




*El Dorado
Seaside Palms*
A Spa Resort by Karisma

A VISITOR GUIDE

FOR GUESTS WITH AUTISM SPECTRUM DISORDER
OR OTHER COGNITIVE CHALLENGES


*El Dorado
Seaside Suites*
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 Seaside Palms and Seaside Suites. 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



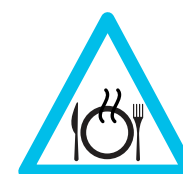
BODY AWARENESS



NOISE



LIGHTING



TASTE OR SMELL



HEAT OR COLD



MAKE USE OF THE HOTEL WEBSITE AT:

<https://www.karismahotels.com/el-dorado-spa-resorts/seaside-palms>

<https://www.karismahotels.com/el-dorado-spa-resorts/seaside-suites>



CROWDS

March to November and October/November

are the busiest months

August and September 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/SEASIDE-PALMS](https://www.karismahotels.com/el-dorado-spa-resorts/seaside-palms)

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

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 | 2 HOURS

NEAREST PHARMACY

IZA PHARMACY| 5.0 KM

NUMBER OF ROOMS 380/188 <small>PALMS SUITES</small>	NUMBER OF RESTAURANTS 10	NUMBER OF FLOORS 6	NUMBER OF BARS 12
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**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**

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.
- Access to the pools at Villa 14 and Villa 2005 is via a door.

RECREATION AREAS

- Entertainment is generally not loud.
- Only those with sensitive hearing will need noise-canceling headphones.
- 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. Temporary alarms are available for use during your stay.



- Connecting rooms are available in Seaside Suites but not in Seaside Palms
- 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 Seaside Suites - room #'s 66 series (e.g. 6602, 6604 etc.)
- In Seaside Palms -villa #'s 30 to 34



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

MI CASA DORADO ITALIAN CUISINE

5:30 pm - 10:00 pm
Indoor Seating
Seats 58

SERVICE TYPE
Service Trolley

SPECIAL DIETARY
Always available    Upon Request 

WAIT TIME
5 - 20 Minutes

PRE-ORDERING
Dinner reservations with concierge

LIGHTING
Mixed/LED/Moderate Level

SOUND
Guest Conversation

KLAY TALAY ORIENTAL CUISINE

5:30 pm - 10:00 pm
Indoor Seating
Seats 45

SERVICE TYPE
Table

SPECIAL DIETARY
Always available    Upon Request 

WAIT TIME
5 - 20 Minutes

PRE-ORDERING
Dinner reservations with concierge

LIGHTING
Mixed/LED/Moderate Level

SOUND
Guest Conversation

SEASIDE MARKET BREAKFAST - INTERNATIONAL DINNER - CHEF SELECTION

7:00 am - 11:30 am/5:30 pm - 10:00 pm
Indoor Seating
Seats 80

SERVICE TYPE
Table

SPECIAL DIETARY
Always available    Upon Request 

WAIT TIME
5 Minutes

PRE-ORDERING
NOT Possible

LIGHTING
Mixed/LED/Moderate Level

SOUND
Guest Conversation

GOURMET PUB INTERNATIONAL AND MEDITERRANEAN CUISINE

5:30 pm - 10:00 pm
Indoor Seating
Seats 50

SERVICE TYPE
Table

SPECIAL DIETARY
Always available    Upon Request 

WAIT TIME
5 - 20 Minutes

PRE-ORDERING
Dinner reservations with concierge

LIGHTING
Mixed/LED/Moderate Level

SOUND
Guest Conversation

DRIFTWOOD INTERNATIONAL CUISINE AND GRILL

7:00 am - 11:00 am/12:00 pm - 5:30 pm
Indoor Seating
Seats 80

SERVICE TYPE
Table

SPECIAL DIETARY
Always available    Upon Request 

WAIT TIME
5 - 10 Minutes

PRE-ORDERING
NOT Possible

LIGHTING
Mixed/LED/Moderate Level

SOUND
Guest Conversation

BEACH BARBEQUE

GRILL & BARBEQUE

7:00 am to 11:00 am

12:30 pm to 5:00 pm

Outdoor Seating

Seats 60

SERVICE TYPE

Table

SPECIAL DIETARY

Always available    Upon Request 

WAIT TIME

5 - 10 Minutes

PRE-ORDERING

NOT Possible

LIGHTING

Daylight

SOUND

Guest Conversation

ARRECIFES

INTERNATIONAL CUISINE

7:00 am to 11:00 am

12:30 pm to 5:00 pm

Indoor Seating

Seats 80

SERVICE TYPE

Table

SPECIAL DIETARY

Always available    Upon Request 

WAIT TIME

5 - 10 Minutes

PRE-ORDERING

NOT Possible

LIGHTING

Mixed/LED/Moderate Level

SOUND

Guest Conversation

SANDWICHERIE

INTERNATIONAL CUISINE

7:00 am to 11:00 am

12:00 pm to 4:00 pm

Outdoor Seating

SERVICE TYPE

Table

SPECIAL DIETARY

Always available    Upon Request 

WAIT TIME

5 - 10 Minutes

PRE-ORDERING

NOT Possible

LIGHTING

Daylight

SOUND

Guest Conversation

LA CARRETA

MEXICAN CUISINE

5:30 pm - 10:00 pm

Indoo Seating

Seats 46

SERVICE TYPE

Table/Hi-top

SPECIAL DIETARY

Always available    Upon Request 

WAIT TIME

5 - 20 Minutes

PRE-ORDERING

Dinner reservations with concierge

LIGHTING

LED Chandelier/Moderate Level

SOUND

Music Low Level/Guest Conversation

MIA CASA (PALMS)

ITALIAN CUISINE

5:30 pm - 10:00 pm

Indoo Seating

Seats 46

SERVICE TYPE

Table

SPECIAL DIETARY

Always available    Upon Request 

WAIT TIME

5 - 20 Minutes

PRE-ORDERING

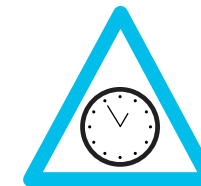
Dinner reservations with concierge

LIGHTING

LED/ Mini-spot/Moderate Level

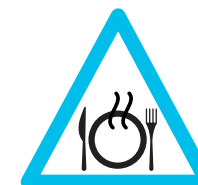
SOUND

Music Low 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

(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.