

HOTEL XCARET MEXICO

THE ULTIMATE CLIENT GUIDE

EVERYTHING YOU NEED FOR AN UNFORGETTABLE XCARET EXPERIENCE



MAJESTIC DESTINATION WEDDINGS

What This Guide Will Cover

Hotel Xcaret Mexico

Xcaret

Xplor and Xplor Fuego

Xel-Há

Xoximilco

Xenses

Xenotes

Xailing

Catamaran

Xichén and Tulum

All information is valid as of publication in May 2026 and is subject to change. Some activities may not be operating at the time of your visit. All prices are listed in USD unless otherwise specified. Please confirm schedules, prices, and any essential details directly with the resort or parks. We assume no responsibility for inaccurate or outdated information.

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Airport Transportation

Your stay includes shared round-trip transportation service from the Cancun airport (CUN) and the Tulum airport (TQO) to Hotel Xcaret Mexico.

Cancun Airport Arrivals

After passing immigration and collecting your luggage, proceed OUTSIDE the airport terminal and look for resort staff who will be holding a sign that says 'Hoteles Xcaret.' They will show you to the Xcaret lounge, where you will check in and can have non-alcoholic drinks and snacks while waiting for the Hotel Xcaret shuttle to arrive. If you have private transfers arranged with a third-party company, you can proceed directly to your transfer upon leaving the terminal. The Xcaret transportation operates every 30 minutes from 9:00 a.m. through 5:00 p.m. and every 60 minutes from 5:00 p.m. through 9:00 a.m.

Cancun Airport Departures

You must visit the concierge desk at least 24 hours prior to departure, by 7:00 p.m. at the latest, to register for your transfer back to the airport. Transportation operates every 30 minutes from 9:00 a.m. through 5:00 p.m. and every 60 minutes from 5:00 p.m. through 9:00 a.m.

Tulum Airport

The Tulum airport does not have an Xcaret lounge or buses waiting upon arrival. If you are flying into the Tulum airport, please contact me or email the resort ahead of time to make transfer reservations at dxguestservice@hotelxcaret.com.

Hotel Xcaret Mexico

Hotel Xcaret Mexico is an All-Fun Inclusive™ family-friendly resort that embraces and showcases the best of the Mexican and Mayan cultures. It has 1,800 suites and is divided.

into 10 buildings called Casas:

Viento, Tierra, Espiral, Agua (18+),

Fuego (18+), Luna, Vida, Sol, Eclipse (18+), and Cielo.



Things You Need to Know

What to bring

- If your children are under age 12, keep a photo of their passports on your phone in case you need to verify their ages for reduced pricing on extra-cost activities.
- If your children have a different last name from yours, bring documentation showing your familial relationship.

Arrival and departure

- After passing immigration and collecting your luggage, proceed OUTSIDE the airport terminal and look for resort staff holding a sign that says 'Hoteles Xcaret.'
- You will be shown to the Xcaret lounge, where you can check in and enjoy non-alcoholic drinks and snacks while waiting for the Hotel Xcaret shuttle.
- If you arranged private transfers through a third-party company, proceed directly to your transfer after leaving the terminal.
- Xcaret transportation operates every 30 minutes from 9:00 a.m. to 5:00 p.m. and every 60 minutes from 5:00 p.m. to 9:00 a.m. Continued on the next page.

Things You Need to Know

Arrival and departure

- At the Xcaret airport lounge, you will learn which lobby to use for check-in.
- The airport-to-resort bus provides drinks, restrooms, and occasionally spotty Wi-Fi.
- Airport buses depart from the hotel lobbies, not from La Xentral bus station.
- The hotel requires a 4,000 MXN room deposit.
- Arrange your airport return transportation with the concierge at least 24 hours before departure and no later than 7:00 p.m.
- The concierge recommends leaving five hours before an international flight. You may change the pickup time at your own risk.

At the resort

- Replacing a lost bracelet, which serves as your room key and park pass, costs 8,000 MXN.
- Look for official Xcaret photo locations throughout the resort.
- Download the app for restaurant, park, and show information.
- Life jackets are readily available and required in the rivers; sizes extend through XXL. Continued on the next page.

Things You Need to Know

- Reserve kayaks and paddleboards first thing in the morning. Reservations are offered in 30-minute blocks, with four double and four single kayaks available.
- Drink service is available at the river but not at the beach.
- The kids' club is first-come, first-served. You may not leave the resort while your children are in the club.
- Water refill stations are available throughout the resort, and reusable water bottles are provided.
- Confirm restaurant and park reservation requirements and operating hours with Guest Services or the concierge.
- A timeshare presentation may be offered as a welcome breakfast. You may decline it and visit the concierge or Guest Services with questions instead.
- Mercado offers a seafood-focused buffet on Friday nights. Continued on the next page.

