

SERVICE CHART — IN SUITE EXPERIENCE

	AI Accommodations		Royallon Suites & Villas		
	Standar	DC/SC	Presidential Director Suites	Chairman Producer & CHIC mansion	OWB/ OWS
Welcome signature mixologist cocktail in cart			✓	✓	✓
Welcome bottle of sparkling wine (In-suite)		✓	✓		
Branded bottle of champagne (In-suite)				✓	✓
Welcome bottle of red wine		✓	✓	✓	✓
Welcome bottle of white wine			✓	✓	✓
Fill wine fridge with bottles (if fridge is applicable)			✓	✓	✓
Fruit basket upon arrival		✓	✓	✓	✓
Daily refresh fruit plate				✓	✓
Welcome letter		✓	✓		
In-Room welcome letter handwritten signed by GM				✓	✓
One Premium Spirit Bottle		✓	✓	✓	✓
Premium Top-Shelf spirits (Four)			✓	✓	✓
White label coffee machine with coffee pods		✓	✓		
Nespresso branded machines and coffee pods				✓	✓
In-room tea set y kettle					✓
Room fragrance (NO NEED TO REQUEST)				✓	✓
Full toiletries amenities		✓	✓		
Luxury branded bath amenity dispensers				✓	✓
Pillow menu		✓	✓	✓	✓
Beach bag		✓	✓	✓	✓
Beach hats					✓
Bath Robe	✓				
Bath robe Premium (microfiber)		✓	✓	✓	✓
Slippers	✓	✓	✓	✓	✓
2 sets of snorkeling gear in room					✓
Sunscreen upon request				✓	✓
Eye shields for tanning upon request				✓	✓

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	Standar	DC/SC	Presidential Director Suites	Chairman Producer & CHIC mansion	OWB/ OWS
Complimentary Polo Shirts with logo of Villas and Suites				✓	✓
Complimentary laundry service				✓	✓
Basic products that the guest might have forgotten such as cellphone chargers, tweezers, floss, etc., available upon request (Forgot it Card)					✓
Selected room fragrance to take home		✓	✓	✓	✓
Bath salts				✓	✓
Tub and hammock set up by butler					✓
In-Room branded yoga mats				✓	✓
Cleaning service twice a day					✓
Turn down service execution with chocolate		✓	✓		
Turn down service execution with fresh mignardises				✓	✓
Upgraded room service menu		✓	✓	✓	✓
All restaurants available for Room Service (if open)				✓	✓
Daily A la carte breakfast service and set up				✓	✓
Daily in-room lunch service (A la carte)					✓
Daily dinner set up (A la carte)					✓
Alexa voice activated system for in-room lights, music and curtains					✓
Chromecast available*				✓	✓
IPTV –differentiated activities menu for Diamond Club & Star Class		✓	✓	✓	✓

SERVICE CHART ——— FOOD & BEVERAGES

	AI Accommodations		Royalton Suites & Villas		
	Standar	DC/SC	Presidential Director Suites	Chairman Producer & CHIC mansion	OWB/ OWS
Top tier spirits at Lounge		✓	✓	✓	✓
Appetizers at Lounge		✓	✓	✓	✓
Private and upgraded breakfast experience		✓	✓	✓	✓
Pool area appetizers / amuse bouche		✓	✓	✓	✓
Enhanced mini bar items		✓	✓	✓	✓
Twice daily refreshed in suite minibar				✓	✓
Pellegrino and Fiji water				✓	✓
Complimentary Dinner at C/X or upgraded dinner experience (Once per stay, Mise en Place from all inclusive)			✓	✓	✓
Daily fresh juices available					✓
Mixology service on call to the room					✓

SERVICE CHART ——— AREAS

	AI Accommodations		Royalton Suites & Villas		
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Diamond Club Lounge Access		✓	✓	✓	✓
Diamond Club Beach		✓	✓	✓	✓
Diamond Club Pool		✓	✓	✓	✓

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At least once during their stay, the General Manager will personally introduce himself/ herself					✓
Complimentary "Beach Cabana" o " Whirlpool cabana" service Once during the stay				✓	✓
Early Check in / Late Check Out subject to availability			✓	✓	✓
Airport pick up. Butler welcomes guests at the airport and escorts them to the hotel					✓
Check-in at the car. Butler performs check-in after picking up guests at the airport					✓
Butler performs check-in at the chairman suite				✓	
Express Check Out – done night before				✓	✓
Special signage for Diamond Club		✓	✓	✓	✓
Dedicated Royalton FIT / PUMPED activities		✓	✓	✓	✓
Private fitness session at room upon request (Yoga instructor)				✓	✓
Butler Service		✓	✓	✓	✓
24/7 Butler Service				✓	✓
Two Butlers assigned				✓	✓
Instant messaging with Butler		✓	✓	✓	✓
Hassle free dining	✓	✓	✓	✓	✓
Butler-managed priority dining		✓	✓	✓	✓
Post departure automated email			✓	✓	✓
One hour of hydrotherapy access per stay		✓	✓		
One hour of hydrotherapy access daily				✓	✓
20% off spa services		✓	✓	✓	✓
Golf cart shuttle service available upon demand					✓
Daily reservation of sun loungers at the beach				✓	✓
Airport fast track + VIP lounge access at airport for departure					✓
Roundtrip transfer					✓