



A VISITOR GUIDE

FOR GUESTS WITH AUTISM SPECTRUM DISORDER
OR OTHER COGNITIVE CHALLENGES



RIVIERA CANCUN

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 Azul Beach Resort Riviera Cancún. 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



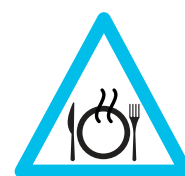
BODY AWARENESS



NOISE



LIGHTING



TASTE OR SMELL



HEAT OR COLD



MAKE USE OF THE HOTEL WEBSITE AT:

<https://www.karismahotels.com/azul-beach-resorts/riviera-cancun>



CROWDS

December to March, June and July

are the busiest months

Weekdays (Sunday afternoons to Thursday) are quieter

Weekends (Friday night to Sunday morning) are busier

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



ADDRESS

CARRETERA CANCUN – PUERTO MORELOS, KM 27.5
BAHIA PETERMPITCH, QUINTANA ROO

PHONE NUMBER

(998) 872 80 36

WEBSITE

[HTTPS://WWW.KARISMAHOTELS.COM/AZUL-BEACH-RESORTS/RIVIERA-CANCUN](https://www.karismahotels.com/azul-beach-resorts/riviera-cancun)

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

PUERTO MORELOS PHARMACY / YZA PHARMACY

NUMBER
OF ROOMS
159

NUMBER OF
RESTAURANTS
5

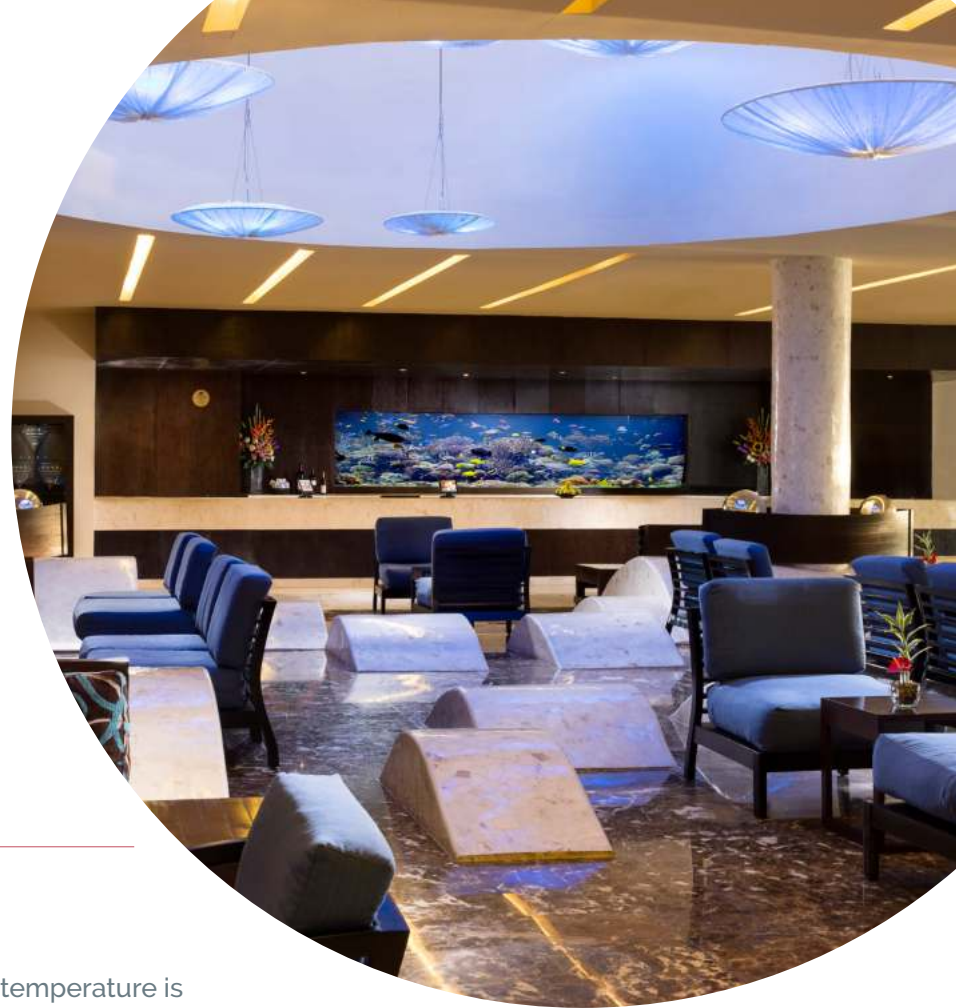
NUMBER
OF FLOORS
6

NUMBER
OF BARS
6

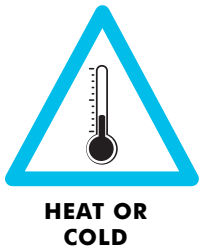


CHECK-IN
TIME
3 PM

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.