Things You Need to Know

Getting around

- An underground shuttle connects the original and new sections. One pickup point is behind Xpiral, and the other is near Costero restaurant.
- The fifth floor provides a shaded walkway connecting all Casas and both lobbies. Cancellation and no-show fees.
- Cancel scheduled tour, park, and restaurant reservations at least 24 hours in advance. Otherwise, a \$25 USD per-person fee may apply.
- The Teatro del Río no-show fee is 630 MXN.
- Ha' and Sunday Brunch charge 100% of the cost for no-shows or late cancellations.

Parks and tours

- Order room-service breakfast the night before a park visit for morning delivery.
- You can bike from the resort to some parks.
- You can take a boat to Xcaret Park.

Amenities for Kids & Families

Club Xiquillos

- Kids club for kids ages 4 to 12.
- Crafts, board games, activities, LEGO building, face painting and more.
- Located between Casa Viento and Casa Agua behind Chibali restaurant.
- First come, first served.
- Open 9:00 a.m. to 10:00 p.m. daily.
- You can't leave the resort while your kids are in the kids club.

Club Xiipal

- Shared space for all ages.
- Ping pong, billiards, air hockey, board games, movie lounge and snack station.
- Located between Casa Viento and Casa Agua, behind Chibali restaurant.

Amenities for Kids & Families

Lunateca NEW

- A soft play library for kids with games.
- Focused on ages 0 to 5.
- Open 24 hours.
- Parents MUST stay with their children.
- Families with older children may be asked to leave.
- Located in Casa Luna.

Xiquit Inn NEW

- Children's activities with a pretend hotel for kids to play in.
- ONLY for ages 5 to 9.
- 9:00 a.m. to 9:00 p.m.
- Staffed from 11:00 a.m. to 7:00 p.m.
- Parents MUST stay with their children.
- Shoes must be removed upon entry.
- Food and beverages are not allowed.
- Ball pits max height is 4'6" and maximum weight of 40 lbs.
- Staff can provide a passport stamp book for kids to stamp at each activity.
- Located in Casa Luna.

Amenities for Kids & Families

Water Slides

Bigger slides NEW

- Open at 9:00 a.m. daily and close at the hotel's discretion.
- No footwear of any kind is allowed.
- No life jackets, cameras, phones, inflatable toys, fins, goggles, glasses, jewelry, or any other object can be on your person.
- Kids under 18 must be approved by an adult with them.
- Minimum height = 48".
- Maximum weight = 300 lbs.
- Minimum weight = 99 lbs.
- Located at Casa Vida.

Smaller slides NEW

- Located at Casa Luna.

Octopus slide

- Located at Casa Viento.

Amenities for Kids & Families

La Maquinitas Bar

- Open 10:00 a.m. to 10:00 p.m.
- Family bar with arcade games, pool table, air hockey.
- Located in Casa Vida.

Muluk Family Spa NEW

- 17 massage cabins.
- Massages only for guests 18+.
- Kids 6+ can do parts of the hydrotherapy and get manicures and pedicures and facials (with supervision).
- Guests can enter the river directly from the spa.
- Located in Casa Agua.

Amenities for Teens

La Paxangueria NEW

- Nightclub for teens ages 13 to 17 only.
- Open 8:00 p.m. to 1:00 a.m.
- No adults allowed.
- Located in Casa Sol.

Dixtrito 1317 NEW

- Arcade games, wrestling, urban art, interactive activities.
- 24 hours.
- Exclusively for teens.
- Located in Casa Sol.



Additional Amenities

Xinema NEW

- Food Trucks.
- Open 24 hours.
- Self service.
- Mexican street food and snacks.
- Opens to a large pool.
- Movie theatre at night with movie snacks.
- Located by Casa Vida.

Xupes Nightclub NEW

- Open 10:00 p.m. to 4:00 a.m.
- Luxury DJ nightclub for adults.
- Located in Casa Cielo.
- Taco stand outside open until 4:00 a.m.

Tennis and Paddle

- Paddle court and tennis court.
- Located in Casa Agua section.

Restaurants

Chibali

- Family-friendly restaurant, with milkshakes and candy bar.
- Breakfast - buffet.
- Lunch - à la carte.
- Open for breakfast and lunch only.
- No reservations required.

Bio

- Vegan and vegetarian menu.
- Open for breakfast and lunch only.
- No reservations required.

La Cantina Los Faroles

- Oaxacan cuisine.
- Open for dinner only.
- Serves tacos once it turns into a club (after 11:00 p.m.).
- No reservations required.

Restaurants

Costero NEW

- Veracruz cuisine.
- Live happenings.
- Open for breakfast, lunch, and dinner.
- No reservations required.

Mercado: Buffet

- Open for breakfast, lunch, and dinner.
- No reservations required.

La Trajinera

- Seafood.
- Open for breakfast, lunch, and dinner.
- No reservations required.

