



CANCUN

AN ALL-INCLUSIVE EXPERIENCE

Your Suite, Our Stages

HARD ROCK HOTEL CANCUN

ROOM CATALOG.



ROOMS & SUITES

STEP INSIDE & STEP UP TO LUXURY.

Step inside our hotel in Cancun and you can't help but notice these are some serious rock star digs. Featuring breathtaking ocean views and private balconies, our Cancun suites and guest rooms offer totally over the top indulgence with hydro spa tub, flat screen LCD televisions with premium satellite channels, plush bathrobes and slippers, top-of-the-line bath amenities, custom bedding with fine linens and a cotton duvet, plus a well-stocked mini-bar.

With all of this, you may never want to leave your Cancun suite - at least not so soon. So go ahead, sink back in your hydro spa tub and relax, or gaze out over turquoise waters from your balcony. Then tell the paparazzi, they'll just have to wait.

HARD ROCK HOTEL CANCUN

Deluxe Lagoon View King



ROOM DESCRIPTION

Deluxe Lagoon View King

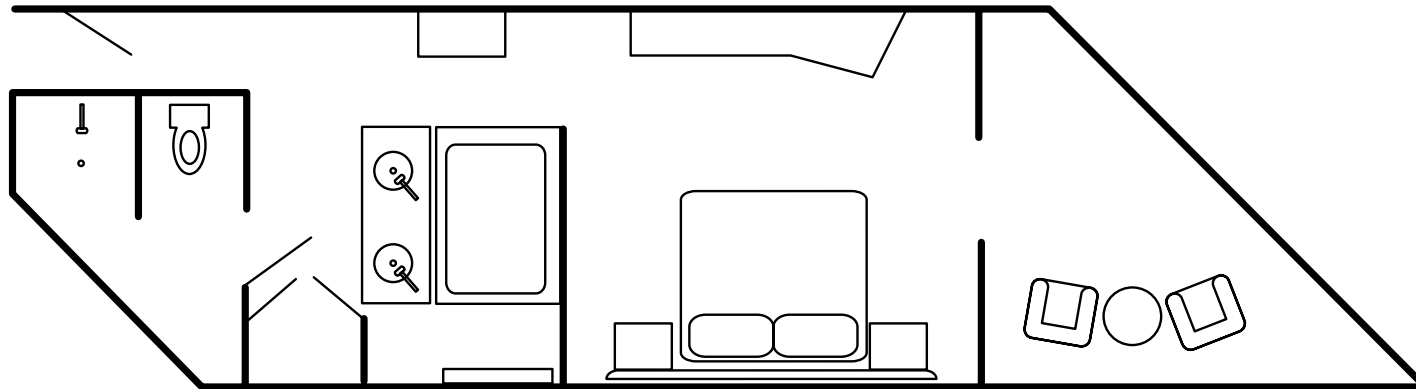
Live like a legend without even releasing a self-titled debut album. Rock out your vacation in our king bed.

- Double hydro spa tub
- Private bath with shower
- Balcony with two chairs and a table
- Mini bar with soda, bottled water, juice & domestic beer
- LCD TV with satellite
- Purified water
- Rock Spa® bath amenities
- Bathrobes (on request) & slippers
- Digital safe (laptop size)
- Individually controlled A/C
- Nespresso coffee machine with capsules
- Direct dial telephone
- Bluetooth-enabled wireless alarm clock radio
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour room service
- Turndown service available upon request

View: Lagoon View. Max occupancy for room with one king bed: two guests, plus one child (0-12 years) in a crib or rollaway.
430 sq. ft. Amenities may vary due to SAFE + SOUND protocols.

ROOM DESCRIPTION

Deluxe Lagoon View King



View: Lagoon View. Max occupancy for room with one king bed: two guests, plus one child (0-12 years) in a crib or rollaway. 430 sq. ft. Amenities may vary due to SAFE + SOUND protocols.

