




El Dorado Royale
RIVIERA MAYA
A Spa Resort by Karisma

A VISITOR GUIDE

FOR GUESTS WITH AUTISM SPECTRUM DISORDER
OR OTHER COGNITIVE CHALLENGES


El Dorado Casitas Royale
RIVIERA MAYA
A Spa Resort 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 El Dorado Royale and El Dorado Casitas Royale. 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/royale>

<https://www.karismahotels.com/el-dorado-spa-resorts/casitas-royale>



CROWDS

December to March are the busiest months

July and August are the quietest months

Weekdays (Sunday afternoon to Thursday) are busier

Weekends (Friday night to Sunday) are quieter

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



ADDRESS

FEDERAL HIGHWAY CANCUN – TULUM
SOLIDARIDAD, QUINTANA ROO

PHONE NUMBER

(998) 872 8036

WEBSITE

[HTTPS://WWW.KARISMAHOTELS.COM/EL-DORADO-SPA-RESORTS/ROYALE](https://www.karismahotels.com/el-dorado-spa-resorts/royale)

[HTTPS://WWW.KARISMAHOTELS.COM/EL-DORADO-SPA-RESORTS/CASITAS-ROYALE](https://www.karismahotels.com/el-dorado-spa-resorts/casitas-royale)

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

FAMARCIAS YZA | PUERTO MORELOS

NUMBER
OF ROOMS
673

NUMBER OF
RESTAURANTS
13

NUMBER
OF FLOORS
3

NUMBER
OF BARS
19



**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, when inside.



- If a family member gets lost, report to a member of the 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 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**

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.
- Diving is not permitted.
- Entertainment is generally not loud.
- Only those with sensitive hearing will need noise-canceling headphones.

RECREATION AREAS

- Tennis courts, pickleball, archery and a fitness center 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/window. Some room categories feature swim-up access or access to their own private pool. Temporary alarms are available for use during your stay.



BODY AWARENESS

- 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.



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 are in enclave 25, building 50.



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

COCOTAL
INTERNATIONAL CUISINE
 6:30 am - 12:00 pm
 Indoor Seating
 Seats 1661

SERVICE TYPE
 Food Display/Counter

SPECIAL DIETARY
 Always available  Upon Request   

WAIT TIME
 1 Minute

PRE-ORDERING
 NOT possible

LIGHTING
 LED/Mini spots/Moderate Level

SOUND
 Guest Conversation

SPOT
INTERNATIONAL CUISINE
 12:00 pm - 4:00 pm
 Indoor Seating
 Seats 51

SERVICE TYPE
 Food Display/Counter

SPECIAL DIETARY
 Always available  Upon Request   

WAIT TIME
 1 Minute

PRE-ORDERING
 NOT possible

LIGHTING
 Mixed/LED/Low-Moderate Level

SOUND
 Guest Conversation

D'ITALIA VILLAS
CONTEMPORARY ITALIAN CUISINE
 6:00 pm - 10:00 pm
 Indoor Seating
 Seats 56

SERVICE TYPE
 Table

SPECIAL DIETARY
 Always available  Upon Request   

WAIT TIME
 5 - 30 Minutes

PRE-ORDERING
 NOT possible

LIGHTING
 LED/Mini spots/Moderate Level

SOUND
 Guest Conversation

RINCÓN MEXICANO
INTERNATIONAL CUISINE
 7:00 am - 11:00 am
 Indoor Seating
 Seats 49

SERVICE TYPE
 Table

SPECIAL DIETARY
 Always available  Upon Request   

WAIT TIME
 5 - 30 Minutes

PRE-ORDERING
 NOT possible

LIGHTING
 Mixed/LED/Low-Moderate Level

SOUND
 Guest Conversation

FUENTES CULINARY THEATER
INTERNATIONAL CUISINE
 7:00 pm - 10:00 pm
 Indoor Seating
 Seats 122

SERVICE TYPE
 Table

SPECIAL DIETARY
 Upon Request    

WAIT TIME
 5 - 30 Minutes

PRE-ORDERING
 Need reservation/Extra Charge

LIGHTING
 LED/Spots/Low-Moderate Level

SOUND
 Live Music/Guest Conversation

LA ISLA

MEXICAN CUISINE

6:30 am - 10:00 pm

Indoor/Outdoor Seating
Seats 62 Inside/27 Outside

SERVICE TYPE

Table

SPECIAL DIETARY

Always available  Upon Request   

WAIT TIME

5 - 30 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Daylight/LED

SOUND

Guest Conversation

KICK

GRILL

7:00 am - 11:00 am

Outdoor Seating
Seats 44

SERVICE TYPE

Table

SPECIAL DIETARY

Always available  Upon Request   

WAIT TIME

5 - 30 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Daylight/LED

SOUND

Guest Conversation

LA CABANA PIZZERIA

GOURMET CORNER PIZZA

11:00 am - 4:00 pm

Outdoor Seating
Seats 72

SERVICE TYPE

Table

SPECIAL DIETARY

Always available  Upon Request   

WAIT TIME

5 - 30 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Daylight

SOUND

Guest Conversation

HEALTH BAR

FRUIT, SMOOTHIES, JUICES WHOLEWHEAT SANDWICHES

8:00 am - 6:00 pm

Outdoor Seating | Seats 26

SERVICE TYPE

Table/Carry out

SPECIAL DIETARY

Upon Request    

WAIT TIME

N/A

PRE-ORDERING

NOT possible

LIGHTING

Daylight

SOUND

Live Music/Guest Conversation

SANTA FE GRILL

GRILL HOUSE

6:30 am - 11:30 am/6:00 pm - 10:00 pm

Indoor/Outdoor Seating
Seats 144

SERVICE TYPE

Table

SPECIAL DIETARY

Always available  Upon Request   

WAIT TIME

5 - 30 Minutes

PRE-ORDERING

Need Reservation for dinner

LIGHTING

Daylight/LED

SOUND

Guest Conversation

KAMPAI

PACIFIC RIM

12:00 pm - 10:00 pm

Indoor Seating
Seats 110

SERVICE TYPE

Table

SPECIAL DIETARY

Upon Request    

WAIT TIME

5 - 30 Minutes

PRE-ORDERING

NOT possible

LIGHTING

LED/Moderate Level

SOUND

Guest Conversation

RESTAURANTS AT GENERATIONS

GUESTS MAY DINE IN ALL RESTAURANTS IN GENERATIONS



**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.