



Welcome to La Luna

Welcome to Cabañas la Luna, a place that will hopefully exceed all your expectations.

Through this book we would like to tell you more about the hotel and the restaurant's services, inform you about the environment of Tulum and give you tips about what to do and what to see while visiting with us.

If you need anything, please do not hesitate to contact the staff at the reception or me directly.

Yours faithfully,

Idoya Colomar
General Manager



The Hotel

La Luna is located on a beautiful stretch of more than 50 meters (165 feet) of beach frontage and well over an acre in size. Accommodation consist of 10 very special and romantic cabañas, 6 situated right on the beach with a unique view of the beautiful blue ocean, 2 in the lush La Luna gardens; Bella's Secret Garden Suite with a pleasant garden-terrace and Villa Zanzibar with a private pool. The remaining rooms are the Jungle Penthouse with a balcony at the jungle side and a partly ocean view room named after the world traveler Marco Polo. Jungle Penthouse, Marco Polo's Journey, Bella's Secret Garden Suite, all rooms of Villa Zanzibar, Casa Blanca, Robinson Crusoe, Coconut Cove and Captain Dale's Quarters have air-conditioning. Due to the fact that we are providing all the electricity ourselves the air-conditioning in these rooms are working from 7pm till 8.30am.

EACH CABAÑA IS FURNISHED WITH

Private bathroom with toilet, sink and shower, cold and hot water
Toiletries (soap, shower gel, shampoo, hair conditioner)
Bath and beach towels
Linens, pillows and blankets
Large drinking water reservoir
Bamboo "roofs" over the beds with large mosquito nets and fans for a nice breeze
Outdoor area: porch, balcony or terrace
Safety box
24-hour electricity

THE PROPERTY HAS THE FOLLOWING AMENITIES

Daily cleaning of cabañas, property and beach
Full bar and restaurant open from 08:00am till 10:00pm,
kitchen closes at 09:30pm
Bar service on the beach
Beach beds and umbrellas
Large natural rock dining tables located under a massive sea-grape tree
Hammocks
Free Wi-Fi throughout the entire property
Beach shower
Private parking area in front of the hotel's main entrance
24-hour security



The Hotel

Reception

The reception is open daily from 7am to 10 pm. They can help you booking a taxi, a tour, an excursion, an activity or a massage. Check-in time is from 3.00pm and check-out time at 12:00pm.

Wi-Fi

Please follow the instructions below to connect to our WI-FI net:

Net: La Luna

Password: Zanzibar

House Security

The Riviera Maya is very safe, but it is always advisable to lock the windows and doors even if you are going out for a moment or two, for a swim or a stroll on the beach. Keep your cameras, cell phones, computers, iPods, passports, cash and all your valuables in the safes at all times when not in use.

Security Guard

La Luna has night guards that patrol the grounds from 7.00pm to 7.00am for your protection and the protection of the grounds. For the safety of all our guests, the front main door of La Luna is closed at midnight (00:00). The smaller inlayed door will remain unlocked. If you do know that you will probably return after this time, please let the front reception know so we can make sure the guard is keeping an eye out for your return.



The Hotel

Environmental Friendly Property

There is no grid power along the coast in Tulum. Sustainability is very important to us here at La Luna. Our power is gathered from generators and because of this, large usage items such as hairdryers are prohibited.

Air conditioning is offered at Jungle Penthouse, Marco Polo's Journey, Bella's Secret Garden Suite, all rooms of Villa Zanzibar, Casa Blanca, Robinson Crusoe, Coconut Cove and Captain Dale's Quarters and is available from 7pm to 8.30am.

Other Information

Due to the delicate cenote system, toilet paper and other sanitary items must be thrown in the waste bins provided. This is the case at all restrooms on the property as well as the rest of Tulum. Due to our proximity to the Caribbean Sea and the fact that our water is well pumped, the water from faucets can be brackish (mix of fresh and salt water). While we understand that this is not ideal for all guests, there is little we can do to eliminate this issue.

