



RIVIERA MAYA

AN ALL-INCLUSIVE EXPERIENCE

Hard Rock Hotel Riviera Maya – Room Descriptions

870 rooms

Deluxe Gold – Consider this room your all-access pass to club awesome. So kick things off in style and never look back with one king bed or two double beds.

- Hydro spa tub
- Private bath with shower
- Balcony with hammock
- Liquor Dispenser
- Mini bar with soda, bottled water, juice & domestic beer
- LCD TV with satellite
- Purified water
- Rock Spa® bath amenities
- Bathrobes & slippers
- Digital safe (laptop size)
- Individually controlled A/C
- Coffee maker
- Direct dial telephone
- Bluetooth-enabled wireless alarm clock radio
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour roomservice
- Turndown service

View: Garden View. 482 sq. ft.

Deluxe Gold King – One king bed. Max occupancy for room with king bed: two guests, plus one child (0-12 years) in a crib or rollaway.

Deluxe Gold Double – Two double beds. Max occupancy: 4 guests including children.

Deluxe Gold - PURE® – All the regular Deluxe Gold awesomeness with the addition of the PURE® standard. PURE® Hypo-Allergenic Rooms are designed to provide a better night's sleep for all guests, especially allergy sufferers. In addition to our usual cleaning protocol, our PURE rooms undergo an additional seven-step process intended to reduce airborne particles and minimize the presence of potential irritants. This process includes installation of a state-of-the-art air purification system and treatment of all coverings and surfaces in the guest room. All PURE rooms are installed and maintained on an ongoing basis by PURE Solutions.

The Pure® Promise

- **SHOCK TREATMENT** This advanced shock treatment destroys nearly all of the mold and bacteria in every nook and cranny of the room.
- **HYPOALLERGENIC ENCASMENT FOR MATTRESS & PILLOW** Soft, breathable micro-fiber coverings to allow for a more restful sleep.
- **ALL SURFACES SPECIALLY TREATED** Upholstery and all soft surfaces are deep cleaned with a patented Pure® clean solution.
- **AIR PURIFICATION SYSTEM** State-of-the-art system proven to kill 98% to 100% of bacteria and viruses.
- **PURESHIELD** This bacteriostatic barrier applied to all room surfaces makes it nearly impossible for bacteria and viruses to survive.

- **DEEPCLEAN AIR-HANDLING UNIT** A Pure® treated air conditioning unit along with air clean filters results in healthier air circulating. Coils are deep cleaned and disinfected using PURE's advanced treatment.
- **PURE TEA TREE OIL CARTRIDGE** Tea tree oil cartridge is installed into the air-handling unit to maintain sanitized conditions.

Deluxe Platinum Double – Consider this room your all-access pass to club awesome. So kick things off in style and never look back with two double beds.

- Hydro spa tub
- Private bath with shower
- Balcony with hammock
- Liquor Dispenser
- Mini bar with soda, bottled water, juice & domestic beer
- LCD TV with satellite
- Purified water
- Rock Spa® bath amenities
- Bathrobes & slippers
- Digital safe (laptop size)
- Individually controlled A/C
- Coffee maker
- Direct dial telephone
- Bluetooth-enabled wireless alarm clock radio
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour roomservice
- Turndown service

View: Partial ocean view. 482 sq. ft. Max occupancy: up to 4 guests including children.

Rock Royalty Level – Deluxe Platinum – You are now all-inclusive Royalty. Kick off your shoes and relax in paradise with your own Personal Assistant. Enjoy your vacation in a king bed or two double beds.

- Rock Royalty Personal Assistant (7am – 11pm)
- Ironing Service (2 items per person/per stay)
- Upgraded full-size Rock Spa® bath products
- Express luggage delivery
- Complimentary Shoe Shine
- Welcome Petit Fours
- Aromatherapy and Pillow Menu
- Spa Tub Preparation (with 24-hours notice)
- Personal Assistance with reservations (on and off property)
- Priority Reservations to picks® and wax® program
- Complimentary 25-minute couple's massage at the Rock Spa®
- VIP Check-in
- Late checkout available (until 3pm – available upon request)
- Complimentary beach bag (1 per room/per stay)
- Rock Royalty check-out service - (Personal Assistant will help review account and assist in express check-out)
- Priority booking for bali beds (\$)
- Hydro spa tub
- Private bath with shower
- Balcony with hammock in most rooms
- Premium Liquor Dispenser – Absolut, Bacardi White, Johnny Walker Black Label, Jose Cuervo Especial
- Mini bar with soda, bottled water, juice, domestic beer and snacks
- LCD TV with satellite
- Purified water
- Plush Bathrobes & slippers
- Sleeping mask
- Loofah Sponge
- Digital safe (laptop size)
- Individually controlled A/C
- Espresso machine
- Direct dial telephone
- Bluetooth-enabled wireless alarm clock radio
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour roomservice
- Turndown service nightly

(\$) indicates additional cost – not part of the all-inclusive experience

View: Partial Ocean View. 482 sq. ft.