Las Playas NEW

- Comfort food.
- Open for breakfast, lunch, and dinner.
- No reservations required.

Restaurants

La Xentral: Mexican Buffet NEW

- Open for breakfast (continental and buffet), lunch and dinner.
- No reservations required.

Xinema NEW

- Food Trucks.
- Open 24 hours.
- Open for breakfast, lunch, and dinner, and snacks outside those times.
- Mexican street food and snacks.
- No reservations required.

Tacos Pava Jarla NEW

- Taco shop outside the nightclub.
- Open until 4:00 a.m.
- No reservations required.

Restaurants

Xin Gao

- Four dining experiences: Asian Fusion, Tatami, Sushi Bar, and Teppanyaki tables.
- Open for dinner only; reservations are required.

Teatro del Río: Dinner and Show

- Five-course dinner and show (two hours).
- Caribbean Show: Monday, Wednesday, and Friday.
- México Olé Show: Tuesday, Thursday, and Saturday.
- A no-show fee of 630 MXN per person applies.
- Reservations are required.

Fuego

- Italian-Mexican fusion cuisine.
- Adults only (18+).
- Included for Casa Fuego guests and adults staying in Junior, Master, and Presidential Suites.
- Other adult guests may dine for an additional fee of 1,900 MXN per person.
- Open for breakfast, lunch, and dinner.
- Dinner reservations are required.

To make reservations, please contact me or email dxguestservice@hotelxcaret.com no later than 30 days before arrival.

Restaurants

Las Cuevas

- Mexican Steak House style with assisted buffet.
- Open for dinner only (Mon-Sat); reservations required.

Arriba Baja NEW

- Baja California cuisine.
- Guests 12+ only.
- Open for breakfast, lunch, and dinner.
- Reservations required for dinner only.

Tama-Mon NEW

- Asian cuisine.
- 4 different experiences to choose from: Sushi train, Teppanyaki, Mongolian Grill and Dim Sum, Ramen bar.
- Open for dinner only; reservations required.

La Silla NEW

- Nuevo León cuisine.
- All dishes served family style.
- Open for dinner only; reservations required.

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Restaurants

Monarca NEW

- Michoacán cuisine.
- Open for dinner only; reservations required.

Azul Nogada NEW

- Puebla cuisine.
- Private dining room for up to 16 (extra fee).
- Open for dinner only; reservations required.

Chi NEW

- Yucatán cuisine.
- À la carte with live happenings.
- Private dining room for an extra fee (850 MXN per person, with a 12-person minimum).
- Open for breakfast, lunch, and dinner.
- Reservations required for dinner only.

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Restaurants

Sunday Brunch at Las Cuevas

- Upscale buffet experience with entertainment.
- Additional cost: 4,500 MXN per adult and 2,000 MXN per child ages 6-12.
- A no-show penalty equal to 100% of the cost applies.
- Included at no charge for guests in the Fuego building and in Junior, Master, and Presidential Suites at Hotel Xcaret Mexico.
- Included for Hotel Xcaret Arte guests staying in Casa de los Artistas categories and above after 3:00 p.m.; earlier access costs extra.
- Reservations are required.

Ha'

- Eight-course tasting menu with a wine pairing for each course.
- Beverages beyond the included wine pairing cost extra.
- Adults only (18+).
- Cost with wine pairing: 4,200 MXN per person.
- Cost without wine pairing: 3,250 MXN per person.
- A no-show penalty equal to 100% of the cost applies.
- Open for dinner only; reservations are required.

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Snacks

Lobby Bar

- Located in the original section lobby.
- Barista coffee service from 7:00 a.m. to 11:00 p.m.
- Coffee stand near the check-in area with service from 7:00 a.m. to 10:00 a.m. (ready-made coffee, cookies, bread).

El Xorbete NEW

- Ice cream and sorbets, coffee, snacks, and marquesitas.

Cafeteca NEW

- Located near the new lobby.
- Coffee shop (grab and go), snacks and desserts.

Bars

There are many pool, rooftop, and lobby bars throughout the resort. Here are a few notable options.

Cantina Los Faroles

- Open from 6:00 p.m. to 4:00 a.m.
- The top floor is adults-only.

Las Maquinitas NEW

- Open from 10:00 a.m. to 10:00 p.m.

Salón Flamingo NEW

- Open from 10:00 a.m. to 3:00 a.m.

La Paxangueria NEW

- Open from 8:00 p.m. to 1:00 a.m.
- Nightclub for teens.

Xupes NEW

- Open from 10:00 p.m. to 4:00 a.m.
- DJ nightclub for adults.

Xcaret Parks & Tours

Xcaret parks and tours include Xcaret, Xplor, Xel-Há, Xoximilco, Xenses, Xenotes, Xichén, Xailing, and Catamaran. These immersive experiences highlight the best of nature, culture, and adventure in the Mexican Caribbean.