La Luna and Las Estrellas Beach Club

Beach beds are provided for each of the guests. The beds located in front of the hotel side of the property are for La Luna guests only. Beds in front of the restaurant can be used by other patrons consuming at the restaurant. If you are staying at the hotel and do not have access to a beach bed, please contact the front desk and they will assist you.

Please be aware that outside food and beverages are not permitted in the public areas of the hotel such as the beach and the restaurant. Coolers will also not be permitted in these areas.



The Restaurant

Open every day from 8:00 am to 10:00 pm

If you require an early breakfast, please advise the reception the day before to organize it for you.

Daily continental breakfast is included with each reservation and consists of coffee and/or tea, fresh orange juice, a plate of fresh tropical fruits accompanied with bread and jam made in house each day. An additional breakfast menu is available.

Our lunch menu features many local classic dishes as well as fresh salads.

Each day we feature a treat from our chefs in our lunch and dinner specials. Please ask our staff about the day's special, they are happy to answer all your questions.

If due to allergy, religion or any other circumstances you cannot eat certain ingredients, please inform us and the chefs will do everything they can to accommodate your request.



Special Events

Fun Events at Las Estrellas Restaurant

The famous La Luna BBQ takes place each Wednesday evening and features a spread of chicken, arrachera, pork ribs, Argentinian chorizo as well as fresh grilled vegetables, salads and salsas. Reservations are recommended as space is limited and fills up quickly.

*Please be aware that regular menu items are not available on these evenings.

Romantic Dinner on The Beach

Celebrating a special occasion or just looking to have an unforgettable experience? Enjoy a beautiful, private table for 2 on the beach under the stars or at your cabana porch. Ask at reception for further details. Please be aware that a 15% service charge is added to your food and beverage bill for such special events. If you would like to offer a tip to any particular person for their service, please do so in cash at the time of the service.

Other Special Events

We like surprises! If you are thinking of surprising a friend or family member we will be delighted to help you organizing a special and memorable moment. Just tell us your needs and we will make it happen!

Welcome Turtles!

From May to October, the sea turtles come onto our shores to lay their eggs. We are committed to the conservation of these nests and place signs and fences around them. Please respect this. If you are caught disturbing or destroying these nests, or harassing the turtles while on the beach or laying eggs, you will be asked to leave the property.



Things to Do

Tulum is a breathtaking area and there is much to see and do. Bikes are a wonderful way to get out and see the area. Bikes can be rented from the front desk as well as around town. If you prefer to rent a car for longer excursions, we can assist you reserving the most suitable vehicle for you and your family. Always be safe and careful while riding and driving around Tulum and surroundings. The area has increased in popularity in the last few years and has become increasingly more crowded. Please be safe and considerate to those around you.

If you come with your family and would like to have a night out just for you two, we can help you arranging the service of a baby sitter and give you suggestions to choose the best restaurant for that special evening.

There are a number of wonderful tours and excursions in the area. If you would like more information or would like to secure a tour, please contact the front desk. We are happy to assist in arranging transportation should you require it.

We hope this information helps you.

If you have any questions or need something, do not hesitate to come to the reception desk.

We hope you will enjoy every second in Tulum!

Besos
Cabañas la Luna



Mayan Ruins

Tulum

Tulum holds the honour of being the most picturesque archaeological site in the Riviera Maya and the only one to have been built overlooking the ocean. A visit here offers spectacular views of the Riviera Maya beaches, Caribbean Sea and surrounding coastal region.

Tulum was an ancient Mayan fortress city that rose to power toward the end of the Classic period. The most iconic of its structures, the Castillo, is perched on the edge of a cliff overlooking the clear turquoise blue waters of the Caribbean. The cliff-top Castillo, with its beachfront location and lush green landscape, is the image most often associated with the Mayan Riviera. You have probably seen the postcards.

