



SERVICES DIRECTORY

LOS CABOS

SERVICES DIRECTORY

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WELCOME LETTER FROM GENERAL MANAGER

Dear Guest,

It is a great pleasure to welcome you to Zadún, a Ritz-Carlton Reserve!

I am delighted that you have chosen to spend your time with us. The striking design of Zadún, the desert and the sea, with 115 suites and elegantly decorated villas located gently on the natural slopes of the earth, create the ultimate luxury of the desert. As a true oasis of relaxation and well-being, Zadún a Ritz-Carlton Reserve offers one of the destinations most exclusive spas, with a variety of locally inspired personalized treatments. The property is also home to a collection of Ritz-Carlton Residences. Located along the Sea of Cortez and built within the steppes of the desert landscape, Zadún, a Ritz-Carlton Reserve, is inspired by the surrounding dunes, where the land is intact and transformation can occur overnight.

Guests at Los Cabos reserve undergo something similar, and change experiences and impressions that they will carry with them their entire lives.

I hope you enjoy the stay with us,

Best regards

Sandra Estornell
General Manager
Zadún, a Ritz-Carlton Reserve

RESERVE SERVICES

AIRPORT TRANSPORTATION

Zadún is conveniently located 35 minutes away from the Los Cabos International Airport. Our private vehicles invite you to continue living the Ritz-Carlton Reserve experience, even at the airport. We will be delighted to comfortably drive you to and from your designated terminal. For any inquiries please contact your Tosoani.

AUTOMATIC TELLER MACHINE

For your convenience an ATM is located in our Lobby Area next to the Cultural Lounge.

BABY-SITTING

Certified babysitters are available to assist you in looking after the younger ones in the family. For any inquiries please contact your Tosoani.

BELL SERVICE

We will be pleased to organize all your luggage needs throughout your stay. If you require to arrange pick-up, drop-off or storage of your belongings, please contact your Tosoani.

BICYCLES

Taking a stroll on one of our bicycles is a fine way to discover the natural landscaping of Zadún. For availability or any inquiries, please contact your Tosoani.

BUSINESS NEEDS

The Ladies and Gentleman at the Front Desk may assist you with any of your business needs including fax transmission, photocopying, e-mail and printing services.

CULTURAL LOUNGE

A unique spot to unwind your mind with our tasteful collection of books, a board game or simply embracing the view. You may also stop by every morning between 6:30AM-11:00AM to enjoy our savory and refreshing selection of takeaway delicacies.

CREDIT CARDS

Zadún, a Ritz-Carlton Reserve accepts Visa, Master Card, and American Express

COURIER SERVICES

Worldwide delivery services may be arranged through your stay. All shipping services are subject to your local Customs rules and regulations, therefore we strongly recommend to verify the details with your Tosoani.

CURRENCY

The Mexican Peso (MXN) is the official currency in Mexico, however most local businesses and services accept US Dollars as a form of payment in cash.

DEPARTURE TIME

Departure time is at 12:00 noon, nonetheless if you wish to extend your time with us, please contact your Tosoani on the day of your departure, every effort will be made to accommodate your request.

DRESS CODE

Our Reserve has the following dress codes according to the location and time of the day:

Swimwear Welcome: Bathing suits are allowed when worn with a t-shirt or polo for the gentlemen, and a dress or cover-up for the ladies.

Casual Informal: Dress shorts, polos, long or short-sleeved shirts, skirts, dresses and dress sandals are allowed.

Casual Elegant: Trousers or dress shorts, long or short-sleeved shirts, polos, and closed shoes for the gentlemen. Pants, dresses, and dress shoes for the ladies. Beachwear and sportswear, sleeveless shirts and sandals are not allowed.

ELECTRICITY

As it is in the United States, the electric current in Mexico is 127v with a frequency of 60Hz. Should you need an adaptor or converter please contact your Tosoani.

EMERGENCIES

Please dial the operator at extension 0 (zero) for any immediate assistance.

FAX

The Reserve's facsimile number is +52-624-172-9001. Incoming faxes will be delivered to your accommodation upon receipt. Should you require to send a fax throughout your stay, please contact your Tosoani. A nominal fee may apply for the outgoing fax transmission service.

FITNESS CENTER

Our Fitness Center is open 24 hours and is equipped with a powerful range of treadmills, elliptical machines, recumbent and stationary bikes. A wide variety of wellness classes are available that match a diverse level of fitness and disciplines. For the ultimate fitness experience, our elite personal trainers are delighted to craft a detailed and tailored program for you.

FLORIST

Our authentic floral specialist and their tasteful collection of hand-picked arrangements are the perfect gesture for any occasion. For any inquiries, please contact your Tosoani.

HONOR BAR

Defined as exquisitely unique, the unparalleled selection in our private bars accentuates the Mexican local flavors. Special requirements and preferences allow us to tailor your bar to perfection, your Tosoani will be pleased to take note on all of them.