Pricing Information

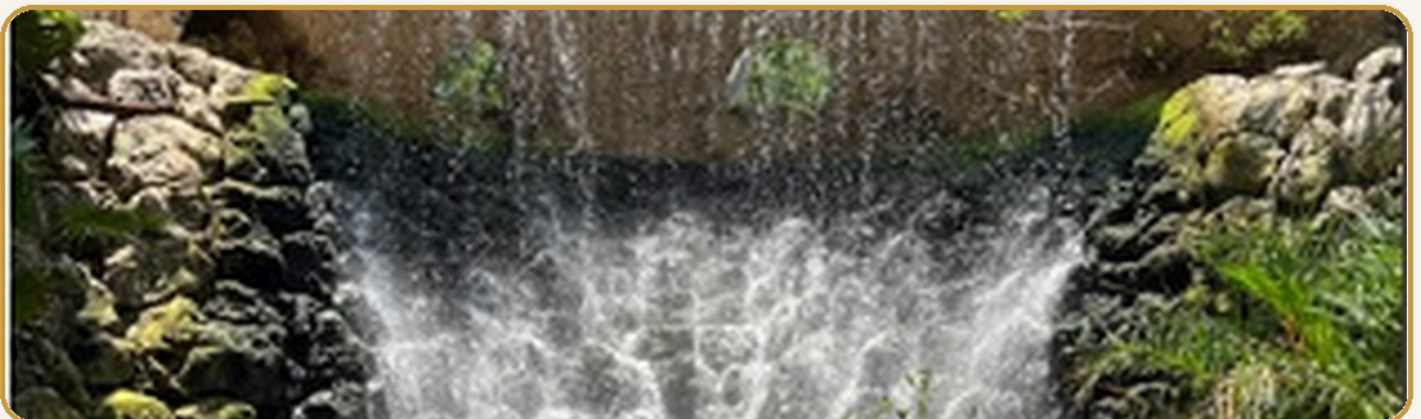
All parks and tours are included with your stay. Chichén Itzá and Tulum have small surcharges, as noted in this guide.

Photo Pass

- Pricing depends on the number of guests and parks.
- Purchase in advance; prices are higher at the parks.

Extra-cost activities

- These typically include animal encounters and motorized water sports.
- Book them at the resort's excursion desk or directly at the park.



General Tips

- The minimum age is 5 for Xplor, Xplor Fuego, Xenses, and Xoximilco.
- The minimum age is 6 for Xenotes.
- Xcaret, Xel-Há, Xichén, and Tulum-Xel-Há do not have a minimum age.
- Individual activities may have separate age, height, and weight requirements.
- Bring a chest- or helmet-mounted GoPro, an underwater camera, or a waterproof phone lanyard.
- Water shoes are essential at all parks.
- Bring towels to parks where they are not included.
- Use only biodegradable sunscreen and bug spray.
- Wear a bathing suit and bring a change of clothes; you may get dirty, wet, or muddy.
- Plan ahead; larger parks may require more than one day to experience everything.
- Download the Xcaret Parks app.
- Confirm all pickup times after arrival because schedules may change.

Xcaret Park

Xcaret Park is an eco-archaeological theme park blending nature, culture, archaeology, and adventure. Explore underground rivers, Maya ruins, wildlife, traditional Mexican performances, and more than 50 natural and cultural attractions.

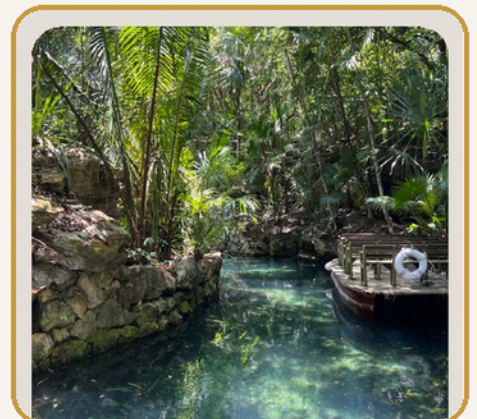
Location: Playa del Carmen on the Hotel Xcaret campus.

Hours: 8:30 a.m. to 10:30 p.m. daily.

Ages: All ages.

Getting there: Shuttles depart from Hotel Xcaret Mexico every 25 minutes beginning at 8:30 a.m.

Reservations: Not required.



Xcaret Park

Some of the included activities:

Cultural activities

- Bridge to Paradise Cemetery.
- Mayan Village.
- Horse Exhibition.
- Mexican Folk Art Museum.
- Pre-Hispanic performances.
- Papantla Flyers.
- Archaeological sites.
- Hacienda Henequenera.
- México Espectacular show.