Rock Royalty Level– Deluxe Platinum King – One king bed. Max occupancy: 2 guests including children ages 0-12.

Rock Royalty Level - Deluxe Platinum Double – Two double beds. Max occupancy: 4 guests including children.

Deluxe Diamond – One king bed. Hard Rock is more than a vacation — it's a lifestyle. And to prove it, we've packed these legendary digs with non-stop extras and no-limit luxury.

- Hydro spa tub
- Private bath with shower
- Balcony with hammock
- Liquor dispenser with premium brands
- Mini bar with soda, bottled water, juice & domestic beer
- LCD TV with satellite
- Purified water
- Rock Spa® bath amenities
- Bathrobes & slippers
- Digital safe (laptop size)
- Individually controlled A/C
- Espresso/American coffee maker
- Direct dial telephone
- Aromatherapy and Pillow Menu
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour roomservice
- Turndown service
- Complimentary beach bag (1 per room, per stay)
- CD/DVD Player (available upon request)
- Bluetooth-enabled wireless alarm clock radio
- Nightly courtesy service
- Private check-in area
- Late check-out (subject to availability)

View: Ideal location, close to main facilities. Max occupancy: 2 adults. 482 sq. ft.

Deluxe Family (2 br) – Swap the minivan for the tour van, buckle up, and go for a ride straight to the front row of paradise with world-class extras including two connecting rooms, one with a king bed, the other with two double beds.

- Hydro spa tub in each room
- 2 full private baths with shower
- Balcony with hammock
- Liquor Dispenser in adult's room
- Adult Mini bar with soda, bottled water, juice & domestic beer
- Kid friendly mini bar with juices, soda and chocolate milk
- LCD TV with satellite
- Purified water
- Rock Spa® bath amenities
- L'Oreal Kids bath amenities
- Adult bathrobes & slippers
- Digital safe (laptop size)
- Individually controlled A/C
- Coffee maker
- Direct dial telephone
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour roomservice
- Turndown service
- Bluetooth-enabled wireless alarm clock radio
- Xbox 360, with a selection of DVD's & Xbox games available upon request
- Kids beach toys
- Candies and cookies upon arrival
- Complimentary mini cake for birthdays (available upon request)

View: Garden or resort view. Minimum occupancy 3 adults. Max Occupancy: 6 guests including children and infants. 964 sq. ft.

Deluxe Platinum – Sky Terrace (1br) – One king bed. Let's amp things up and blow some minds with unparalleled access to the things in life that rock. Step up and enjoy.

- Private bath with shower
- Balcony with hammock
- Access to a private 2nd floor sky terrace with lounge chairs and hydro spa tub
- Liquor dispenser
- Mini bar with soda, bottled water, juice & domestic beer
- LCD TV with satellite
- Purified water
- Rock Spa® bath amenities
- Bathrobes & slippers
- Digital safe (laptop size)
- Individually controlled A/C
- Coffee maker
- Direct dial telephone
- Bluetooth-enabled wireless alarm clock radio
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour roomservice
- Turndown service

View: Best view available. Max occupancy: Two Adults and one child age 12 and under.

Deluxe Platinum – Sky Terrace (2 br) – Two connecting rooms: one room with a king bed and a second room with two double beds. We packed this crowd pleaser with everything your entourage needs live it up and rock the show in style. Enjoy!

- Hydro spa tub in room with double beds
- 2 private bathrooms with showers
- Access to a private 2nd floor sky terrace with lounge chairs, hydro spa tub, and a half bathroom.
- Balcony with hammock
- Liquor Dispenser
- Mini bar with soda, bottled water, juice & domestic beer
- LCD TV with satellite
- Purified water
- Rock Spa® bath amenities
- Bathrobes & slippers
- Digital safe (laptop size)
- Individually controlled A/C
- Coffee maker
- Direct dial telephone
- Bluetooth-enabled wireless alarm clock radio
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour roomservice
- Turndown service

View: Best view available. Max Occupancy: Up to 6 guests, including children and infants. 1,928 sq. ft. included the 2 rooms and terrace.

Rock Suite Platinum – (2 br) – This suite plays to a packed house every night and nails the gig every time. Unleash your inner icon and enjoy this two bedroom Rock Suite with one room with a king bed, and a second room with two double beds. Don't forget the living and dining room areas to top off your stay.

- Hydro spa tub in each room
- 2 full private bathrooms with showers
- 1 half bathroom
- Oversized private balcony with hammock and lounge chairs
- Liquor dispenser
- Mini bar with soda, bottled water, juice & domestic beer
- LCD TV with satellite
- Purified water
- Rock Spa® bath amenities
- Bathrobes & slippers
- Digital safe (laptop size)
- Individually controlled A/C
- Espresso/American coffee maker

- Direct dial telephone
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour room service
- Turndown service
- Welcome Petit Fours
- Aromatherapy and Pillow Menu
- CD/DVD Player (available upon request)
- Complimentary beach bag (1 per room/per stay)
- Bluetooth-enabled wireless alarm clock radio

View: Ocean front view. Max Occupancy: 6 guests including children and infants. 2,583 sq. ft.

