

RESORT	Butler Service	Inclusions	Cost
Mexican Caribbean			
Zoetry Paraiso de la Bonita	Yes	<p>BEFORE YOUR STAY: Arrangements will be made prior to your arrival to ensure your trip is designed specifically for you. Your butler will arrange for private, round trip airport transfers.</p> <p>UPON ARRIVAL: You will be greeted at the airport by a private chauffeur with sparkling wine. Recommendations and arrangements for your private dining services, tours, activities and spa will be made. Your butler will be eager to book all activities during your stay, on and off property. A cell phone number will be provided to have personal and direct communication with your butler during your stay.</p> <p>DURING YOUR STAY: Our staff and chef will be happy to accommodate any special food or beverage requests. Reservations will be made for all your meals. Our friendly staff will unpack your luggage, hang clothes, provide shoe shine and laundry services as needed. Every day, your butler will coordinate coffee or tea services, and provide a newspaper of your choice. Your butler will coordinate with housekeeping, set your pillow menu, restock bathroom amenities and personalize your mini bar selections. We will reserve your beach Day Bed and supervise pool and beach wait service.</p> <p>UPON DEPARTURE: Your bags will be brought up to the departure area. Our staff will process all necessary paperwork for check-out. Your butler will escort you to transportation and prepare you for your journey home.</p>	This package is complimentary with a stay in a butler suite or Impression room category. Not available for purchase.
Zoetry Villa Rolandi Isla Mujeres	NO	N/A	N/A
Secrets Capri Riviera Cancun	NO	N/A	N/A
Secrets Maroma Beach Riviera Cancun	NO	N/A	N/A
Secrets Silversands Riviera Cancun	NO	N/A	N/A
Secrets The Vine Cancun	YES	<p>Our butler service is available to everyone that stays in the Preferred Club area, that is, from the 21st to the 28th floor. The butler will take care of the guest's request previous to the arrival. He/she will make sure the room is ready according to our guest's needs. When the guest arrives, the butler will check them in on a private counter located in the superior floors (not the front desk). He then proceeds to take the guests to the room/suite and shows them the important aspects of the room, the amenities and what their service is all about.</p> <p>These are some of the perks of having a butler:</p> <ul style="list-style-type: none"> • They can pack and unpack for you • Daily shoe shine • Pressing service of two items per person per stay • Spa and private dinner reservations • External reservations for tours, restaurants, entertainment and general information 	for preferred club guests only
Secrets Aura Cozumel	NO	N/A	N/A
Secrets Playa Mujeres Golf & Spa Resort	NO	N/A	N/A
Secrets Akumal Riviera Maya	NO	N/A	N/A
Breathless Riviera Cancun Resort & Spa	NO	N/A	N/A
Dreams Tulum Resort & Spa	NO	N/A	N/A
Dreams Puerto Aventuras Resort & Spa	NO	N/A	N/A
Dreams Sands Cancun Resort & Spa	NO	N/A	N/A
Dreams Riviera Cancun Resort & Spa	NO	N/A	N/A
Dreams Playa Mujeres Golf & Spa Resort			
Now Jade Riviera Cancun	NO	N/A	N/A
Now Sapphire Riviera Cancun	NO	N/A	N/A
Reflect Krystal Grand Cancun	NO	N/A	N/A
Sunscape Sabor Cozumel	NO	N/A	N/A
Mexico Pacific			
Secrets Huatulco Resort & Spa	NO	N/A	N/A
Secrets Vallarta Bay Puerto Vallarta	YES*	Called Concierge-Preferred. Offered from 9am to 6pm only. wake up service, coffee in bed, follow ups on extra needs: dinners, activities, transportation etc.	Complimentary for Preferred Club guests
Secrets Puerto Los Cabos Golf & Spa Resort	YES*	<p>No, called Preferred Club Concierge.</p> <p>Upon arrival: Coordinate with housekeeping, room service to ensure that the room is ready on arrival Escort the VIP guest to the Preferred Lounge for private check-in. Escort the VIP guest from the Preferred Lounge to the room and coordinate baggage handling. Provide a private resort orientation. Provide all information regarding hotel facilities.</p> <p>During the stay: Make all dinner reservations outside / inside (Teppanyaki tables at Himitsu) on the property, spa and golf reservations. Shoe Shine Service Facilitate laundry service (by requests, extra cost) Distribute mosquito repellent and facial towels at the Preferred Club Pool Offer books and magazines at Preferred Club Pool Offer reading glasses and cell phone charger at Preferred Club Pool</p> <p>Before departure: Confirm flight and ensure transportation back to the airport. Provide information regarding check out. Ensure the bags are brought up to the departure area. Farewell at the Preferred Club.</p>	for preferred club guests only
