Hotel Details

JW Marriott Cancun Resort & Spa

Blvd. Kukulcan, Km 14.5, Lote 40-A, Zona Hotelera
Cancun, Quintana Roo 77500 Mexico

Phone:	+52 998 8489600
Fax:	+52 998 8489601
Toll-free:	1 888 813 2776
Sales:	+52 998 8489714
Sales Fax:	+52 998 8489614

Arrival Information

Check-in and Check-out

- Check-in: 4:00 PM
- Check-out: 12:00 PM
- Express Check-In and Express Checkout
- Video Review Billing

High-Speed Internet Access

- Guest rooms: Wireless, Wired
- Lobby and public areas: Wireless
- Meeting rooms: Wireless, Wired

Parking

- Complimentary on-site parking
- Complimentary valet parking

Property Details

- 14 floors, 374 rooms, 74 suites
- 8 meeting rooms, 46,253 sq ft of total meeting space
- New Lobby

Smoke-free Policy

- This hotel has a smoke-free policy

Pet Policy

- Pets not allowed

Services & Amenities

- Babysitting
- Barber/Beauty shop
- Buffet breakfast, fee: 28.00 USD
- Concierge desk
- Continental breakfast, fee: 20.00 USD
- Evening turndown service
- Foreign exchange
- Game room
- Gift/newsstand
- Grab-n-Go breakfast, fee: 25.00 USD
- Hot breakfast, fee: 20.00 USD
- Housekeeping service daily
- Laundry on-site
- Mobility accessible rooms
- Newspaper delivered to room, on request
- Newspaper in lobby
- Room service
- Room service, 24-hour
- Safe deposit boxes, front desk
- Valet dry-cleaning
- Virtual Concierge Available

Guest Room Information

General Room Amenities

- Air conditioning
- Alarm clock
- Bottled water, for a fee
- Crib/Play Yard
- Electrical adapters
- Individual climate control
- Iron and ironing board
- Pillows: down/feather
- Pillows: foam
- Pull-out sofa bed
- Rollaway bed
- Safe

Bathroom Amenities

- Bathrobe
- Hair dryer
- Separate tub and shower
- Hot Tub/Whirlpool

Room Entertainment

- Cable channel: CNN
- Cable channel: ESPN
- Cable/satellite TV
- Color TV
- Mini-bar: all rooms, beverages and/or snacks for a fee
- Movies/videos, pay-per-view
- Wet bar

Kitchen Amenities

- Water purification system

Business Amenities

- Electrical outlet: desk level
- Phone feature: voice mail

Dining

Gustino Italian Grill

- Italian
- Open for dinner
- Enjoy gourmet northern Italian cuisine in our renowned restaurant in Cancun, Mexico. Featuring fresh, Mediterranean-inspired creations and recognized by AAA with its prestigious Four Diamond Award, it's a truly amazing, gastronomical adventure.

Sedona Grill

- Southwestern
- Open for breakfast, lunch and dinner
- Southwestern specialties are the order of the day at this restaurant in Cancun's Hotel Zone. Enjoy steaks, seafood, pork and poultry dishes served with a distinctive flair inspired by the tastes and culture of the American desert Southwest.

Lobby Bar

- Other
- Open for dinner
- End your day with a smooth glass of wine, a refreshing beer or a handcrafted cocktail. Visit our vibrant cocktail bar located in the lobby lounge, a sophisticated, yet relaxed, setting for conversation, gathering with friends or that special someone.

BeachWalk

- American
- Open for lunch
- Relax in the sands of Cancun and still enjoy the taste of Cancun when you dine at BeachWalk! Offering pool and beachside service, enjoy deluxe sandwiches, fresh salads, Caribbean specialties, tropical drinks, beers and expertly made cocktails.

Gourmet Deli

- Deli
- Open for breakfast, lunch and dinner
- Our Gourmet Deli offers a casual dining experience and is open for breakfast, lunch and dinner. Whether you're in the mood for pancakes for breakfast, a sandwich at lunch or a hearty entrée at dinner, our Gourmet Deli will have something to satisfy!

