

COMPLIMENTARY
AMENITIES



VALENTIN IMPERIAL

RIVIERA MAYA

ADULTS ONLY



Birthday:

- Congratulatory announcement in Valentin Journal
- Birthday room decoration by housekeeping
- Mini chocolate birthday cake delivered on their birthday
- Nightly turn-down service.

*** Request mention: **Birthday celebration**; birth date (for the above to be applied on the birth date).

Anniversary:

- Congratulatory announcement in Valentin Journal
- Anniversary room decoration by housekeeping
- Bottle of sparkling wine upon arrival
- Nightly turn-down service

*** Request mention: **Anniversary celebration**; anniversary date (for the above to be applied on the anniversary date).

Graduation:

- Special graduation treat designed by our chefs

*** Request mention: **Graduation**

Retirement:

- Special retirement treat designed by our chefs

*** Request mention: **Retirement**

Babymoon:

- Special Babymoon treat designed by our chefs

*** Request mention: **Babymoon**



Engagement:

- Special room decoration by housekeeping
- Bottle of sparkling wine upon arrival
- Chocolate covered strawberries' plate

*** Request mention: *Engagement celebration*

First Responders

- Special room amenity
- Room upgrade (upon availability)

*** Request mention: *First responders*

For our beloved returning guests

*** It is important to mention how many times your guests have been at the resort on the reservation or in the request e-mail.

The amenities we offer our returning guests vary depending on the number of visits and depend on the number of nights booked. Therefore, they are not all enlisted below.

There are 3 categories of repeat guests and amenities common to each category are at least (but not limited to):

- Bottle of sparkling wine upon arrival
- Congratulatory announcement in Valentin Journal

Repeat guests' categories:

Repeat Guests 2nd – 3rd – 4th visit (Code: REP234)

Repeat Guests 5th – 6th – 7th – 8th visit (Code: REP5678)

Repeat Guests 9th visit and over (Code: REP9)



COMPLIMENTARY HONEYMOON AMENITIES

For stays of 3 to 6 nights:

- Sparkling wine upon arrival
- Special honeymoon room decoration
- Congratulatory announcement in Valentin Journal
- Honeymoon turn down service

For stays of 7 nights and more:

- Fruit platter & sparkling wine upon arrival
- Honeymoon in-room breakfast the day after arrival with previous reservation – contact your concierge
- Special honeymoon room decoration
- Congratulatory announcement in the Valentin Journal
- Honeymoon turn down service
- 10% discount on treatments at Valentin Imperial Aromance Spa
- Special honeymoon dinner with previous reservation – contact your concierge

Requirements:

- Present copy of marriage license upon check-in.
- Valid up to 90 days after the wedding date.
- The honeymoon amenities must be requested at the time of booking.



How to proceed

If you have any questions about the hotel or require further assistance, we remain at your service! Remember that requests need to be sent with enough anticipation for the hotel to make the necessary arrangements.

Our reservation's department address is:
vim.reservations2@valentinmaya.com

Our customer service address is:
vim.customercare@valentinmaya.com

Our Valentin Privé concierge (for Valentin Privé guests' requests) is: vim.valentinprive@valentinmaya.com

Our front desk address is: vim.front@valentinmaya.com

Hotel phone number: + 52 984 206 3660

You can contact our sales office directly at:
evelyne.lebrun@valentinmaya.com and/or
karla.laurenzana@valentinmaya.com and they will forward your request to the corresponding department.

Note:

Special amenities are not combinable nor cumulative
Information can change without prior notice
Valentin Cares health and safety protocols restrictions may apply.