Breathless Cabo San Lucas Resort & Spa	NO	N/A	N/A
Dreams Los Cabos Suites Golf Resort & Spa	NO	N/A	N/A
Dreams Villamagna Nuevo Vallarta	NO	N/A	N/A
Dreams Huatulco Resort & Spa	NO	N/A	N/A
Now Amber Puerto Vallarta	NO	N/A	N/A
Reflect Krystal Grand Los Cabos	NO	N/A	N/A
Reflect Krystal Grand Nuevo Vallarta	NO	N/A	N/A
Sunscape Dorado Pacifico Ixtapa	NO	N/A	N/A
Sunscape Puerto Vallarta Resort & Spa	NO	N/A	N/A
Dominican Republic			
Zoetry Agua Punta Cana	YES	<p>Each guest is assigned a Butler at no additional cost with the purpose of personalizing more his or her experience. As part of the Butler benefits, the guest counts on the following:</p> <ul style="list-style-type: none"> -Pre arrival contact in order to get further information concerning their trip and to work based that information. -Assistance with activities in advance or during their stay. -Special arranges like dinner on the beach, Romantic Breakfast, special Lunches, amenities, Birthday or any other reason of the trip, activities, excursions, spa, transfers and more. <p>Butler service ensures the guest is pampered, and all their expectations and requests are met.</p>	No charge
Secrets Royal Beach Punta Cana	YES	Butler service offered from 7:00 a.m. - 11:00 p.m., includes a bottle of sparkling wine, late check-out (subject to availability), romantic jacuzzi reservation, couples hydrotherapy session (once per stay), 1 day ball bed access	Complimentary for Preferred Club guests, \$100 for non-Preferred Club guests per room, per stay
Secrets Cap Cana Resort & Spa	NO	N/A	N/A
Breathless Punta Cana Resort & Spa	Yes	<ul style="list-style-type: none"> • Personal orientation of resort (guided tour), • personalized check-in and checkout • booking for tennis & other activities • programming events and special dinners (subject to availability)* • Room Spa: decorated whirlpool and room (honeymoon & anniversary) • Delivery of special pillows • collection of clothes for laundry • delivery of newspaper of your choice everyday • shoe shine service (On request), • replacement of ice • programming early breakfast • personalized alarm calls (scheduled with the operator) • Reservation of exclusive additional services (private oasis, romantic dinner, lobster party,). 	shale club only
Dreams Punta Cana Resort & Spa	YES	<p>Available upon request at an additional cost for all Preferred Club accommodations.</p> <ul style="list-style-type: none"> • Service from 7 a.m. - 11 p.m. • Mobile phone services for direct communication with butler • Upon arrival: welcome amenities, express luggage delivery, unpacking, private tour of resort • During stay: Arrangements for in-room breakfast in bed, laundry service coordination, full butler service at the pool and beach, airport transfer confirmation, collection of linens and express check-out (upon request) 	Preferred Club: \$35.00 USD per room per night

Dreams Palm Beach Punta Cana	YES	Available at an additional cost to guests in all room categories. Guests who purchase this package will receive a cell phone, in which they can reach their private butler from 8:30 a.m. – 11 p.m. Food and beverage services cannot be provided through the butler in order to honor the food and beverage policies & procedures. If you purchase this package, you will be entitled to the following privileges: <ul style="list-style-type: none"> • One bottle of champagne in room or other hotel location upon request • One dinner at our exclusive wine cellar (must request with your butler and purchase a bottle of wine) • One breakfast in bed upon request • International daily newspaper • Complimentary late check-out until 2 p.m. (subject to availability) • Exclusive à la carte breakfast at Seaside Grill from 7 a.m. – 11 a.m. • Express personalized check-out just by calling your butler, which eliminates the lines and rush • Complimentary laundry service for one set of clothes (maximum 5 pieces) • Unpacking and packing luggage services upon request • Shoe polish during stay upon request 	\$140 USD for 7 nights*