Rock Suite Platinum – Rooftop Lounge (2 br)– Two bedroom suite equipped with a dining and living room area. Feel that? That’s a feeling only a suite like this could deliver. And don’t worry — it never fades. Not when you surround yourself with non-stop luxury at every turn. Go big and enjoy.

- Hydro spa tub in each room
- 2 full private bathrooms with showers
- Private balcony with hammock
- Sky terrace with a hydro spa tub, table with chairs and a half bathroom
- Liquor dispenser
- Mini bar with soda, bottled water, juice & domestic beer
- LCD TV with satellite
- Purified water
- Rock Spa® bath amenities
- Bathrobes & slippers
- Digital safe (laptop size)
- Individually controlled A/C
- Espresso/American coffee maker
- Direct dial telephone
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour room service
- Turndown service
- Welcome Petit Fours
- Aromatherapy and Pillow Menu
- CD/DVD Player (available upon request)
- Bluetooth-enabled wireless alarm clock radio
- Complimentary beach bag (1 per room, per stay)

View: Ocean front view. Max Occupancy: 6 guests including children and infants. 5,166 sq. ft. including terrace.

Rock Star Suite– Two bedroom suite, one room with a king bed, and a second room with two double beds. All of your Rock Royalty Level amenities are already included in this room category so you may rock on– my highness.

From the moment you open the door you see this suite is different; you are greeted by a custom gold and silver mirrored horse sculpture and hooded rock throne seating. The Rock Star suite’s design inspiration was of a ‘modern day Hacienda’, complete with high-end local elements and is adorned with memorabilia from Fergie.

The suite’s main room has custom furnishings including a built in diamond-padded leather and crystal banquette, custom dining table that flips to play billiards and no dining room is complete without a bar area. The living room is outfitted with a half bath and a unique leather multi-seating group that is illuminated with custom lighting fixtures.

The master bedroom is total rock star with its custom armoire, raw-cut stone hydro spa tub and live edge wood headboard. The full bathroom with its shower is extra large and is tiled in stunning yellow glass tile.

The second bedroom is outfitted with two double beds, a full bathroom and stunning views.

The suite is topped off with a full Terrace area with Great Ocean views from sunrise to sunset. The terrace is outfitted with a large hot tub, outdoor shower, custom dining set, a half bathroom, hammocks, chaise lounge and day bed seating options.

- Rock Royalty Personal Assistant (7am – 11pm)
- Ironing Service (2 items per person/per stay)
- Upgraded full-size Rock Spa® bath products
- Express luggage delivery
- Complimentary Shoe Shine
- Welcome Petit Fours
- Aromatherapy and Pillow Menu
- Spa Tub Preparation (with 24-hours notice)
- Personal Assistance with reservations (on and off property)
- Priority Reservations to picks® and wax® program
- Complimentary 25-minute couple's massage at the RockSpa®
- VIP Check-in
- Late checkout available (until 3pm – available upon request)
- Complimentary beach bag (1 per room/per stay)
- Rock Royalty check-out service - (Personal Assistant helps review the guest account at check-out)
- Priority booking for bali beds (\$)
- Premium Liquor Dispenser – Absolut, Bacardi White, Johnny Walker Black Label, Jose Cuervo Especial
- Mini bar with soda, bottled water, juice, domestic beer and snacks
- LCD TV with satellite
- Purified water
- Plush Bathrobes & slippers
- Sleeping Mask
- Loofah Sponge
- Digital safe (laptop size)
- Individually controlled A/C
- Espresso/American coffee maker
- Direct dial telephone
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour roomservice
- Turndown service
- XBOX or Blu-ray player (available upon request)
- Bluetooth-enabled wireless alarm clock radio

View: Ocean Front View. Max Occupancy: Up to 6 guests including children and infants. 4,991.60 sq. ft (includes terrace area).

Accessible Rooms at Hard Rock Hotel Riviera Maya – Hacienda Section

To accommodate our guests with wheelchairs or mobility disabilities, we have ramps throughout our hotel as well as our beach access areas. This includes reception/bar areas, restaurants, pool area, convention center, and there are elevators located in all buildings and lobbies. Disability toilets are available at all restaurants, lobbies, pool areas, and the convention center.

We have a total of 8 accessible rooms in the Deluxe Gold room category – 4 rooms on each side of the hotel (Heaven and Hacienda section).

Accessible Rooms Include:

- Wheelchair accessible light switches
- King size bed
- Door widths are 90 cm (includes bathroom door)
- Extra floor space to for wheelchair (there are no hydro spa tubs in these rooms)
- Bathroom sink height is 65 cm for wheelchair access
- Bathroom has toilet, bath and shower support rails
- Roll-in shower
- Bed height varies from 50-60 cm with a 6-inch space under the bed to fit a hoist.

*Wheelchairs are not included but are available for rent by contacting Public Relation/Concierge.