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| |  |  | | --- | --- | | |  | | --- | | **Hotel Information**  Deluxe  **Now Jade Riviera Cancun**  Unidad 26 Mz. 20, Lote 1-1, SM.3 Puerto Morelos, Q. Roo 77580  Now Jade Riviera Cancun Resort & Spa features 550 spacious and contemporary suites, including an exclusive Preferred Club Section offering special services and amenities. This elegant resort also has 5 premier and themed restaurants, a buffet, and bistro—all not requiring reservations; 5 bars and lounges; a wide variety of activities; a Explorer's Kids Club; full- service spa and beauty salon; state-of-the-art theater; and more.  **Information**  **Hotel Rating:** 4 Star **Number of Rooms:** 550   **Room Category Descriptions:**   * JRS/JDTV/JKTV - Junior Suite Tropical View  Spacious, 700 square-foot Junior Suite with a living area, 32-inch LCD TV, balcony, air conditioning and ceiling fan, whirlpool inbathroom and separate rain shower, double sink, bidet, and hair dryer. The suite also has a daily restocked minibar with water, sodas and beer; alarm clock with MP3 connector; coffee maker; iron and iron board; laptop-size safe; and wireless Internet access. Occupancy: 3 adults / 4 total Bedding: JRS - 1 king bed or 2 double beds, subject to availability at time of check in Bedding: JDTV - Double bed Bedding: JKTV - King bed * JSO/JDOV/JKOV - Junior Suite Ocean View  Spacious, 700 square-foot Junior Suite with a living area, 32-inch LCD TV, balcony, air conditioning and ceiling fan, whirlpool inbathroom and separate rain shower, double sink, bidet, and hair dryer. The suite also has a daily restocked minibar with water, sodas and beer; alarm clock with MP3 connector; coffee maker; iron and iron board; laptop-size safe; and wireless Internet access. Occupancy: 3 adults / 4 total Bedding: JSO - 1 king or 2 double beds, subject to availability at time of check in Bedding: JDOV - Double bed Bedding: JKOV - King bed Bedding: JDHC - Double bed * JSOF/JDOF/JKOF - Junior Suite Oceanfront  Spacious, 700 square-foot Junior Suite with a living area, 32-inch LCD TV, balcony, air conditioning and ceiling fan, whirlpool inbathroom and separate rain shower, double sink, bidet, and hair dryer. The suite also has a daily restocked minibar with water, sodas and beer; alarm clock with MP3 connector; coffee maker; iron and iron board; laptop-size safe; and wireless Internet access. Occupancy: 3 adults / 4 total Bedding: JSOF - 1 king or 2 double beds, subject to availability at time of check in Bedding: JDOF - Double bed Bedding: JKOF - King bed * FAMST - Family Suite This spacious 1400 square foot suite combines two connecting Junior Suites. Each Junior Suite features a living area, 32-inch LCD TV, balcony, air conditioning, ceiling fan, whirlpool in bathroom and separate rain shower, double sink, bidet, hair dryer, bathrobes, and luxurious bath amenities. The suite also has a daily restocked minibar with water, sodas and beer; alarm clock with MP3 connector; coffee maker; iron and iron board; laptop-size safe; and wireless Internet access. Occupancy: 4 adult max / 4 child max / max of 6 total Bedding: 1 king bed and 2 double beds * JPC/PDOV/PKOV - Preferred Club Suite Ocean View  1-bedroom, 765 square-foot suite with a balcony and exterior whirlpool, 32-inch LCD TV, air conditioning, and ceiling fan. Bathroom has a separate rain shower, double sink, bidet, and hair dryer. Separate living room with sofa, 2 closets, laptop-size safe, 2 phones, alarm clock with MP3 connector, Secret Box for room service, coffee maker, iron and ironing board, wireless Internet access,and daily restocked minibar with water, soda, and beer. Access to the Preferred Club Lounge is also included. Occupancy: 3 adults / 4 total Bedding: JPC - 1 king or 2 double beds, subject to availability at time of check in Bedding: JDOV - Double bed Bedding: JKOV - King bed * PCOF/PDOF/PKOF - Preferred Club Suite Oceanfront  1-bedroom, 765 square-foot suite with a balcony and exterior whirlpool, 32-inch LCD TV, air conditioning, and ceiling fan. Bathroom has a separate rain shower, double sink, bidet, and hair dryer. Separate living room with sofa, 2 closets, laptop-size safe, 2 phones, alarm clock with MP3 connector, Secret Box for room service, coffee maker, iron and ironing board, wireless Internet access,and