A VISITOR GUIDE
FOR GUESTS WITH AUTISM SPECTRUM DISORDER
OR OTHER COGNITIVE CHALLENGES
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The information in this guide has been prepared by Autism Double-Checked in order to assist visitors with ASD when visiting Nickelodeon Hotels & Resorts, Riviera Maya. For neurodiverse visitors, please make use of the information that may relate to your visit. For neurotypical parents, caregivers, or traveling companions, please make use of this to assist the special guest that you are accompanying.

THROUGHOUT THIS GUIDE, WE MAKE USE OF THE FOLLOWING SENSORY ISSUES ADVISORY TRIANGLES

- SAFETY
- CROWDS
- WAITING OR DURATION
- BODY AWARENESS
- NOISE
- LIGHTING
- TASTE OR SMELL
- HEAT OR COLD
July and August are the busiest months
January and February are the quietest months
Weekdays (Sunday to Thursday afternoons) are quieter
Weekends (Friday mornings to Sunday afternoons) are busier

Visitors who have problems with crowds may wish to take this information into account when planning a visit.
ADDRESS
CARRETERA CANCUN – PUERTO MORELOS, KM 27.5
QUINTANA ROO, CP 77580

PHONE NUMBER
(984) 689 0600

WEBSITE
HTTPS://WWW.KARISMAHOTELS.COM/NICKELODEON-HOTELS-RESORTS/
RIVIERA-MAYA

BOOKING METHOD
USE WEBSITE ABOVE OR CALL 1-866-527-4762

NEAREST AIRPORT
CANCUN INTERNATIONAL AIRPORT (CUN) 30.6 KM/19.0 MILES

NEAREST ER
DOCTOR ON SITE 24 HOURS

NEAREST PHARMACY
FARMACIA PUERTO MORELOS (DELIVERY AVAILABLE)

<table>
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<tr>
<th>NUMBER OF ROOMS</th>
<th>NUMBER OF RESTAURANTS</th>
<th>NUMBER OF FLOORS</th>
<th>NUMBER OF BARS</th>
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<td>280</td>
<td>6</td>
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• Guests arriving earlier or departing later, than normal times may request early check-in or late checkout. These will be handled on a “best efforts” basis, subject to availability, and cannot be guaranteed.

• Normal check-in does not normally involve long delays. There is a kid’s lounge immediately adjacent to the front desk. For visitors who may have problems with even minor delays, you may check in online prior to arrival.

• Indoor public areas are all air conditioned and the prevailing temperature is set to a level that is comfortable for people without sensitivity to heat or cold.

• Rooms have thermostatic temperature control.

• For individuals who are sensitive to cold it may help to have extra clothing layers when inside buildings.

• For individuals who are sensitive to heat, they will need their lightest possible clothing while outside and, possibly, while inside.
• If a family member gets lost, report to a member of the front desk staff and request an alert to all staff members who may be able to assist in searching.

• Give them as much information as possible including gender, age, race, clothing description, last known location, direction of travel, if known, and communication abilities (verbal/non-verbal/understands verbal communication).

• It is recommended that you have a recent photo available on your mobile device so that you can share it with the resort team.

• In normal circumstances GPS functions throughout the premises and there are no “blind spots.”

• Stay at the front desk. This will enable the resort team to locate you as soon as possible once your family member has been located.

• A temporary hanging door alarm is available for use during your stay. There is no charge for this but a deposit will be required.

• All rooms open directly to an outside walkway. All rooms have either a balcony or a patio with a lockable door.

• China and drinking glasses can be changed for paper and plastic upon request (e.g., cups for coffee maker). If this is your preference, please request prior to your arrival. If that is not possible, please request it at check-in.

• The minibar in your room can be emptied upon request.
Background sound in most public areas is low volume music and normal conversational levels are possible. During busy times, the conversation of other guests may be the loudest sound. People with sensitivity to noise may need to use noise-cancelling headphones.

Parts of the lobby area and the lounge areas feature high ceilings.

Indoor public areas are lit by LED/incandescent lighting with limited numbers of spotlights. There are no strobe or flashing lights and should be suitable to everybody except those with very high levels of light sensitivity.
POOLS

- Pools at the hotel and at Aqua Nick are outdoor and not heated.
- Most pools are entered by stairs.
- Bikini Bottom Beach at Aqua Nick has zero entry access.
- At Aqua Nick, the adventure river is fast flowing and the lazy river flows more slowly.
- A lifeguard is on duty.
- Diving is not permitted.
- Entertainment at the pool can sometimes be loud.

