

# SERVICE CHART — IN SUITE EXPERIENCE

	All-inclusive accommodations		Royallon Suites & Villas		
	Standard rooms	Diamond Club™ and Star Class	Presidential and Director Suites	Chairman and Producer Suites, CHIC mansion	Chairman Overwater suites
Welcome Signature Cocktail			✓	✓	✓
Welcome bottle of sparkling wine		✓	✓		
Bottle of Champagne in-suite				✓	✓
Welcome bottle of red wine		✓	✓	✓	✓
Welcome bottle of white wine			✓	✓	✓
Wine cooler (in rooms where available), stocked with bottles			✓	✓	✓
Welcome fresh fruit plate upon arrival		✓	✓	✓	✓
Daily refresh fruit plate				✓	✓
In-room welcome letter		✓	✓		
In-Room welcome letter handwritten and signed by the General Manager				✓	✓
Selection of fine liquors		✓	✓	✓	✓
Coffee machine with specialty coffee pods		✓	✓	✓	
Premium Top-Shelf Spirits of choice				✓	✓
In-room tea set y kettle					✓
Nespresso machines and coffee pods					✓
Room fragrance selection				✓	✓
Luxury bath amenities	✓	✓	✓		
Exclusive bath amenities by Germaine de Cappucini				✓	✓
Pillow menu		✓	✓	✓	✓
Complimentary beach bag		✓	✓	✓	✓
Complimentary beach hats					✓
Bath Robes	✓				
Premium bath robes		✓	✓	✓	✓
Slippers	✓	✓	✓	✓	✓
2 sets of snorkeling gear in-suite					✓

# SERVICE CHART — IN SUITE EXPERIENCE

	All-inclusive accommodations		Royalton Suites & Villas		
	Standard rooms	Diamond Club™ and Star Class	Presidential and Director Suites	Chairman and Producer Suites. CHIC mansion	Chairman Overwater suites
Sunscreen upon request				✓	✓
Eye shields for tanning upon request				✓	✓
Complimentary Royalton Suites & Villas polo shirts				✓	✓
Complimentary laundry service				✓	✓
Basic products that the guest might have forgotten such as cellphone charges, tweezers, floss, etc available upon request					✓
Selected Room Fragrance to take home		✓	✓	✓	✓
Bath Salts				✓	✓
Tub and hammock set up by butler					✓
In-Room yoga mats				✓	✓
Cleaning service twice a day				✓	✓
Evening turndown service with a touch of chocolate		✓	✓		
Evening turndown service with fresh mignardises				✓	✓
Curated welcome snack				✓	✓
Daily Snack Menu (11:00 am – 3:00 pm)				✓	✓
Upgraded room service menu		✓	✓	✓	✓
Room Service available from all open restaurants				✓	✓
Daily A la Carte Breakfast Service and Set up				✓	✓
Daily In-Room Lunch Service (À la carte with daily options)					✓
Daily Dinner Set up (À la carte with daily options)					✓
Chromecast available				✓	✓
IPTV featuring exclusive activities menu for Diamond Club™ & Star Class™		✓	✓	✓	✓

## SERVICE CHART — FOOD & BEVERAGES

	All-inclusive accommodations		Royalton Suites & Villas		
	Standard rooms	Diamond Club™ and Star Class	Presidential and Director Suites	Chairman and Producer Suites, CHIC mansion	Chairman Overwater suites
Top tier spirits at Lounge		✓	✓	✓	✓
Appetizers at Lounge		✓	✓	✓	✓
Private and upgraded breakfast experience		✓	✓	✓	✓
Poolside appetizers and amuse-bouche		✓	✓	✓	✓
Enhanced mini bar items		✓	✓	✓	✓
Twice daily refreshed in suite minibar				✓	✓
Selection of premium waters				✓	✓
Complimentary upgraded dinner experience in a dedicated venue. Options vary depending on availability			✓	✓	✓
Daily fresh juices available					✓
Mixology Service on call to the suite					✓

## SERVICE CHART — AREAS

	All-inclusive accommodations		Royalton Suites & Villas		
	Standard rooms	Diamond Club™ and Star Class	Presidential and Director Suites	Chairman and Producer Suites, CHIC mansion	Chairman Overwater suites
Diamond Club™ Lounge Access		✓	✓	✓	✓
Diamond Club™ Beach		✓	✓	✓	✓
Diamond Club™ Pool		✓	✓	✓	✓

# SERVICE CHART — ADDITIONAL EXPERIENCES

	All-inclusive accommodations		Royalton Suites & Villas		
	Standard rooms	Diamond Club™ and Star Class	Presidential and Director Suites	Chairman and Producer Suites, CHIC mansion	Chairman Overwater suites
The General Manager makes a personal introduction to guests during their stay				✓	✓
A complimentary Beach Cabana or Whirlpool Cabana experience is included during the stay				✓	✓
Early check-in and late check-out (subject to availability)			✓	✓	✓
Convenient Express Check-Out prepared the evening prior				✓	✓
Personalized fitness and training sessions		✓	✓	✓	✓
Butler Service		✓	✓	✓	✓
Two Butlers assigned				✓	✓
24/7 Butler Service				✓	✓
Instant messaging with Butler		✓	✓	✓	✓
Hassle free dining	✓	✓	✓	✓	✓
Butler-managed priority dining		✓	✓	✓	✓
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's or Producer's suite				✓	
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				✓	✓
Roundtrip transfer					✓