPECIAL DIETARY**  
Always available   Upon Request  

**WAIT TIME**  
5 - 10 Minutes

**PRE-ORDERING**  
Dinner reservations with concierge

**LIGHTING**  
Daylight/Mixed/Moderate Level

**SOUND**  
Music – Low Level/Guest Conversation

**MIO CUCCINA**  
**ITALIAN CUISINE**

**6:00 pm - 10:00 pm**  
Indoor Seating  
Seats 60

**SERVICE TYPE**  
Table

**SPECIAL DIETARY**  
Always available   Upon Request  

**WAIT TIME**  
5 - 10 Minutes

**PRE-ORDERING**  
Dinner reservations with concierge

**LIGHTING**  
Mixed/LED/Low-Moderate Level

**SOUND**  
Music – Low Level/Guest Conversation

**LIMA LIMÓN**  
**PERUVIAN CUISINE**

**7:00 am - 12:00 am/12:30 pm - 3:00 pm**  
**5:30 pm - 10:00 pm**  
Indoor/Outdoor Seating  
Seats 30 Inside/12 Outside

**SERVICE TYPE**  
Table

**SPECIAL DIETARY**  
Always available   Upon Request  

**WAIT TIME**  
5 - 10 Minutes

**PRE-ORDERING**  
Dinner reservations with concierge

**LIGHTING**  
Daylight/LED/Moderate Level

**SOUND**  
Music – Low Level/Guest Conversation

## CARIBBEAN GRILL

### MEXICAN/CARIBBEAN FUSION

5:30 pm - 10:00 pm

Indoor/Outdoor Seating  
Seats 74 Inside/16 Outside

#### SERVICE TYPE

Table

#### SPECIAL DIETARY

Always available   Upon Request  

#### WAIT TIME

5 - 10 Minutes

#### PRE-ORDERING

Dinner reservations with concierge

#### LIGHTING

Daylight/LED/Moderate Level

#### SOUND

Music - Low Level/Guest Conversation

## OVERWATER GRILL & WINE BAR

### SEAFOOD & GRILL

7:00 am - 12:00 am/12:00 pm - 5:30 pm

6:00 pm - 10:00 pm

Indoor/Outdoor Seating  
Seats 46 Inside/12 Outside

#### SERVICE TYPE

Table

#### SPECIAL DIETARY

Always available   Upon Request  

#### WAIT TIME

5 - 30 Minutes

#### PRE-ORDERING

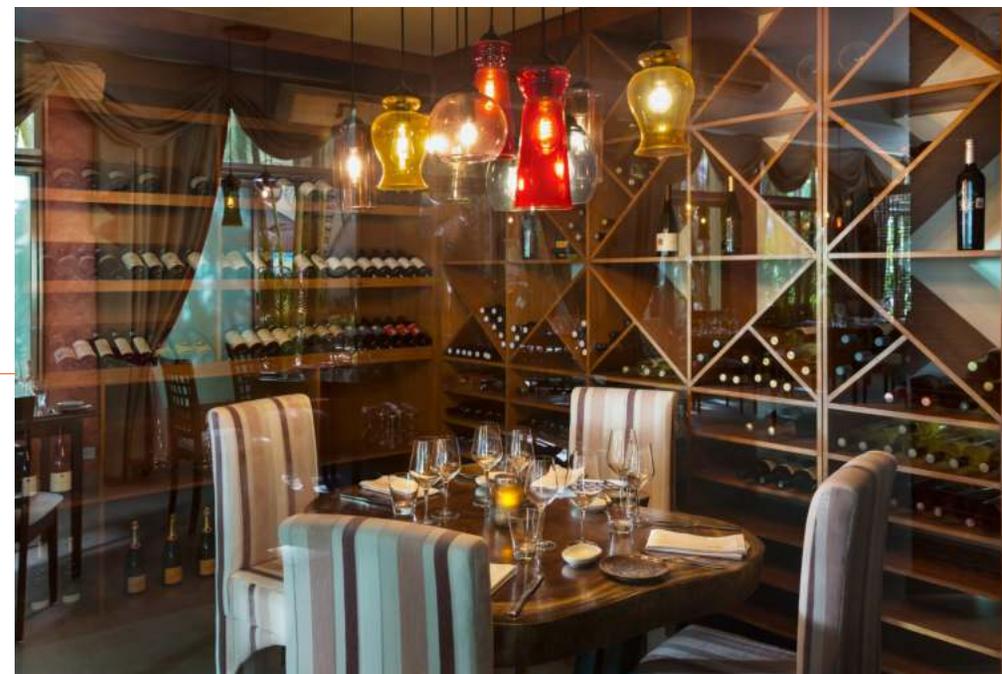
Dinner reservations with concierge

#### LIGHTING

Daylight/LED/Moderate Level

#### SOUND

Low-Moderate Level/Guest Conversation



**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](http://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.