Dreams Dominican La Romana	YES	*A daily rate of \$20 USD per night is available for guests staying less than 7 nights. The package will be customized (determined by guests staying in the Preferred Club Honeymoon Suite or higher room category have access to add Butler Service to their stay. Butler Service includes: <ul style="list-style-type: none"> • Personalized description of the resort • Personalized minibar in the room • Preparation of whirlpool in the room (upon request) • Pillow menu • Assistance in arranging tours and excursions • Reservation of sport activities • Spa reservations • Tennis court reservations • Clothes collection for laundry (laundry service is an additional fee) • Personalized wake-up service • Assistance making transfer reservations to the airport • Intermediary with room service, maid service, nightly turn-down and decorations • Ensures that the room is in perfect condition • Coordinates babysitting requests (upon request) * 	\$224 USD per room, per week
Now Larimar Punta Cana	YES	1. Butler - Available to Preferred Club guests and is available around the pool, beach, and common areas only 2. VIP Package - Available from 9 a.m. – 10:30 p.m., -Exclusive cell phone to use to contact your exclusive concierge or request butler service -One sparkling wine delivered to room upon request -International daily newspaper of your preference -Preparation of whirlpool with rose petals and bath salts -10% discount on laundry services (max 5 pieces) -Complimentary late checkout until 2 p.m. (based on availability) -Express personalized check out just by calling your butler -Pillow menu	1. Complimentary as a Preferred Club guest. Non-Preferred Club guests can purchase at \$40 USD per person, per night 2. Available for Preferred Club guests only
Now Onyx Punta Cana	Yes	For Preferred Club guests only. Includes: <ul style="list-style-type: none"> -Personal orientation of resort (guided tour) -Personalized check-in and checkout -Booking for tennis & other activities -Programming events and special dinners (subject to availability)* -Room Spa: decorated whirlpool and room (honeymoon & anniversary) -Delivery of special pillows -Collection of clothes for laundry -Delivery of newspaper of your choice every day -Shoe shine service (On request) -Replacement of ice (calling ext 7023) -Programming early breakfast -Personalized alarm calls (scheduled with the operator) 	for preferred club guests only
Sunscape Puerto Plata Dominican Republic	Yes	Only available for the Sun Club. Personalized service, newspaper in room upon request, will handle reservations, , room service, or any additional assistance. Service provided by the concierge team from 7 a.m. - 11 p.m.	Only for Sun Club
Central America and the English-Speaking Caribbean			
Zoetry Montego Bay Jamaica	YES	Included in all room categories: • Luggage assistance <ul style="list-style-type: none"> • Unpacking service • Special set ups in room or preferred location • Making reservations for spa appointments • Arranging off property activities • Providing service while at pool or any preferred area • Retrieving items off property • Delivering and serving meals • Assisting guests with any activity to ensure that their stay is a memorable one 	no charge
Secrets St. James & Secrets Wild Orchid Montego Bay	YES	Butler service is complimentary in Master Suites and Presidential Suites. The cost is \$150 USD per night for any other Preferred Club guest wishing to add the service to their room. Once you arrive your butler will: <ul style="list-style-type: none"> -Provide you with a cell phone to keep in touch -Private tour of the property -Unpack your luggage -Present all information regarding tours and spa services -Press your first suit complimentary While at Secrets, your butler will: <ul style="list-style-type: none"> -Reserve loungers or chairs on the beach or pool deck -Make all dinner, tour, spa arrangements -Serve drinks -Serve lunch on the beach or on the pool deck -Ensure room is kept