GOLF

Puerto Los Cabos Golf Course is only a few minutes away from our Reserve, and this 27-hole golf resort, features three distinct courses designed by two of the sport's most legendary figures, Greg Norman and Jack Nicklaus. Amazingly, all of the 27 holes at Puerto Los Cabos offer expansive panoramic views of the coastline and the Sea of Cortez.

ICE SERVICE

Ice will be refreshed daily in your accommodation. Nevertheless, should you require any additional assistance you may contact your Tosoani.

INTERNET ACCESS

Wi-Fi and High-speed internet access are available throughout the Reserve.

LAUNDRY AND DRY CLEANING

For laundry and dry cleaning services, the appropriate form is located in your closet and we kindly ask you to include it in the provided bag with your clothing. Otherwise, your Tosoani will be delighted to arrange this service for you. Additionally, an iron and ironing board are also located in your closet for your convenience.

LOST AND FOUND

In the event that any personal belongings are misplaced, our Ladies and Gentlemen will be pleased to assist you.

MEDICAL SERVICES

Medical services are prepared to provide their assistance anytime during your stay. Please contact our Operator by dialing 0 (zero).

NEWSPAPERS

You can access over 2000 full-content, newspapers and magazines using the mobile app PressReader which may be downloaded on your mobile device. For any further assistance please contact your Tosoani.

PARKING

Complimentary valet and parking services are available throughout your stay.

PETS

Zadún warmly welcomes those beloved canine family members travelling along with you. Our exclusive selection of amenities will allow your pups to enjoy a natural and engaging experience at our Reserve.

POSTAGE STAMPS

For your convenience posting stamps are available at our Reserve. For any inquiries, please contact your Tosoani.

POOLS

Zadún offers both a family and adults-only swimming pool, where our ladies and gentlemen invite you to enjoy the unique and tasteful creations of our culinary experts while admiring the breathtaking views of the Sea of Cortez. Our Private Cabanas are the perfect fit for those who seek an exclusive and unique experience by the water. For any availability inquiries, please contact your Tosoani.

SAFE DEPOSITS

For your convenience, a private safe is located in your villa's closet, we kindly ask you to ensure that it is properly secured before leaving your accommodation. Additionally, we have conveniently allocated safe deposit boxes in our Lobby area. You may request access to these boxes directly at the Front Office.

SHOPPING

Our "Casa Sueños" boutique shop located in the main lobby, offers a one-of-a-kind collection of jewelry, footwear, and authentic handicrafts of Mexico's most preeminent and recognized artists. In "La Tiendita" located next to the pool, guests may find a refined selection of beach and fashion apparel, footwear and accessories for men, women, and children.

SMOKING AREAS

Our Reserve encourages a smoke-free environment, therefore we have carefully selected the following areas: The terrace in every suite, the terrace at Candil and all beach areas.

SPECIAL CELEBRATIONS

A unique collection of venues are available at our Reserve for any special event needs that may occur throughout your stay at Zadún. For any inquiries, please contact your Tosoani.

TIME ZONE

San Jose del Cabo is located in the Mexican Pacific Standard Time (GMT -7)

TOSOANIS

Our Tosoani service is the enliven representation of their name: The dream watcher of dreams. Their expertise will guide you through a range of experiences, their craftsmanship embodies the passion behind the Mexican Culture, and their creativity will inspire a unique and authentic stay for every guest. Amongst their services we include: packing and unpacking services, itinerary planification, reservation arrangements, and making even the impossible wishes come true.

TRANSPORTATION SERVICES

There are several alternatives when exploring the area. The Reserve's own private vehicles are available for those who seek for an immersive experience through the guidance and insight of our chauffeurs. A variety of rental car and taxi services are also offered around the area, for further information please contact your Tosoani.

TRAVELER ESSENTIALS

forgotten any items that are critical to enjoy your travels, such as: chargers, adapters or any toiletries. For any inquiries, please contact your Tosoani.

WAKE UP SERVICE

Our Ladies and Gentlemen will be delighted to arrange a wake up call throughout your stay, you may do so by dialing 0 (Zero).

ALKEMIA SPA

Alchemy began in ancient times with the quest to transform lesser metals into precious gold. Alkemia, a modern Spanish adaption of the word Alquimia, is defined as positive transformation. Where the magic of Mexico comes alive in a healing playground where the power of transformation and renewal are ever present. The experiences and treatments available include:

Agua Grande Pool: At the heart of Spa Alkemia is the Agua Grande Pool with massage features, bubble beds and hydrotherapy to repair the body and soothe the soul.

Changing Rooms & Hydrothermal Circuits.

Zócalo: A shaded outdoor gathering place to enjoy refreshments and relaxation.

Templo de Calor: A modern interpretation of the traditional Temazcal.

Alkemia al Fresco: A private outdoor garden where body scrubs are pre-selected based on local and seasonal ingredients.

Savasana Sound Room: A unique space designed for rest and recovery. Sound therapy resonates through the flooring to take the brain to a state of deep meditation.

