



A VISITOR GUIDE

FOR GUESTS WITH AUTISM SPECTRUM DISORDER
OR OTHER COGNITIVE CHALLENGES

MARGARITAVILLE
ISLAND RESERVE BY KARISMA
RIVIERA CANCÚN



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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 Margaritaville Riviera Cancún. 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**



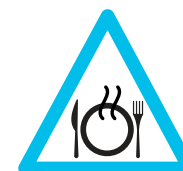
**BODY
AWARENESS**



NOISE



LIGHTING



**TASTE OR
SMELL**



**HEAT OR
COLD**



MAKE USE OF THE HOTEL WEBSITE AT:

<https://www.karismahotels.com/es/margaritaville-island-reserve-resorts/riviera-cancun>



CROWDS

December to May are the busiest months

June to October are the quietest months

Weekdays (Sunday afternoons to Thursday) are quieter

Weekends (Friday night to Sunday) 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

(998) 872 80 80

WEBSITE

[HTTPS://WWW.KARISMAHOTELS.COM/ES/MARGARITAVILLE-ISLAND-RESERVE-RESORTS/RIVIERA-CANCUN](https://www.karismahotels.com/es/margaritaville-island-reserve-resorts/riviera-cancun)

BOOKING METHOD

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

NEAREST AIRPORT

CANCUN INTERNATIONAL AIRPORT (CUN) | 19.5 KM/12.1 MILES

NEAREST ER

DOCTOR ON SITE 24 HOURS

NEAREST PHARMACY

FARMACIA YZA | 9.7 KM

NUMBER
OF ROOMS
146

NUMBER OF
RESTAURANTS
5

NUMBER
OF FLOORS
2

NUMBER
OF BARS
4



WAITING OR DURATION

CHECK-IN TIME
3 PM

CHECK-OUT TIME
12 PM

- 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.



HEAT OR COLD

- 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, when inside.



SAFETY

- If a family member gets lost, report to a member of the front desk staff and ask them to 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.



NOISE

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.



**BODY
AWARENESS**

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



LIGHTING

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.



SAFETY



**BODY
AWARENESS**



NOISE

POOLS

- Pools are outdoor and not heated. The License to Chill pool has a hot tub.
- Pool is entered by stairs.
- A lifeguard is on duty.
- Diving is not permitted.
- Entertainment at the pool can sometimes be loud.

KIDS CLUB

- Kids club is open 7 days per week at no extra charge.
- Age limits for kid's club are 4 to 12 years.

RECREATION AREAS

- Basketball, football and gym are available at no extra charge.
- Spa is available and is not included. Prices vary according to treatment.



SAFETY

All rooms have a lockable door which accesses a swim-up patio. Ground floor rooms also have a lockable safety gate. Temporary alarms are available for use during your stay.



BODY AWARENESS

- Connecting rooms are available.
- 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.



LIGHTING

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.



NOISE

In general terms, the quietest rooms are from room number 0101 to 0415.

IN-ROOM DINING

INTERNATIONAL CUISINE

24 hours

Room Service

SERVICE TYPE

Service Trolley

SPECIAL DIETARY

Always available   Upon request  

WAIT TIME

N/A

PRE-ORDERING

N/A

LIGHTING

Room Lighting

SOUND

Room Sound

FRANK & LOLA'S

ITALIAN CUISINE

5:30 pm - 9:30 pm

Indoor Seating

Seats 90

SERVICE TYPE

Table

SPECIAL DIETARY

Upon Request    

WAIT TIME

5 - 30 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Natural light/LED/Moderate Level

SOUND

Guest Conversation

LATINO

LATIN AMERICAN/ASIAN CUISINE

5:30 pm - 9:30 pm

Indoor Seating

Seats 62

SERVICE TYPE

Table

SPECIAL DIETARY

Upon Request    

WAIT TIME

5 - 45 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Natural light/LED/Moderate Level

SOUND

Moderate level music

RITA TACO HOUSE

MEXICAN CUISINE

12:00 pm - 5:00 pm

Indoor/Outdoor Seating

Seats 74

SERVICE TYPE

Table

SPECIAL DIETARY

Upon Request    

WAIT TIME

5 - 40 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Natural light/LED/Moderate Level

SOUND

Mariachi some nights



THE BEACH HOUSE

INTERNATIONAL CUISINE

Breakfast/Lunch/Dinner

Indoor

Seats 126

SERVICE TYPE

Table

SPECIAL DIETARY

Upon Request    

WAIT TIME

5 - 50 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Natural light/LED/Moderate Level

SOUND

Guest Conversation



WAITING OR DURATION

Wait times are likely maximum times.



TASTE OR SMELL



CASEIN-FREE



SOY-FREE



GLUTEN-FREE



VEGETARIAN



FURTHER INFORMATION ABOUT THE AUTISM DOUBLE-CHECKED
PROGRAM CAN BE OBTAINED FROM

AUTISM DOUBLE-CHECKED LLC

156 Seaside Avenue, Suite 250 | Stamford, CT 06902

www.AutismChecked.com

(203) 750-0000



This guide has been prepared in order to give as much information as possible so that parents or care-givers 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.