in perfect condition and arranged according to your preference during your stay -Expedite all your room service orders -Arrange a romantic dinner for two in the privacy of your room or balcony. Making a selection from any of our à la carte restaurant menus. -Shine/clean shoes -Tend to your wardrobe. Collect and return laundry -Fulfill any other special requests -Escort you to dinner -Ensure your room or suite is turned down perfectly each night Before your departure, your butler will: <ul style="list-style-type: none"> -Arrange transportation back to the airport -Provide check out information -Assist you in folding your clothes for packing and pack luggage -Bring bags to lobby or departure area 	\$120/day
Secrets Papagayo Costa Rica	NO		no charge
Breathless Montego Bay Resort & Spa	YES	Available for guests staying in in the xhale club Junior Suite Ocean View or higher room category will receive personalized butler service at no extra cost. Guests staying in the Allure Junior Suite Tropical View or Junior Suite Ocean View room category can purchase butler service for an additional cost. UPON ARRIVAL: <ul style="list-style-type: none"> -Fresh, scented towel and cocktail -Escort to suite with luggage delivery as well as unpacking if desired -Private resort orientation -Assistance with any personal accommodation preferences -Ironing of first evening's attire -Provide cell phone to reach butler DURING STAY: <ul style="list-style-type: none"> -Deliver evening petit fours -Book spa appointments, tours and excursions -Serve drinks and lunch by the beach or pool -Ensure suite is in perfect condition and to guest's liking throughout stay -Fast track room service orders -Shine/clean shoes for dinner -Coordinate laundry service -Nightly turndown service BEFORE DEPARTURE: <ul style="list-style-type: none"> -Coordinate transportation to the airport -Assist with packing and check out -Escort to transportation and bid farewell 	No charge-only for xhale club members; non members can purchase butler service at additional cost
Dreams Las Mareas Costa Rica	NO	N/A	N/A
Dreams Playa Bonita Panama	NO	N/A	N/A
Sunscape Curaçao Resort, Spa & Casino	Yes	Only available for Sun Club guests at the beach & pool area. They check and see if guests need anything like beer, soda, etc. No food.	No Charge - Only for Sun Club

<p>Sunscape Cove Montego Bay</p>	<p>Yes</p>	<p>Available for guests staying in the Sun Club Deluxe Beachfront room category - complimentary if they book the category prior to arrival, it is an additional cost if they upgrade on-property Butler is available from 8 a.m. - 8 p.m. Upon Arrival, Guests Receive: -Expedited check-in, -Escort to room -Cellphone to contact butler</p> <p>During their Stay: - Butler will setup reservations at preferred restaurant and will decorate table (any night, upon request). -Beach setup everyday with reserved spot, chairs, and drink cooler (upon request). -Butler will arrange any special requests (such as sparkling wine breakfast, private dinner in room, birthday or special event, etc.)</p> <p>At departure: -Butler will take the guest's bages and accompany them to checkout and escort them to their transportation</p>	<p>Included in the Sun Club Deluxe Beachfront room category (if booked prior to arrival)</p> <p>If upgraded upon arrival, cost of the butler is the difference between the two room categories</p> <p>Available for \$60 USD per room, per night in other categories</p>
<p>Sunscape Splash Montego Bay</p>	<p>Yes</p>	<p>Available for guests at an additional cost Butler is available from 8 a.m. - 8 p.m. Upon Arrival, Guests Receive: -Expedited check-in, -Escort to room -Cellphone to contact butler</p> <p>During their Stay: - Butler will setup reservations at preferred restaurant and will decorate table (any night, upon request). -Beach setup everyday with reserved spot, chairs, and drink cooler (upon request). -Butler will arrange any special requests (such as sparkling wine breakfast, private dinner in room, birthday or special event, etc.)</p> <p>At departure: -Butler will take the guest's bages and accompany them to checkout and escort them to their transportation</p>	<p>Available in any room category for \$60 USD per room, per night</p>