

# 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**



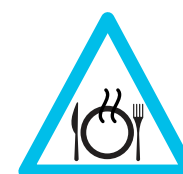
**BODY AWARENESS**



**NOISE**



**LIGHTING**



**TASTE OR SMELL**



**HEAT OR COLD**



**MAKE USE OF THE HOTEL WEBSITE AT:**

<https://www.karismahotels.com/nickelodeon-hotels-resorts/riviera-maya>



**CROWDS**

**July and August** are the busiest months

**Weekdays** (Sunday to Thursday afternoons) are quieter

**January and February** are the quietest months

**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](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)

NUMBER  
OF ROOMS  
**280**

NUMBER OF  
RESTAURANTS  
**6**

NUMBER  
OF FLOORS  
**6**

NUMBER  
OF BARS  
**3**



### 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, 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.



**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 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.



### SAFETY

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



### BODY AWARENESS

- 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.



### 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 600 to 648.



### IN-ROOM DINING

#### INTERNATIONAL CUISINE

24 hours

Room Service

#### SERVICE TYPE

Service Trolley

#### 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



#### 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



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



#### 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



**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](http://www.AutismChecked.com)

(203) 750-0000



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.