

## **Review: Royalton Chic Cancún (December 31, 2021 - January 7, 2022)**

### **Sofiya Berman**

Note: I have native-level proficiency in Spanish and speak it without an accent. At the beginning of our stay, when staff would approach me in English, I answered in English. Once I began replying in Spanish, my family (who doesn't speak Spanish) and I started getting noticeably better service everywhere.

#### Pros:

- Clean hotel with amazing views from lobby, restaurants, and rooftop patio
- The beach is well-maintained, has a lifeguard on duty, and is routinely patrolled by the national guard. Clear aquamarine water is warm even on rainy days and after sunset.
- Our sunset/ marina view room on the 12th floor was amazing. We could see the theater from the balcony and the New Year's fireworks exploded right in front of us, eye-level.
- Friendly staff take COVID protocols seriously. Not once did I see any staff member take his or her mask off.
- Plenty of food options and no-reservation-needed restaurants with different cuisines. If you want something cooked a specific way for you, there are several grill stations in the buffet where they will make it right in front of you.
- Different shows every night of the week performed by multi talented individuals
- Games and activities hosted every day by the Vibe Team (schedule posted daily on the theater screen).
- Daily fitness activities (schedule can be found on the tv in your room). I took the water aerobics classes with Adrian and Adrianna and they were great! Definitely recommend! Good diverse workouts with upbeat music and great company... I wish they lasted longer.
- Latin dance classes!!! Need I say more?

#### Cons:

- Really not much to do on rainy days, both hotel-wise and excursion-wise
- We were told at check-in that COVID-testing would be complimentary but were charged \$35 per person
- Language barrier if you are not a Spanish-speaker, which may lead to misunderstandings
- Yes, the elevators are a bit slow.
- Slow room service, limited tea options, overhearing a negative remark made about my family member by a staff member, construction at night on the floor above us

#### Staff who made our stay special:

- Marisol at Gourmet Marché and the poolside grill station went above and beyond to make my family empanadas from scratch exactly the way we like. Most delicious empanadas ever! Additionally, whenever we wanted something from her station that was "out," she never told us that there was no more (as others did). Rather, she always found more in a fridge or the kitchen and/or prepared more herself. Outstanding service from an outstanding woman!
- Big props to José from the Vibe Team for leading bihourly activities and Adi for coming over to my family at dinner to personally invite us to attend every night's show.

- Antonio from security was nice enough to answer all our “Where is this? Where is that?” questions on our first day, after which he remembered and greeted us on all his following shifts.
- A kind gentleman in the empanadas corner who, after hearing me speak Spanish on Mexican Night, gave my family an expansive tour of the buffet, explaining the traditions behind the dishes’ preparation. I wish I remembered his name!