Cobá

In the Maya language Cobá means “water stirred by wind.” Visitors who brave the steep climb up the highest pyramid in Mexico's Maya world reap the reward of a breathtaking vista.

As you explore the site, wandering the pleasantly shady trails beneath the jungle canopy, keep your eyes and ears open for wildlife. You will surely spot some interesting tropical birds and howler monkeys. Cobá is extensive, so if you tire of walking in the jungle heat you can rent a bike or hire a tricycle pedicab and driver to pedal you around.

Chichen Itzá

A bit longer drive will take you to the UNESCO World Heritage site of Chichén Itzá. The city was the most important capital city of the Maya area in the Classic period and the beginning of Post Classic. When Spaniards arrived, it was the most visited center of cult and pilgrimage of Yucatan Peninsula.

Chichén Itzá and the Cenote of Sacrifices were, and still are, sacred centers for the Maya. This is a Cultural Heritage Zone of Mexico, and due to its importance was inscribed in UNESCO World Heritage list in 1988.



Nature

Nature

The Riviera Maya's unique landscape with its caves, cenotes (sinkholes) and underground rivers, as well as jungle, mangroves and beaches, provides a spectacular setting for a multitude of active adventures guaranteed to get the adrenaline pumping.

Try paddle boarding in a cenote!

Sian Ka'an

At Sian Ka'an you can kayak through narrow canals, built by the native more than 1000 years ago, between mangroves, climb the ancient pyramid in Muyil, float in a crystal-clear cenote, or try your hand at salt water fly fishing—all within a lush protected environment on Mexico's Yucatan Peninsula south of Tulum.

Undoubtedly, a visit to Sian Ka'an is one of the most memorable things you could do on your trip to Mexico.

Akumal

The little beach town of Akumal wins big points for delivering one of the coolest attractions in the area: snorkeling with endangered green sea turtles.

If you choose to visit Akumal, we beg you to strictly follow the instructions and respect the rules during your unforgettable snorkel experience.



Activities

Adventure Parks

You could spend your entire vacation lazing on the powdery white sands of the Riviera Maya's beaches. But when you are ready for some action, be assured that there is no shortage of exhilarating activities to be found in the region's fantastic adventure parks.

Snorkeling and Diving

The crystal clear waters of the Caribbean allow for easy viewing of the fascinating underwater world of the Riviera Maya, which is home to more than 500 species of marine life including colourful tropical fish, turtles, manta rays, dolphins, tiger and whale sharks.

Snorkel and diving in cenotes are also one-in-a-lifetime experiences. Cenotes are natural swimming holes formed by the collapse of porous limestone bedrock, which has revealed a secret subterranean world of groundwater pools. Most cave cenotes have fresh water that has been filtered by the earth, making them so clear and pure that you can see straight through to small fish frolicking in the plant life below. Open-air cenotes also have clear water, and often are home to vitamin- and mineral-rich algae that nourish and protect your skin.

Kitesurfing

The beaches around Tulum, offer great kiteboarding conditions and incredible scenery, perfect for kitesurfing lessons or courses in a kite school. The beach is one of prettiest of the Mayan concrete and just a few people.



Mens Sana In Corpore Sano

Yoga

Tulum is perhaps one of the most spiritually abundant little beach towns you will ever experience. You cannot walk down the beach without stepping on someone meditating, or into a hotel that does not offer yoga. The food is healthy and delicious the water is warm and healing.

People wake for the sunrise over the ocean and climb towers to see it set over the jungle. Sweat lodges, Mayan Ceremony, underground crystal-clear water caves, massage and healing are in available in abundance.

Sup Yoga

Paddle Board Yoga is a variation of stand-up paddle surfing (SUP), combined with yoga. The sport combines hatha yoga and vinyasa, yoga asanas, or poses, with surfing. Practitioners may practice on the beach sand or in a swimming pool to gain the strength and flexibility (anatomy) required to maintain the balance and postures on fluid water such as the ocean or a lake.