daily restocked minibar with water, soda, and beer. Access to the Preferred Club Lounge is also included. Occupancy: 3 adults / 4 total Bedding: PCOF - 1 king or 2 double beds, subject to availability at time of check in Bedding: PDOF - Double bed Bedding: PKOF - King bed   **Preferred Club Rooms also include:**   * Personalized check-in and checkout with concierge service & 3 Internet Stations * Preferred status and amenities * Preferred Club Lounge * Upgraded bath amenities * Pillow menu * Complimentary Internet access in room * Complimentary computer access in Club Lounge * Upgraded minibar and room service menu * Daily continental breakfast service in the lounge * Afternoon hot and cold hors d'oeuvres, exquisite desserts, and fine liquor in the lounge * Complimentary newspaper in room every day (English and Spanish)   **Room Details:**   * Adjoining Rooms: Yes, subject to availability at time of check in * Air Conditioning: Yes * Bathroom Amenities: Hair dryer, separate bath/rain shower, whirlpool for 2, robes, and bidet * Balcony / Patio: Yes * Cribs: Yes, subject to availability at no additional cost * Internet Access: Yes, for an additional charge * Iron / Ironing Board: Yes, in room * Kitchen Facilities: No * Non-Smoking Rooms: Yes, subject to availability at time of check in * Rollaway Beds: Yes, subject to availability at no additional cost * Safe Deposit Boxes: Yes, complimentary electronic, laptop-size in-room safe * Smoke Alarm / Sprinklers: Yes * Telephone: Yes * Television / Radio: 32-inch TV LCD / Radio alarm clock with connector for MP3   **Hotel Details:**   * Babysitting Service: Yes, for an additional charge * Check-in / Check-out: 3:00pm / 12:00 noonbath/ * Child Ages: Children 3 years of age and under stay free with adult when using existing bedding * Concierge: Yes * Courtesy Room / Day Room: Yes, subject to availability * Elevators: Yes in each building * Housekeeping Service: Daily * Luggage Check / Storage: Yes * Luggage Porter / Bellhop: Yes * Number of Floors: 4 floors * Other Guest Services: Bellboy service, same-day laundry and dry cleaning, business center, car rental, travel agency, and conference facilities   **Dining/Entertainment**  **Dining Facilities:**   * Cin Cin - Evokes an old Flamenco Cabaret, where white-threaded curtains form waves in the center of the restaurant creating an elegant, romantic atmosphere. Open for dinner only and offers Mediterranean gourmet cuisine. Adults only. Casual elegance dress code. * Carnival International Buffet - Specializes in International cuisine and has an exciting décor and offers an international menu in a casual atmosphere. Open for breakfast, lunch, and dinner. Casual dress code. * Spice - Taste the best in Asian Cuisine, seated beside tranquil fountains and nearby wooden formations around an indoor Zen Garden with 3 Teppanyaki tables, a sushi bar, and Pagoda. Open for dinner. Casual elegance dress code. * Tamarindo - is an invitation to set off on a Mexican journey to delectable delights. The restaurant features a contemporary Mexican decor with silver, white, and Mexican pink colors. Open for dinner. Casual elegance dress code. * Capers - Explore the rich flavors of Italian cuisine in a contemporary Tuscan setting. Open for dinner. Casual elegance dress code. * Mercure - embraces you once entering this serene garden and oceanview, elegant French cuisine restaurant. Open for breakfast and dinner. Casual elegance dress code for dinner. * Castaways - Take a quick break from the pool or beach and replenish your forces with a fresh, delicious sandwich or an energetic meal. Castaways also serve small bites and invigorating drinks at the poolside area with a spectacular ocean view. * Coco Caf'e - opening late 2010 - Premium coffee and deli snacks in a casual and relaxed atmoshpere. Open daily. * Room Service – Yes, 24 hours   **Cocktail Lounges or Bars:**   * Splash Swim-up bar open daily from 10 am to 6 pm * Scores - Located in the upper level of the shopping areas, the Sports & Fun Fun Bar features a casual ambience with 3 LCD flat-panel TVs and 2 pool tables. * Moments Lobby Bar - Conveniently located in the main lobby area, Alisios Lobby Bar serves domestic and select, international drinks, as well as your favorite cocktails. * The Mix - Beach Bar located on the main beach. * The Reef - swim-up bar open daily from 10 am to 6 pm * The Lounge - This VIP lounge is located inside the Preferred Club section, offering premium bar service and snacks in a relaxed, private atmosphere for Preferred Club guests only. The Lounge is the ideal place to read a book,watch TV and relax.   **Entertainment:**   * Live evening and professional entertainment   Reservations are not required at a la carte restaurants. Seating is on first- come first-served basis. Men are required to wear pants and collared shirts when attire is noted as "Casual Elegance".  **Activities**   * Pool: Free-form fresh water pool, towel service, chairs, pool, and swim-up bar, umbrellas on the pool, and wait service at the pool and beach from 10am to 6pm. * Whirlpool: No * Beach: White-sand beach overlooking the Caribbean Sea, beach chairs, wait service for drinks from 10am to 6pm, palm hutts on the beach, towel service, ocean iceberg climbing on the ocean, ocean trampoline. * Watersports: Non motorized watersports: sailing, kayaking, hobbie cats, and use of snorkel equipment. * Spa: For those guests seeking a sanctuary for the senses, Renova Spa offers a sublime atmosphere of pure indulgence combining hydrotherapy and indigenous treatments creating a refreshing, invigorating, and peaceful experience. Whirlpool baths and treatment rooms, a relaxation lounge, sauna, steam room, and private showers are available, as well as pedicures, manicures, facials, and a full-service beauty salon * Fitness Center: Yes, includes treadmills, stationary bikes, elliptical machines, stair climber free weights, and more * Golf: Not at resort, but several are nearby * Tennis: 3 tennis courts, hard courts, lighted. Equipment (racquets and balls are included) * Shopping: 2 boutiques and 1 jewelry shop   **Family Program**   * Child Ages: Children 2 years of age and under stay free with adult when using existing bedding * Children's Activity Program: Explorer's Club for kids with fully supervised children's program with arts and crafts, weekly camp out adventure, and big screen and movies on the beach. Daily activities open from 9:00am - 10:00pm for kids from 3 to 12 years old. All Explorer's Club personnel and babysitters are certified by the Mexican Red Cross. A doctor leads the certification. * Babysitting Service: Yes, Babysitting is separate from the Explorer's Kids Club with an additional cost. * Children's Amenities: Kids pool, euro bungee for children, Explorer's Club, ice climbing on the ocean, ocean trampoline, children's menu at restaurant   **Accessibility**  Details on hotel facilities for the physically challenged are available through our reservations sales staff. All handicap room requests must be processed through our reservations center on a special request basis with the hotels to confirm availability of rooms prior to arrival. Please call for details.  **Handicapped rooms:** Yes **Preconfirmed handicapped rooms:** Yes, request must be sent to hotel prior to arrival **TDD rooms:** No **Wheelchair accessible:** Yes **Wheelchairs available at hotel:** Yes **Handrails in bathroom:** Yes **Roll-in showers:** Yes **Bars in shower/chair:** Yes **Shower lift:** No **Alert Plus - audio/visual alert system:** Yes **Smoke detectors with flashing light:** Yes **Lamps that flash on/off if phone rings:** No **Shake alarms/pillows:** No **Closed-captioned TV:** yes **Braille:** No **Seeing eye dogs allowed:** No  **Policies**   * Minimum check-in age: 18 * Credit Card Deposit Required Upon Check In: Yes   **Other Restrictions:**   * Hotel does not permit spring break groups. Clients creating a disturbance at the resort can and will be removed from the property at their own expense.   **All-Inclusive**  **All-Inclusive Plan Rating:** Full All-Inclusive **All-Inclusive Features Include:**   * Gourmet a la carte dining * No dinner reservations required * 24-hour room and concierge services * Top-shelf premium brands * Unlimited domestic and International beverages * Supervised Kids Club * Live evening and professional entertainment * Non-motorized watersports * An array of daytime activities * Teen activities day and night * World-class spas and fitness centers * Enjoy dinner and live entertainment at the NOW Sapphire Riviera Cancun in Riviera Maya with the new Dine-around program. Dine-around program provides the opportunity to experience the other resorts dining and evening entertainment. Transportation is not included. Please see hotel concierge for more details upon arrival.   **Dining Details:** **Breakfast Options:**   * Carnival - Specializes in International cuisine and has an exciting décor and offers an international buffet menu in a casual atmosphere. * The Lounge (exclusive for Preferred Club guests)   **Lunch Options:**   * Carnival - Specializes in International cuisine and has an exciting décor and offers an international buffet menu in a casual atmosphere. * Castaways - Take a quick break from the pool or beach and replenish your forces with a fresh, delicious sandwich or an energetic meal. Castaways also serve small bites and invigorating drinks at the poolside area with a spectacular ocean view.   **Dinner Options:**   * Zest - Evokes an old Flamenco Cabaret, where white-threaded curtains form waves in the center of the restaurant creating an elegant, romantic atmosphere. Offers Mediterranean gourmet cuisine. Adults only. Casual elegance dress code. * Carnival - Specializes in International cuisine and has an exciting décor and offers an international buffet menu in a casual atmosphere. * Spice - Taste the best in Asian Cuisine, seated beside tranquil fountains around an indoor Zen Garden with 3 Teppanyaki stations, a sushi bar, and Pagoda. Casual elegance dress code. * Tamarindo - Enjoy delectable delights at this restaurant featuring contemporary Mexican decor with silver, white, and Mexican pink colors. Casual elegance dress code. * Capers - Explore the rich flavors of Italian cuisine in a contemporary Tuscan setting. Casual elegance dress code. * Fork - Tranquility embraces you at this serene garden and ocean-view, elegant French cuisine restaurant. Casual elegance dress code.   **Room Service:** Yes, 24 hours, included In-room **Food Options:** No **Restaurant Reservations Required:** No **Dining Restrictions or Limitations:** No **Dining Surcharges:** Yes, Romantic Dinners and Lobster are at an additional cost **Beverage Details:** **Drinks Included:**   * Non-alcoholic soft drinks, juice, coffee, tea, and bottled water * Domestic and imported beer * House wines * Unlimited Domestic and International beverages * Top-shelf premium brands   **In-room Beverage Options:**   * In-room minibar * Soft drinks * Bottled water * Beer   **Beverage Restrictions or Limitations:** No **Beverage Surcharges:** Yes, house wine is included; additional wine is available for a fee **Entertainment Details:** **Daytime Entertainment Options:**   * Animation staff   **Evening Entertainment Options:**   * Nightly shows * State-of-the-art theater * Live music in the Lobby Bar * Night Club with 2 pool tables and DJ music * Karoke nights * Movies on the beach   **Children's Activity Program:** Yes, Explorer's Club for children 3 to 12 and operations hour from 9am to 10pm.   * For details on the Children's Activity Program, please see the Family Program section for this hotel   **Activity Details:** **Daytime Activity Options:**   * Non motorized watersports * Beach volleyball * Tennis * Board games * Aerobics * Stretching * Bicycle tour * Basketball * Beach football * Bingo * Dancing lessons * Tequila tastings * Gym/Fitness Center Evening Activity Options: * Tennis Activity schedule is subject to availability and may change based on weather and other unforeseen situations   **Restrictions or Limitations:** Non-Motorized watersports are not included **Activity Surcharges:** Verify with activities staff upon arrival  **Location/Transportation**  In a protected mangrove park, near the quaint fishing town of Puerto Morelos, in the Mexican state of Quintana Roo.  **Distance from Airport:** 12 miles south of Cancun International Airport. **Distance from Downtown:**   * 22 miles from Playa del Carmen * 20 miles from Cancun   **Distance from Attractions:**   * Xcaret (ecological-archeological theme park) – 26 miles * Playa del Carmen – 22 miles * Xel-ha (freshwater lagoons) – 55 miles * Tulum Archeological site – 61 miles   **Distance from Beach:** On the beach **Local Transportation Options:** Public bus, taxi **Parking:** Complimentary self and valet parking  **Wedding Information**  Available only through the Romance program.   **The complimentary wedding package includes:**   * Service of Justice of the Peace or Minister * Personal wedding coordinator * Wedding ceremony location * Preparation of the wedding dress and grooms tuxedo/suit * Bride’s bouquet * Boutonniere for the groom * Wedding cake and sparkling wine for 10 guests * Romantic turn down service on wedding night * 20% discount on all Spa treatments (product purchases not included) * Honeymoon package * Late check-out for bride and groom (based on availability)   **Hotel restrictions and qualification:**   * To qualify for this complimentary wedding a total of 5 rooms must be booked in any room category for a minimum 3 night stay or arequired room category for 7 nights must be purchased through the Romance program , including the wedding couple’s room. * If the minimum room requirement is not met additional fees will apply for the wedding ceremony. * Details on how to confirm the date, time, and location for your complimentary wedding will be provided to you by a Romance travel specialist after your reservation is confirmed with deposit or final payment.   **Other information:**   * Only ceremonies performed by a Justice of the Peace are legally binding and couples must fulfill the required government documentation prior to the wedding date. Please verify all requirements with the wedding coordinator of the hotel. * Wedding ceremonies performed by a Minister are not legally binding and it is the couple’s responsibility to get married legally in their home country pre/post travel. * Not included is the Justice of the Peace or non-denominational Minister, document arrangements, blood test, document translation fee and any registration fees. Contact hotel for up-to-date listing of costs. * Weddings perform Monday through Saturday only, no Sunday services. * Non hotel guests will be required to purchase day pass to attend ceremony.   **Wedding Packages available for purchase:**  Include the complimentary wedding services plus additional or upgraded services.   * Now to Eternity Wedding Package   For complete details see the Wedding Package information listed under the ‘Activities+More’ tab in the Destination section of our website for this destination.  **Honeymoon/Anniversary Information**  Available only through the Romance program  Honeymoon couples staying at Now Jade Riviera Cancun receive complimentary honeymoon amenities including:   * Fresh fruit in room upon arrival * Bottle of sparkling wine upon arrival * Effective 12/24/11 - Fresh flowers and rose petals in room on day of arrival * Champagne breakfast in bed (reservations required upon check in) * Use of bathrobes and slippers during day * Special turn-down service one evening during stay - Effective thru 12/23/11 * Effective 12/24/11 - Special turn-down service during stay * 15% discount on all spa treatments   **Restrictions apply including:**   * Honeymoon couple must present proof of marriage within the past year upon check in. Wedding certificate, marriage license or copy of your wedding invitation will qualify. * Services are valid per room per stay unless otherwise noted * Services are subject to change or substitution based on availability at the discretion of the hotel * No cash value for unused services   **Construction**   * Year Built: 2008 * Most Recent Renovations: January 2010 - Restaurant redecorations and soft goods in guest rooms   **Good to Know**   * An all-suites resort * The world's second largest coral reef, home to schools of colorful fish, is just 1/3 mile from the beach * 7 gourmet restaurants * 5 bars * Chic atmosphere * Dinner reservations not required * 24-hour all-inclusive * Room service included * Enjoy dinner and live entertainment at the NOW Sapphire Riviera Cancun in Riviera Maya with the new Dine-around program. Dine-around program provides the opportunity to experience the other resorts dining and evening entertainment. Transportation is not included. Please see hotel concierge for more details upon arrival. * Great for families and also recommended for singles and couples * Expansive property requires a lot of walking * Active resort   We strive to maintain the most up-to-date information about hotel properties. However, as hotels may change the information about their properties at any time without notice, we cannot be held responsible for any omissions or errors in this section. | | |