Salon: Adjacent to the arrival area framed by lovely garden views, the Salon incorporates the most effective techniques and products for hair, hand, foot and nail care. Multiple services provide maximum efficiency, such as hair and scalp treatments with a manicure and pedicure, followed by a shampoo and blow out.

JEAN-MICHEL COUSTEAU'S AMBASSADORS OF THE ENVIRONMENT

The pioneering program, emphasizes education and respect for environmental sustainability and is exclusively crafted for each diverse landscape and culture. Ambassadors of the Environment is designed for guests to explore the world's captivating natural wonders and pairs extraordinary getaways with innovative environmental education and activities.

Through exciting eco-adventures, exploration, and excursions, native resources serve as platforms and living laboratories to showcase the diverse biological character and cultural heritage of each destination while fostering a greater understanding and appreciation of nature.

Guided by expert naturalists, the program provides a comprehensive selection of recreational activities for children, adults, and families of all ages. With the aim of providing environmental and sustainability awareness, guests have the opportunity to create memorable experiences.

AMBASSADORS KIDS

Ambassadors Kids is an engaging and immersive experience that builds upon the adventures of travel your child will always cherish. Ambassadors Kids was created for children between the ages of 4 and 12 years. Leveraging our exclusive partnership with Jean-Michel Cousteau's Ocean Futures Society and his unique environmental expertise, we have crafted experiences that are both fascinating and exciting. Jean-Michel has spent his life exploring the natural wonders of the world, seeking to understand how our planet works and how we can better protect it. We share that vision and bring it to you through fun and activities that appeal to a child's innate love of discovery and sense of curiosity. Ambassadors Kids, with all content created by Jean-Michel Cousteau's Ocean Futures Society, is designed around four key pillars:

Water: Emphasizes the importance of sea life and health.

Land: Encourages exploration and discovery.

Environmental Responsibility: Promotes the environmental health of our planet for the future.

Culture: Exposes young minds to a variety of art forms, including music, local customs and history, as well as cuisine.

Be a witness of how your children explore and grow through the Ambassadors Kids Program. They discover a personal connection, respect and appreciation for the environment, make amazing discoveries that will last a lifetime and remain passionate and inspired long after your stay with us comes to an end.

DINING

HUMO

Latin American grill and warm sunset tones are the main inspiration for this authentic, rustic, warm and refined restaurant. Fire and firewood are present in each dish that is prepared with fresh and exquisite ingredients. A wide global selection of wines will complement the unique dining experience in our SOTANO cellar.

Dress code: Casual Elegant

EL BARRIO

The main place where families will experience both authentic street food delicacies during the day and a more elaborated and innovative approach of the Mexican cuisine at night, El Barrio is inspired by the Mexican culture and lifestyle of the town, outdoor spaces and colorful finishes dominate the style of this venue.

Dress code at day: Swimwear Welcomed

Dress code at night: Casual Elegant

X

Marked with an X on the map, where "the desert meets the sea," enjoy rustic finishes and a relaxed atmosphere. Equis is the perfect place to unwind and enjoy an exotic selection of ceviches and cocktails carefully created by our mixologist. **Adults only.**

Dress code: Swimwear Welcomed

CANDIL

Candil is an agave bar featuring exquisitely handcrafted cocktails. Translating to "lantern" in English, Candil is named after the beautiful candles made with wired wrapping and hand-blown glass.

Dress code at day: Casual Informal

Dress code at night: Casual Elegant

EMERGENCY PROCEDURES

DISCOVERING A FIRE

If you should discover a fire, dial the Hotel Emergency Line at extension 0 (Zero), If you are close to a fire alarm panel, pull the alarm as you quickly proceed to the nearest exit.

ALARM ACTIVATION

If the fire alarm is activated and you hear the alarm system announcing an evacuation, proceed immediately to the nearest exit. Do not attempt to pack your belongings, or take your personal possessions with you. Proceed to the evacuation point marked and provide your details to the emergency personnel in that area.

IN THE EVENT OF A FIRE

1. Feel the door with the palm of your hand. If the door is hot, do not open; smoke and heat may be on the other side
2. If it is safe to exit and there are no flames or smoke near your guestroom, close the door as you exit in order to minimize the extend of fire and smoke damage to your belongings.
3. If you are in the second level, proceed to the ground floor.

HURRICANE SAFETY

In the event of potential hurricanes or tropical storms forming in our region we will always receive advanced warning. If hurricane warning is in effect, we will keep our guests continuously informed and will issue the appropriate instruction.

PERSONAL SAFETY

1. Be aware of your surroundings, especially if you are returning late in the evening.
2. Avoid displaying large amounts of cash or expensive items, such as jewelry.
3. Always verify who is at the door before answer it. If you are in doubt of a staff member's identity, please call extension 0 (Zero).
4. Please be sure the door to your room is closed securely, and that all locks, including those of connecting rooms are locked.
5. Please make use of the safe which has been installed for your convenience.
6. If you see suspicious activity, please dial extension 0 (Zero).