

Royal Palms Resort and Spa is excited to welcome you back. Every member of our team has chosen the career of hospitality because they truly enjoy finding ways to create extraordinary, unforgettable experiences. Before your arrival, we want you to be aware of our updated [safety](#) standards and current mask policy.

**Please Let Us Know If You Would Like:**

- **To opt in to daily housekeeping services during your stay.**
- **To make a reservation for our restaurant T-Cook's.**
- **To reserve a Cabana or Daybed for a day during you stay.**
- **Assistance with spa reservations. Short term bookings may not be available.**

For more information, please read below or contact us directly through the text line at 602-833-0227 if you have any questions or would prefer text correspondence to email.

Here are various updates on a number of hotel services and operations:

**Arrivals & Departures**

If you will be parking a car, convenient self-parking and valet parking are available; team members and signage will guide you. A parking permit will be provided for self-parking. Overnight self-parking is \$18.00 per night. Valet parking is at \$33.00 per night.

If you have the World of Hyatt App on your phone, you may use it to check in and go straight to your room with mobile entry access.

You may check out on-line, on your guestroom TV, on the World of Hyatt App, or at the front desk.

**Housekeeping**

At this time, we appreciate our guests may prefer the opportunity to limit potential contact points with others in their space. As such, Royal Palms Resort and Spa is adjusting to **provide service only at your request**. Please note that **periodic safety and wellbeing checks in guestrooms will still occur**. **Should you prefer for our staff to conduct daily cleaning service, please share your preferences upon arrival and we will schedule accordingly.**

Guest room mini bars have been replaced with a personalized snack and beverage menu that can be viewed on guest room TVs and conveniently delivered to your room. You are welcome to utilize the fridge for personal storage. If you need the items to be refrigerated at a certain degree, please let us know and we will be happy to bring an additional refrigerator to the room.

Menus and other printed material have been moved to our hotel directory on your TV for guest safety.

**Dining**

**T. Cook's** is available for dine-in, carryout or delivery service for breakfast and lunch Monday through Friday, brunch Saturday and Sunday and dinner daily; contact us or check on-line for available dates and times. **Please let us know if we may assist you with a reservation.** You may also make reservations on-line at <https://www.royalpalmsotel.com/tcooks/>.

Poolside **Cabana Café** is also open for refreshing cocktails and appetizers from 10am-5pm daily. The **pool** is open 8am to 10pm. Guests will not be able to leave personal items on the chaise loungers to reserve them. Pool access is for registered guests only. Cabanas and daybeds are available for

rent. **Please let us know if we may help reserve either for you. Please note, short term bookings may not be available.**

To dine in the comfort of your room, **In-Room Dining** is available from 7:30am – 9:30pm. The menu can be viewed on your guest room TV or by texting “Menu” to 602-833-0227

**MixUp Bar** will be open serving cocktails and snacks from 2pm until 10pm daily. Join us for Happy Hour Monday- Friday from 4pm-6pm and Sunday 2pm-10pm. **Live Music every Friday and Saturday** from 6pm-9pm. Become a spirit expert with demonstrations led by our resident Mixologist at Mix-Up Bar + Lounge. Please schedule with the Front Desk.

### **Wellness**

Online reservations are available for custom massages, facials and nail services. For those looking for more, allow us to assist you in preparing a personalized spa ritual for the day. Plan an immersive experience customized just for you to ensure the most restorative experience possible. All complete with indoor and outdoor relaxation areas and pool access.

**Alvadora Spa** is open from 9:00am-5:00pm, **Thursday through Sunday and 9:00am to 2:00pm Monday**. Please call 602-977-6400 or click [here](#) to book your spa experience. **Please note appointments have to be booked a week to two weeks in advance as our spa experiences high demand.** All Spa guests are still required to wear face coverings

Our two-level **fitness center** is available for guest use. Guests staying at the resort will also have access to assorted **personal training equipment** that can be delivered to their rooms.

Additionally, **wellness on demand** is available on your guestroom TV, including fitness videos from **Exhale** and meditations from **Headspace**.

**Complimentary bike rentals** are available at the front desk for in house guests.

**Complimentary yoga classes are offered Fridays, Saturdays, and Sunday at 9am, mats provided. Please meet at the spa by 8:55am to participate. Individual yoga and tai chi classes** are bookable by appointment at \$100 per session. To ensure availability, please contact us at least 1 day prior to your preferred date.

Additionally, we are happy to provide recommendations for our favorite **hiking and jogging paths** as well as **adventure trips**. We also have **bean bag toss, badminton and bocce games** available for pickup from the front desk.

We want you to feel confident in the care we are providing, and we want to reiterate that your safety and wellbeing remain our highest priority.

If you have any questions about your reservation or our offerings, please contact us directly by phone at 602-283-1234, via text at 602-833-0227, or via email at [Reservations@royalpalmsotel.com](mailto:Reservations@royalpalmsotel.com)

From your room, you may reach the front desk at extension 0.

**Evgenia Williamson** | Director of Operations

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NAMED CONDÉ NAST TRAVELER'S FAVORITE HOTEL IN ARIZONA: GOLD LIST 2017



*Our facility is proud to be recognized for cleaning and disinfecting to a higher standard to keep our space clean and safe for occupancy.*  
Learn more at [gbac.org/info](https://gbac.org/info)



Direct replies to me and Evgenia

Sent through 6/3/21

Welcome Emails