Nature lovers

- Coral Reef Aquarium.
- Aviary.
- Wildlife.
- Museum of Orchids and Bromeliads.
- Jaguar Island.
- Butterfly Pavilion.
- Sea turtles.
- Underground rivers.
- Manatee Lagoon.
- Tropical Jungle Trail.
- Aquatic Paradise.
- Paradise River.

Special events

- Festival of Life and Death Traditions.
- Xcaret Posadas.
- Sacred Mayan Journey.

Xcaret Park

Optional activities (extra cost):

Cultural activities

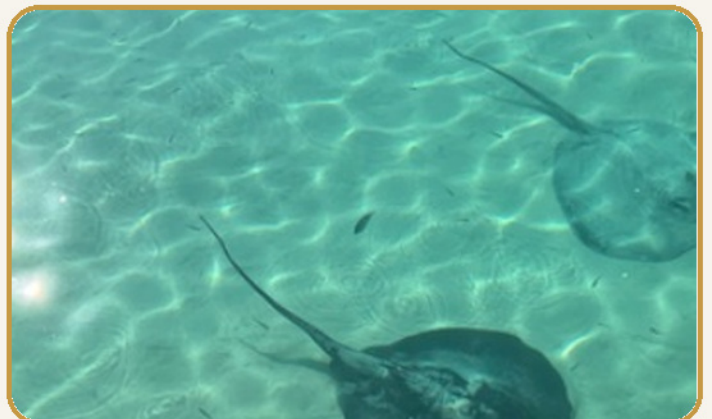
- México Espectacular dinner, VIP seating, and reserved seating; regular show access is included.
- Wine pairing at the Xcaret wine cellar.
- Temazcal.
- Xpa Xcaret.

Nature lovers

- Adventure Kids.
- Swim with dolphins: Interax, Primax, and Ride Sharks.
- Stingray Encounter and Stingray Sea Trek.
- Sea Trek.
- Snuba Reef and Family.
- Snorkelling tour.

Adventure seekers

- Adrenalina.
- Paraxute.



Xcaret Park Tips

- Plan out what you want to do before you go, or when you first arrive. There's so much to see and do; if you don't plan, you will miss a lot of it.
- Shows and events are during the day at specific times, so if you want to see them, make sure to plan around them.
- Stay for/go back for the evening show.
- Save water activities for the end of the day so you don't need to worry about sunscreen and wet clothes.
- Bring a reusable water bottle - they have stations to fill up around the park.



Xplor & Xplor Fuego

Xplor is an adventure park where visitors can zip-line through the jungle, drive amphibious vehicles through caves, swim in underground rivers, and more. Xplor Fuego is the nighttime version, featuring adventures illuminated by torches and fire.

Location: Playa del Carmen on the Hotel Xcaret campus.

Hours: Monday-Saturday; Xplor, 8:30 a.m. to 5:00 p.m.; Xplor Fuego, 5:30 p.m. to 10:30 p.m.

Ages: 5+.

Getting there: Shuttles depart every 25 minutes, beginning at 10:30 a.m. for Xplor and 5:30 p.m. for Xplor Fuego.

Reservations: Not required.



Xplor & Xplor Fuego

Included activities:

- Zip-lining.
- Amphibious vehicles.
- Underground river rafting.
- Underground river swimming.
- Hammock Splash.
- Underground Expedition.
- Toboganxote water slide.

Differences between Xplor and Xplor Fuego:

- Zip-lines: Two circuits operate during the day; one operates at night.
- ATVs: Multiple courses operate during the day; one longer course operates at night.
- The nighttime menu is different.
- The rafting course is shorter at night.
- Photos are more difficult to take at night.



Xplor & Xplor Fuego Tips

- Bring towels - they don't offer them there.
- Xplor is an all-inclusive park; you get unlimited access to buffet restaurants.
- Most people do the zip lines first. The line is usually longer and it takes a while to get the flow going of people going from tower to tower. Try one of the other activities first. In the afternoon the lines are usually shorter.
- They have electronic signs that show wait times for the different activities, so pick whichever has the shortest line up.
- There is NO alcohol at this park.
- Regarding Toboganxote: depending on combined weight, you may have to ride with others not in your group. No cell phones or GoPros are allowed on the slide. The climb up is very intense. You can enjoy the wave pool at the end without having to go down the slide.
- Guests can stay at Xplor when it changes over to Fuego but all of the attractions stop between 4:45 and 5:30 p.m.

Xel-Há

Xel-Há is a natural water park known for its lagoon, where visitors can snorkel among tropical fish, float down lazy rivers, and enjoy a variety of water activities.

Location: Between Akumal and Tulum, approximately 40 minutes from Hotel Xcaret Mexico.