Practitioners can begin by moving through a sequence of yoga postures, or asana, while standing on a normal length surfboard or a specially designed stand up paddle board.

Spa & Temazcal

The beaches around Tulum, offer great kiteboarding conditions and incredible scenery, perfect for kitesurfing lessons or courses in a kite school. The beach is one of prettiest of the Mayan Riviera. Soft white sand no big rocks, shells or concrete and just a few people.

For further information and booking of activities and tours, ask at the front desk.



Eat & Drink

The influx of culinary creatives looking for an idyllic corner to cook each starry night away has made Tulum an exciting gourmet destination. Tulum has plenty to offer, from mezcalerias to fine dining and everywhere from remote beach to the center of town.

Beach Area

Las Estrellas, at Cabanas La Luna – Mexican
Hemingway – Italian
Posada Margherita – Italian
Gitano – Modern Mexican
Ukami – Japanese
Mezzanine – Thai
Casa Banana – Southamerican
El Tábaro – Contemporary Mexican
Kitchen Table – Contemporary
Hartwood – Organic Contemporary Cuisine
Simple – Seafood
Restaurare – Vegan

Tulum Town

La Nave – Pizzeria
Ginger – Tapas Bar
El Camello Jr – Seafood
Los Aguachiles – Seafood
Antojitos La Chiapaneca – Tacos
El Asadero – Steak House
Taquería Honorio - Tacos



FAQs

WHAT TIME IS CHECK-IN AND CHECK-OUT?

Check-in time is 3pm and check-out time is 12pm. We can keep your luggage if you are arriving before check-in or departing later than check-out. Early check-ins and late check-outs are subject to availability and upon request. Please be sure to let us know what your anticipated time of arrival is (especially if it is outside of our reception's hours of operation: 07.00am – 10.00pm) so that we can ensure someone will be available to greet you. At check-in, we require a security deposit. This can be paid in cash, MXN pesos or USD (which is returned to you upon check-out). You can also use a VISA or MasterCard credit card and a hold will be placed on the card. The deposit amount is 3.000 MXN.

SHOULD I BRING MXN PESOS OR US DOLLARS?

In Tulum, cash is the most common form of payment. Mexican Pesos and US Dollars are accepted everywhere; however, you will get the most out of your money if you convert it to pesos prior to your arrival. It is also recommended that you carry smaller money denominations with you. Please be advised that larger USD bills (such as 100's) are generally not accepted.

WHERE CAN I FIND AN ATM?

There are several ATM's located both in town and along the beach. We recommend that you do NOT TO USE the ATMs located on the beach road due to potential issues with fraud. We suggest using the ATMs that are affiliated with actual banks located in Tulum town or in the two large supermarkets. We advise you to notify your bank and credit card providers that will be traveling to Mexico to avoid any complications you may have when using your card abroad.

ARE TAXIS EASY TO GET?

Taxis run frequently during the day along the beach road and are easy to catch. If you will be taking a taxi later in the evening, or need a taxi to take you to the airport, please see our reception to have a taxi called.

WHAT SHOULD I BRING WITH ME?

The Yucatan Peninsula is a place like no other. We ask everyone to use biodegradable products such as sun block and mosquito repellents, to protect the animals (remember, we are guests in their habitat) and to ensure our environment stays healthy for generations to come. We also recommend that you bring a flashlight and a small, compact umbrella. We provide beach and bath towels so no need to bring those.



FAQs

DO YOU HAVE ELECTRICITY ALL DAY AND NIGHT?

There is no grid power along the coast in Tulum. We generate our own electricity onsite via solar panels a wind turbine and generators. We provide 24-hour electricity to our guests, however, because of this we do not provide items such as hair dryers. We ask that you limit your use appliances that consume high volumes of power. Also, we ask that you turn off all lights and fans when you are not in the cabaña. The cabañas that have air-conditioning are automatically switched on for your use between 7pm and 7am.

