



**THE RITZ-CARLTON  
RESIDENCES**

RIVIERA MAYA

COMPREHENSIVE RESIDENT BENEFITS



## PLATINUM ELITE STATUS

As an expression of its commitment to the project, Marriott is offering residence purchasers a compelling package of benefits including complimentary *“Platinum Elite”* status in Marriott Bonvoy for two years:

- 50% bonus points on stays
- Dedicate Elite Reservations support 24/7
- Complimentary lounge access
- 10% off Best Available Rate
- Upgrade at check-in and 4pm checkout (based on avail.)
- Complimentary breakfast for two daily
- Complimentary wireless internet access
- Welcome amenity
- Special hotel amenity
- Accessible across 7,400+ hotels



## EXTENSIVE BASIC SERVICES

### CONCIERGE SERVICES

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**AIRLINE - PRIVATE AIR**  
Reservations & Airport / Ground  
Transportation Arrangements

**RESTAURANT, THEATER  
& ENTERTAINMENT** Info /  
Reservations

**SPA & SALON** Reservations

**GOLF TEE TIMES** Reservations

**FLORAL** Arrangements

**ACTIVITY & SHOPPING**  
Arrangements / Services Information

**CAR - LIMOUSINE & HOTEL**  
Reservations

**TOUR** Info / Reservations

**WAKE-UP CALLS &  
BUSINESS CENTER  
SERVICES** Fax / Copy / Printing

### HOUSEHOLD & ENGINEERING

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**24 HOUR STAFFED  
SECURITY**

**HOUSEKEEPING SERVICES**  
Daily Cleaning Common Areas:  
including Hallways & Corridors,  
Owner Lounges, Lobby Areas,  
Offices, Mailroom, Stairwells, and  
Employee Areas

**COMMON AREA** Maintenance /  
Repair / Prevention / Mechanical

**PEST CONTROL**

**POOL** Cleaning & Maintenance

**LANDSCAPING** of Common  
Areas including: Grass Cutting,  
Hedge Trimming, Seasonal Flower  
Planting, Blowing and Irrigation

### DOORMAN, BELLMAN, BUTLER

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**ASSISTANCE & DELIVERY**  
of Packages, Mail, Magazine,  
Newspaper

**TRASH REMOVAL** Daily

**MOVE-IN** Logistics &  
Utilities Coordination

**EMERGENCY KEY SERVICE**

**PROGRAMMING** Key Fobs /  
Card, Radio Cards / Garage Access

### RECREATION, FITNESS, POOL

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**DAILY CLEANING**  
of all Fitness Areas

**LOCKER ROOMS, STEAM  
AND SAUNA, POOL**

**TENNIS & RECREATIONAL  
FACILITIES**

**POOL TOWELS,  
REFRESHMENT STATION**  
Replace and Replenish as needed



Marriott Branded Residences typically provide the following services (“Basic Services”) outlined below. The cost of such Basic Services is included in the annual budget.

## A BROAD RANGE OF A LA CARTE SERVICES

A-la-carte services are arranged by the Concierge.

### PERSONAL SERVICES

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#### **NANNY - CHILD CARE**

Arrangements

#### **PERSONAL SHOPPING**

#### **BUSINESS EQUIPMENT**

Rental

#### **ADMINISTRATIVE -**

**PERSONAL** Arrangements

#### **ASSISTANT** Services

#### **LAUNDRY, DRY CLEANING**

#### **CAR** Washing & Detailing

#### **COMPUTER TECHNOLOGY**

Assistance

#### **TRANSLATION** Services

### HOUSEHOLD & ENGINEERING

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#### **HOUSEKEEPING SERVICES**

Daily, Weekly, or As Needed; including: Vacuum & Mop Floors, Dust Interior, Strip Beds and Change Sheets, Wash Dishes, Clean Bathrooms, Clean Patio, Clean Mirrors, Oven/Cooktop Cleaning, Refrigerator Cleaning and Laundry

#### **HANDY-MAN SERVICES**

Minor Electrical, Plumbing, Picture Hanging, Fluorescent Tube/Bulb, Replacement Simple Electronic Hook-Up, Furniture Assembly, Touch-Up Paint, HVAC Filter Change, Bulk Trash Removal, Move-In Trash Removal

#### **PEST CONTROL** in residence

**MAIL & PACKAGE** Shipping Arrival Prep, Stocking

### EVENT & FOOD SERVICES

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#### **PERSONAL CHEF**

#### **GROCERY - FOOD DELIVERY**

**PLANNING** Party, Function & Event

**MEETING - CONFERENCE ROOMS** through Hotel

### RECREATION

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#### **PERSONAL TRAINER**

#### **IN-RESIDENCE SPA**

Treatment / Services





# THE RITZ-CARLTON RESIDENCES

RIVIERA MAYA

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