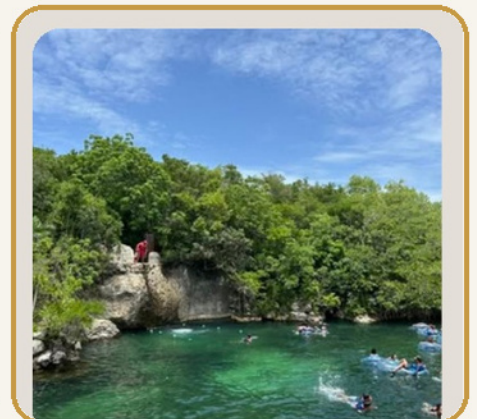
Hours: 8:30 a.m. to 6:00 p.m. daily.

Ages: All ages.

Getting there: Pickup from Hotel Xcaret Mexico is at 9:15 a.m.; estimated return is 6:30 p.m.

Reservations: Required.

To make reservations, please contact me or email dxguestservice@hotelxcaret.com no later than 30 days before arrival.



Xel-Há

Included activities:

- Scenic Lighthouse.
- Snorkel Xel-Há.
- River Tour.
- Children's World.
- Ixchel Grotto and El Dorado Cave.
- Chacah's Garden.
- Cenotes.
- Floating Bridge.
- Bike ride.
- Xel-Há Nursery.
- Melipona.
- Queen Conch Sanctuary.

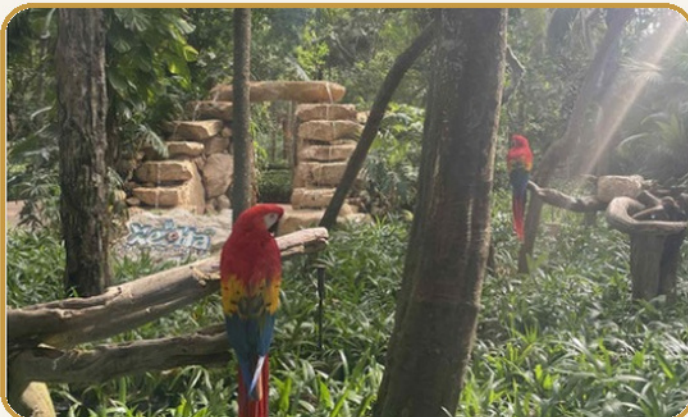
Optional activities (additional cost):

- Sea Trek Discover.
- Adrenalina Xel-Há.
- Snuba Cenote or Caleta.
- Power Xnorkel.
- Zip-Bike.
- Manatee encounter.
- Spa.
- Stingray encounter.
- Swim with dolphins.



Xel-Há Tips

- The park is all-inclusive (food and drinks) with optional activities for an additional cost.
- You will receive a mask, snorkel and fins as well as towels to use at the park.
- Go on water slides/tower first as lines get long.
- Snorkel toward the flags; those are the best spots to see fish.
- This park is a good place to teach kids to snorkel as the water is relatively calm.
- Height restrictions are strictly enforced.



Xoximilco

Xoximilco celebrates Mexican culture with a lively floating fiesta featuring traditional music, food, and drinks aboard colorful trajinera boats.

Location: Near the airport and Puerto Morelos, approximately 40 minutes from Hotel Xcaret Mexico.

Hours: 7:00 p.m. to 11:00 p.m., Monday-Saturday.

Ages: 5+.

Getting there: Pickup from Hotel Xcaret Mexico is at 6:20 p.m.; estimated return is 12:30 a.m.

Reservations: Required.

To make reservations, please contact me or email dxguestservice@hotelxcaret.com no later than 30 days before arrival.



Xoximilco

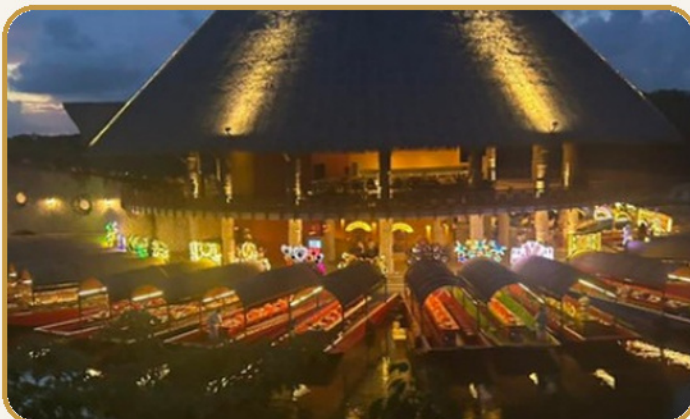
Experience

- This is modelled after the real Xoximilco, which is a World Heritage site in Mexico City.
- You will board a colourful gondola and experience Mexican culture, customs and traditions through music, dance, games and food.
- Dinner, dessert, and an open bar are included on the gondola.
- There is a personable host who guides you and helps everyone relax and have a good time.
- Each gondola holds approximately 20 people.