ARE CHILDREN ALLOWED?

We are a family friendly boutique hotel. Please let us know when you make your reservation if you need a crib. Our restaurant also caters to children. Do not hesitate to ask the staff or server for any special kid-friendly requests.

CAN I BRING MY BELOVED PET?

Unfortunately, pets are not permitted at La Luna or our restaurant, Las Estrellas.

WHAT IS THE WEATHER LIKE?

Tulum enjoys a tropical climate with a dry season (November – April) and a wet season (May – October). January, February and March sees day temperatures between 75 – 80F (23 – 26C) with evening temperatures between 60 – 66F (16 – 19C). Long pants and light sweaters are recommended at this time of year. The summer months, May through August, see frequent rainfall (however, less frequent in July and August). Although the temperatures are higher than other months, it is the humidity that makes day seem hotter 85F plus degrees (32C).

WHAT IF THERE IS A HURRICANE?

Hurricane season is between September and November. Please note that we do not refund the cost of your accommodation in the event of a natural disaster that is beyond our control. If you are staying with us during such event, we will be sure to take the necessary precaution to get you relocated as quickly as possible for your safety.

CAN I GET ONLINE?

We offer free WI-FI on the entire premises including all the cabañas, the restaurant area, the garden and even the beach. The only room that has limited WIFI access due to the signal needs to pass two concrete walls is Jungle View Penthouse. Also, due to electricity issues in Tulum the WI-FI is not as stable as you have it back home.



FAQs

DO YOU HAVE AIR CONDITIONING?

Almost all our cabañas offer AC units, apart from Marrakech and Christopher Columbus, the rest of the rooms have air-conditioning: Bella's Secret Garden Suite, Jungle Penthouse, Marco Polo's Journey, the 4 rooms of Villa Zanzibar, Casa Blanca, Robinson Crusoe, Coconut Cove and Captain Dale's. The AC is working from 7pm in the evening till 8.30am in the morning. The other cabañas do not have air-conditioning but they have the sea breeze coming into the cabaña. The cabañas without air conditioning have ceiling fans, as well as additional standing fans. All rooms have mosquito netting over the beds and on the windows.

WATER & DRAINAGE

Due to the delicate cenote system, toilet paper and other sanitary items must be thrown in the waste bins provided. This is the case at all restrooms on the property as well as the rest of Tulum. Due to our proximity to the Caribbean Sea and the fact that our water is well pumped, the water from faucets can be brackish (mix of fresh and salt water). While we understand that this is not ideal for all guests, there is little we can do to eliminate this issue.

ARE COOLERS IN THE ROOMS?

There are no coolers in the room, however if you book villa Zanzibar it is equipped with a private fridge (5-night minimum stay required). All the other rooms do not have a cooler nor fridge but our restaurant is open to provide you with all the drinks you want. If you would prefer to bring your own drinks you are allowed to drink them in your room but please respect the fact that we do not allow you to drink them in our restaurant or on our beach.

WHAT ARE THE HOURS FOR THE RECEPTION?

The reception hours are 07.00am until 10.00pm. They can help you booking a taxi, a tour, an excursion, an activity or a massage.

WHAT ARE THE HOURS FOR THE RESTAURANT?

The restaurant hours are 08.00am until 10.00pm, kitchen closes at 09.30pm.

IS ALCOHOL AVAILABLE? CAN YOU BRING DRINKS TO THE BEACH?

Alcohol is available and we serve alcohol beverages from the bar to your place on the beach.

SECURITY AT LA LUNA

La Luna has night guards that patrol the grounds 24/7 for your protection and the protection of the grounds.

For the safety of all our guests, the front main door of La Luna is closed at midnight (00:00). The smaller inlayed door will remain unlocked. If you do know that you will probably return after this time, please let the front reception know so we can make sure the guard is keeping an eye out for your return.



We Hope You Have a Great Time with us!