KIDS CLUB

- Club Nick is open 7 days per week at no extra charge.
- This kids-only spot is for 4 to 12 year olds.

GYM AND SPA

- Gym is available at no extra charge.
- Náay Spa has services available for an additional fee. Prices vary according to treatment.
All rooms have a lockable door which accesses a swim-up patio. Temporary alarms are available for use during your stay.

• Connecting rooms are available.
• All rooms offer two full bathrooms.
• All rooms offer seating in addition to bedding.
• All showers feature both a handheld shower head in addition to a fixed ceiling/wall-mounted shower head.

All rooms have blackout curtains. All rooms have multiple lighting sources which are operated by switches. It should be possible to achieve most lighting levels desired.

In general terms, the quietest rooms are from room number 600 to 648.
IN-ROOM DINING
INTERNATIONAL CUISINE
24 hours
Room Service
SERVICE TYPE
Service Trolley
SPECIAL DIETARY
Always available
SPECIAL DIETARY
Always available
WAIT TIME
N/A
PRE-ORDERING
N/A
LIGHTING
Room Lighting
SOUND
Room Sound

YACHT CLUB
LOCAL & INTERNATIONAL CUISINE
6:00 pm - 10:00 pm
Indoor/Outdoor Seating
Seats 248 Inside/52 Outside
SERVICE TYPE
Food Display Counter
SPECIAL DIETARY
Always available
SPECIAL DIETARY
Always available
WAIT TIME
3 Minutes
PRE-ORDERING
NOT possible
LIGHTING
Mini-spots/LED/Moderate Level
SOUND
Guest Conversation/Moderate Level

GOOD BURGER
AMERICAN/SNACKS/BURGERS
5:30 pm - 10:00 pm
Indoor/Outdoor Seating
Seats 222 Inside/40 Outside
SERVICE TYPE
Table
SPECIAL DIETARY
Always available
SPECIAL DIETARY
Upon request
WAIT TIME
5 - 10 Minutes
PRE-ORDERING
NOT possible
LIGHTING
Wall-spots/LED/Moderate Level
SOUND
Guest Conversation/Moderate Level

PIAZZA
ITALIAN CUISINE
5:30 pm - 10:00 pm
Indoor/Outdoor Seating
Seats 200 Inside/36 Outside
SERVICE TYPE
Table/Booth
SPECIAL DIETARY
Always available
SPECIAL DIETARY
Always available
WAIT TIME
5 - 10 Minutes
PRE-ORDERING
NOT possible
LIGHTING
LED Moderate Level
SOUND
Guest Conversation/Moderate Level
Live Music (2x per week)
LE SPATULA
LOCAL & INTERNATIONAL CUISINE
7:00 pm - 12:00 pm
Indoor/Outdoor Seating
Seats 325 Inside/36 Outside
SERVICE TYPE
Food Display - Counter
SPECIAL DIETARY
Always available
WAIT TIME
5 Minutes
PRE-ORDERING
NOT possible
LIGHTING
Wall-spots/LED/Moderate Level
SOUND
Guest Conversation/Moderate Level

NICK BISTRO
INTERNATIONAL CUISINE
12:00 pm - 4:30 pm
Indoor/Outdoor Seating
Seats 286 Inside/60 Outside
SERVICE TYPE
Food Display Counter
SPECIAL DIETARY
Always available
WAIT TIME
5 Minutes
PRE-ORDERING
NOT possible
LIGHTING
Daylight/LED/Moderate Level
SOUND
Low Level

BIKINI BOTTOM BAR
SEAFOOD & SNACKS
12:00 pm - 6:00 pm
Indoor
Seats 156
SERVICE TYPE
Table
SPECIAL DIETARY
Always available
Upon request
WAIT TIME
5 Minutes
PRE-ORDERING
NOT possible
LIGHTING
Wall-spots/LED/Moderate Level
SOUND
Guest Conversation/Moderate Level

Wait times are likely maximum times.
This guide has been prepared in order to give as much information as possible so that parents or caregivers can provide the added assistance that visitors with ASD may require. If, during a visit, you should encounter a sensory challenge that has not been addressed, please contact Autism Double-Checked, and let us know of any suggested additional inclusions.