- 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 or a patio.
- 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

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. The splash park is zero entry.
- A lifeguard is on duty.
- 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

- Water Polo, Pool Volleyball, Tennis, Ping-Pong and archery are available at no extra charge.
- 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. Temporary alarms are available for use during your stay.



BODY AWARENESS

- Many categories of room are available as connecting rooms.
- All rooms offer seating in addition to bedding.
- Many rooms have showers that feature both a handheld shower head in addition to a fixed ceiling/wall-mounted shower head. Please request this if will provide important assistance to you.



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 in Building 1 at the end of the building furthest from the beach.



IN-ROOM DINING
INTERNATIONAL CUISINE

24 hours
Room Service

SERVICE TYPE
Service Trolley

SPECIAL DIETARY
Always available    

WAIT TIME
N/A

PRE-ORDERING
N/A

LIGHTING
Room Lighting

SOUND
Room Sound

SPOON
LOCAL & INTERNATIONAL CUISINE

6:30 am - 11:30 am/12:00 pm - 5:00 pm/
5:30 pm - 10:30 pm
Indoor Seating
Seats 204

SERVICE TYPE
Food display/Counter

SPECIAL DIETARY
Always available    

WAIT TIME
1 Minute

PRE-ORDERING
NOT possible

LIGHTING
LED/Moderate Level

SOUND
Guest Conversation/Moderate Level

ZAVAZ
CARIBBEAN CUISINE

7:00 am - 11:00 am/12:00 pm - 5:00 pm/
5:30 pm - 10:30 pm
Indoor Seating
Seats 104

SERVICE TYPE
Table

SPECIAL DIETARY
Always available    

WAIT TIME
5 -15 Minute

PRE-ORDERING
For special diets

LIGHTING
LED/Moderate Level

SOUND
Guest Conversation/Moderate Level

SIENA
ITALIAN CUISINE

5:30 pm - 10:30 pm
Indoor Seating
Seats 171

SERVICE TYPE
Food display/Counter

SPECIAL DIETARY
Always available    

WAIT TIME
5 -15 Minute

PRE-ORDERING
For special diets

LIGHTING
LED/Moderate Level

SOUND
Guest Conversation/Moderate Level

ZOCALO

MEXICAN CUISINE

5:30 pm - 10:00 pm

Indoor/Outdoor Seating

Seats 70 Inside/40 Outside

SERVICE TYPE

Table

SPECIAL DIETARY

Always available    

WAIT TIME

5 -15 Minute

PRE-ORDERING

For special diets

LIGHTING

LED/Moderate Level

SOUND

Guest Conversation/Moderate Level

TAPAZ

MEDITERRANEAN CUISINE

5:30 pm - 10:00 pm

Indoor Seating

Seats 120

SERVICE TYPE

Table

SPECIAL DIETARY

Always available    

WAIT TIME

5 -15 Minute

PRE-ORDERING

For special diets

LIGHTING

LED/Moderate Level

SOUND

Guest Conversation/Moderate Level

BBQ BEACH

BBQ

12:00 pm - 3:00 pm

Outdoor Seating

Seats 60

SERVICE TYPE

Table

SPECIAL DIETARY

Always available    

WAIT TIME

5 -10 Minute

PRE-ORDERING

For special diets

LIGHTING

Daylight

SOUND

Guest Conversation/Moderate Level

PIZZA PIZZA

PIZZA/LIGHT BITES

11:00 pm - 5:00 pm

Outdoor Seating

Seats 60

SERVICE TYPE

Table

SPECIAL DIETARY

Always available    

WAIT TIME

5 -10 Minute

PRE-ORDERING

For special diets

LIGHTING

Daylight

SOUND

Guest Conversation/Moderate Level



**WAITING OR
DURATION**

Wait times are likely maximum times.



**TASTE OR
SMELL**



CASEIN-FREE



SOY-FREE



GLUTEN-FREE



VEGETARIAN

If you know that you will need very specific foods that may be unusual or difficult to obtain, contact the food and beverage manager before your arrival.





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



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By Karisma

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.