Xoximilco Tips

- Apply bug spray before you go as it can be super buggy. They also have some on board.
- Wear pants/closed-toe shoes if possible.
- Let them know about dietary requirements when you check in or ahead of time (children's menu, vegetarian, etc.).
- Go with a large group, it's more fun that way!
- Come with an open mind and palate - try different foods like crickets and dried fish!
- You may want to eat an actual meal before you leave the resort because the meal at Xoximilco is small.



Xenses

Xenses is a sensory adventure park that plays with perception through optical illusions, mind-bending activities, and immersive natural settings designed to awaken all the senses.

Location: Playa del Carmen/Hotel Xcaret campus.

Hours: Monday to Saturday 9:00 a.m. to 5:00 p.m.

Ages: 5+

Getting there: Pick up from Hotel Xcaret Mexico at 9:00 a.m. or 2:00 p.m.

Reservations: Required (see Xenses Park Tips for details).

To make reservations, please contact me or email dxguestservice@hotelxcaret.com no later than 30 days before arrival.



Xenses

Included activities:

Way of Dwarfs and Giants

A path that changes your sense of scale, making you feel like a giant and then too small to reach anything.

Xensatorium

A pitch-black cave where you walk through different ecosystems using touch, temperature, sound, and smell.

The Eden

A tranquil setting with waterfalls, tropical plants, vivid macaws, and flamingos.

Riverlaxing

Float down a relaxing salt river and enjoy the warm water.

Labyrinth of Underground Arteries

Explore underground caves featuring rock formations, tree roots, and cenotes.

The Heartbeat

A large red heart that you can touch, feel, and hear.

Xenses

Included activities:

Bird Flight

A zip-line experience where you lie on your stomach in a bird suit.

Slip

A super-fast slide that ends in a pool of water.

Town

A replica pueblo where you cannot tell whether you are walking uphill or downhill. It includes houses, hotels, a church, shops, bars, bakeries, and more.

Sludgerie

Cover yourself in a special mud mixture designed to cleanse the body and mind.

Xítric Garden

A beautiful garden where you can stop for lemonade.



Xenses Tips

- Reservations are officially requested for Xenses, but they are not always enforced in practice. If you reserve, arrive for your 9:00 a.m. or 2:00 p.m. shuttle to avoid being marked as a no-show and charged.
- Guests can generally take the Xenses shuttle throughout the day; reservations mainly help estimate attendance.
- Xenses is a half-day park with a snack shop, but no full-service restaurant. Food costs extra.
- The experience is designed to bring out the playful side in everyone.
- Two activity paths include 50 different scenarios.
- Food is not included.
- Bring a towel.

Xenotes

Xenotes is a guided adventure through four types of cenotes, combining swimming, kayaking, rappelling, and zip-lining in the heart of the Maya jungle.

Location: Ruta de los Cenotes, approximately 40 minutes from Hotel Xcaret Mexico.

Hours: Monday-Saturday.

Ages: 6+.

Getting there: Pickup from Hotel Xcaret Mexico is at 8:50 a.m.; estimated return is 5:30 p.m.

Reservations: Required.

Included activities:

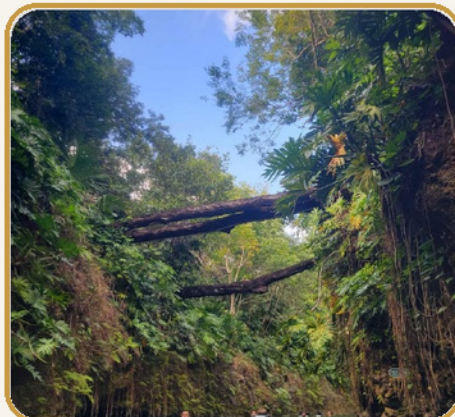
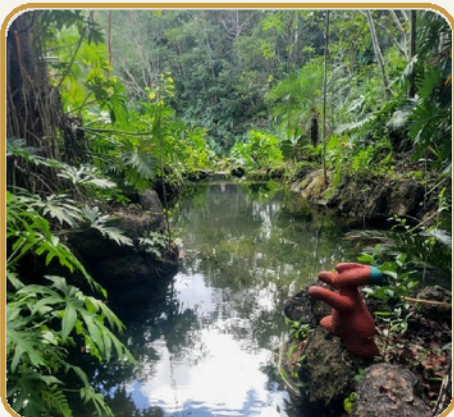
- Assisted rappelling into Lu'um, a cavern cenote.
- Zip-lines and cliff jumps at K'áak', an open cenote, and Iik, an ancient cenote.
- Kayaking through Ha', a semi-open cenote.
- Exploration swimming in Ha', a semi-open cenote.

To make reservations, please contact me or email dxguestservice@hotelxcaret.com no later than 30 days before arrival.



Xenotes Tour Tips

- Visit all four types of cenotes: semi-open, open, cavern, and ancient.
- Transportation is included; you cannot travel there independently.
- Drinks, fruit, a jungle picnic lunch, and towels are included.
- Zip-line participants must be at least 4 feet 6 inches tall and weigh at least 88 lbs.