Mikado

- Japanese
- Open for dinner
- Located next door at our CasaMagna Marriott sister property, sushi connoisseurs will savor our fresh offerings, and dinner becomes a delightful show when our teppanyaki chefs begin cooking at your table. Plus, browse our tempting dessert and drink menu.

La Capilla Argentina Steakhouse

- Steakhouse
- Open for dinner
- From traditional steakhouse fare to exotic Argentinian flavors, La Capilla has something on the menu to please any palate. Explore everything this Cancun Hotel Zone restaurant has to offer—from delicious steaks and chops to desserts and more!

Champions Sports Bar

- International
- Open for lunch and dinner
- Located next door at our CasaMagna Marriott sister property, our all-American eatery offers your favorite comfort foods in a sports bar setting with TVs, pool tables and nightly Karaoke. Children will enjoy our kids menu with their favorite dishes.

Sasi Thai

- Thai
- Open for dinner
- Right next door at our CasaMagna Marriott sister property, your taste buds will relish in our unique Thai specialties, including some amazing tasting cocktails. The fusion of new flavors will redefine what you know about Asian and Thai cuisine.

Fitness & Recreation

Fitness

- Fitness Center at the JW Marriott Cancun

Swimming

- JW Marriott Resort and Spa Beach On-site
- Indoor Spa Pool (must be at least 18 years old to access).
- Family free form outdoor pool.
- 14 ft. outdoor dive pool with an artificial reef.
- Adult free form outdoor pool.
- Whirlpool

Spa

- Mayan Inspired Spa
  Appointment required

Golf

- Playa Mujeres Golf Course 12.4 miles

Activities

- Biking trail 0.1 miles
- Boating 0.1 miles
- Bowling 1.2 miles
- Horseback riding 5.6 miles
- Jet-skiing
- Jogging/fitness trail 0.1 miles
- Sailing 3.7 miles
- Sauna
- Scuba diving 1.2 miles
- Snorkeling 1.2 miles
- Surfing 7.5 miles
- Water-skiing 0.1 miles
- Tennis

Local Attractions

- Cancun Virtual Trip Kit - Take a look!
- Sian Ka'an Biosphere Reserve
- Deep Sea Fishing / Aquaworld
- Wet N Wild
- El Centro - Flea Market and Shopping
- Sailing and Snorkeling - Isla Mujeres
- Reef Diving - Palancar Reef - Cozumel
- Interactive Aquarium
- Tulum Mayan Ruins
- Whale Shark Festival

Driving Directions from Airport

Cancun International AIrport – CUN

Phone: +52 998 8487200
Hotel direction: 6.8 miles NE

Driving directions Take the North exit from Cancun International Airport. Follow the signs to the Hotel Zone. The resort is approximately 11 miles on the right hand side. To arrange transportation through Prestige Transportation Service, please call 52-998-848-9686 or toll-free at 1-877-895-0980. Prestige provides one or two-way service to and from the airport as well as private tours and transfers. Fee from and to the airport is $16 USD per person, one way. This service is only with advanced reservation due to airport regulations Email: transportationservice@prestigecancun.com

- Airport shuttle service, reservation required, fee: 16 USD (one way)
  Shuttle Phone:52 998 8489686 Ext 6686
- Courtesy phone available
- Alternate transportation:Prestige In-house Transportation Services; per person prices. Tel. +52 (998) 848 9686; fee: 16 USD (one way) ;reservation required

Accessibility

For more information call the general manager of the hotel

- Accessible guest rooms have a 32 inch wide opening
- Fitness center entrance is accessible
- Meeting spaces are all accessible
- Pool entrances are all accessible
- Restaurants and lounges are all accessible
- Self-operating lifts are not available for pools
- Spa entrance is accessible
- Business center entrance is accessible
- Main entrance is accessible
- Pathway to registration desk is accessible
- Registration desk is not accessible
- Route to accessible guest rooms is accessible
- Service animals allowed for persons with disabilities