General Tour Information

Xichén Deluxe, Tulum-Xel-Há, Xailing: Isla Mujeres, Xailing: Cozumel, and Catamaran Light.

- Tours are open to all ages.
- Tours last approximately 12 hours.
- Round-trip transportation from Hotel Xcaret Mexico is included.
- Transportation is generally provided by a large coach bus; some luxury vans may be used.
- A bottle of water is included at archaeological sites.
- Archaeological tours are led by certified bilingual guides.
- Some tours have small additional costs, as noted in this guide.
- All tours require reservations.

To make reservations, please contact me or email dxguestservice@hotelxcaret.com no later than 30 days before arrival.

Xichén Deluxe

Location: Approximately 2.5 hours from Hotel Xcaret Mexico.

Hours: Monday-Saturday.

Ages: All ages.

Getting there: Pickup is at 7:15 a.m.; estimated return is 8:30 p.m.

Reservations: Required.

Cost: \$33 USD per person.

Tour inclusions:

- Admission to Chichén Itzá.
- Certified guided tour and free time.
- Visit to Santuario Tsukan Cenote.
- Soft drinks, water, and beer.
- Refreshing towel.
- Light gourmet breakfast aboard the bus.
- Time to explore Valladolid's main square.
- Buffet of Yucatán specialties in Valladolid.

Tulum & Xel-Há

Location: Approximately one hour from Hotel Xcaret Mexico.

Hours: Monday-Sunday.

Ages: All ages.

Getting there: Pickup is at 7:15 a.m.; estimated return is 6:30 p.m.

Reservations: Required.

Cost: \$26 USD per person.

Tour inclusions:

At Tulum

- Admission, a guided tour of the Tulum archaeological site, and free time.

At Xel-Há

- Admission to Xel-Há beginning at 12:00 p.m.
- Unlimited snorkelling, Scenic Lighthouse, World of Adventure, Children's Playground, and jungle hikes.
- Unlimited food and drinks.



Xailing: Isla Mujeres

Xcaret Xailing operates an official ferry between Cancún and Isla Mujeres, departing from the Cancún Hotel Zone. This tour includes transportation to and from the terminal, plus the ferry crossing.

Location: Approximately 1.5 hours from Hotel Xcaret Mexico.

Hours: Ferries depart hourly from 9:00 a.m. to 7:00 p.m. on Monday, Wednesday, Friday, and Sunday.

Ages: All ages.

Getting there: Pickup is at 9:30 a.m.; estimated return is 8:00 p.m.

Reservations: Required.

Additional information:

- Departs from El Embarcadero Isla Mujeres in Cancún.
- Open ticket.
- You may arrange a taxi or private transfer if your plans do not align with the resort's scheduled pickup and drop-off times.



Xailing: Cozumel

Xcaret Xailing operates an official ferry between Playa del Carmen and Cozumel. This tour includes transportation to and from the terminal, plus the ferry crossing.

Location: Approximately 20 minutes from Hotel Xcaret Mexico.

Hours: Ferries depart every 30-60 minutes from 7:30 a.m. to 9:30 p.m. on Tuesday, Thursday, and Saturday.

Ages: All ages.

Getting there: Pickup is at 10:25 a.m.; estimated return is 7:30 p.m.

Reservations: Required.

Additional information:

- Departs from the Playa del Carmen Maritime Terminal.
- Open ticket.
- You may arrange a taxi or private transfer if your plans do not align with the resort's scheduled pickup and drop-off times.



Catamaran Light

Catamaran Light by Xcaret offers a sailing experience along the Mexican Caribbean coast, with snorkelling, an open bar, and leisure time aboard. Round-trip transportation to the terminal is included.

Location: Departs from Cancún for Isla Mujeres.

Hours: Monday, Wednesday, Friday, and Sunday.

Ages: All ages.

Getting there: Pickup is at 9:30 a.m.; estimated return is 8:00 p.m.

Reservations: Required.



Catamaran Light

Tour information:

- Round-trip transportation from Hotel Xcaret Mexico to the Cancún Hotel Zone.
- Round-trip catamaran ride between Cancún and Isla Mujeres.
- Certified crew aboard the catamaran.
- Reef snorkelling tour.
- Snorkelling gear and a full-face mask.
- Open bar aboard.
- Boxed lunch.
- Leisure time on Isla Mujeres.
- Access to the Cancún Scenic Tower near the Isla Mujeres pier.

Return option

You may return to Cancún by ferry instead of catamaran if you want more time on Isla Mujeres. Be on time for the scheduled return transportation to the hotel. If you take a later ferry, the included hotel transfer will no longer be available.



Enjoy Your Trip

ENJOY YOUR TRIP!

Wishing you an unforgettable Xcaret experience.