HARD ROCK HOTEL CANCUN

Deluxe Lagoon View Double



ROOM DESCRIPTION

Deluxe Lagoon View Double

Live like a legend without even releasing a self-titled debut album. Rock out your vacation in our double beds.

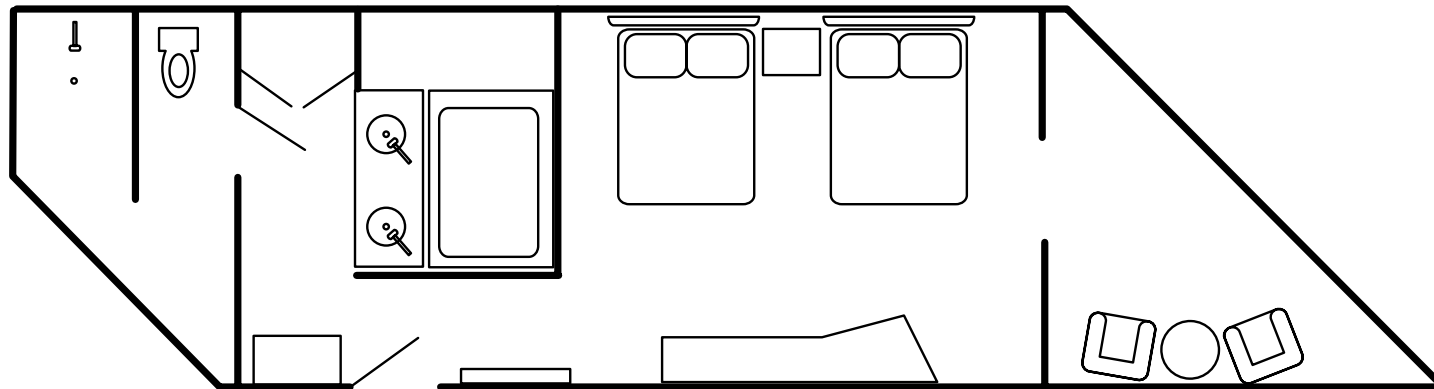
- Double hydro spa tub
- Private bath with shower
- Balcony with two chairs and a table
- Mini bar with soda, bottled water, juice & domestic beer
- LCD TV with satellite
- Purified water
- Rock Spa® bath amenities
- Bathrobes (on request) & slippers
- Digital safe (laptop size)
- Individually controlled A/C
- Nespresso coffee machine with capsules
- Direct dial telephone
- Bluetooth-enabled wireless alarm clock radio
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour room service
- Turndown service available upon request

4 Accessible Rooms. (double beds)

View: Lagoon View. Max Occupancy: 4 guests, including children ages 4 -17. Max occupancy for room with double beds: 4 guests, plus 1 infant under age of three in a crib. Amenities may vary due to SAFE + SOUND protocols.

ROOM DESCRIPTION

Deluxe Lagoon View Double



4 Accessible Rooms. (double beds)

View: Lagoon View. Max Occupancy: 4 guests, including children ages 4 -17. Max occupancy for room with double beds: 4 guests, plus 1 infant under age of three in a crib. Amenities may vary due to SAFE + SOUND protocols.

HARD ROCK HOTEL CANCUN

Deluxe PURE WELLNESS®



ROOM DESCRIPTION

Deluxe PURE WELLNESS® King

All the regular Deluxe Gold awesomeness with the addition of the PURE WELLNESS® standard. PURE WELLNESS is designed to provide a better night's sleep for all guests. In addition to the Hard Rock SAFE + SOUND cleaning protocols, our PURE rooms undergo an additional seven-step process intended to trap and eliminate virus, bacteria, and airborne particles and minimize the presence of potential irritants. This process includes installation of a state-of-the-art air purification system and treatment of all coverings and surfaces in the guest room. All PURE rooms are installed and maintained on an ongoing basis by PURE Wellness.

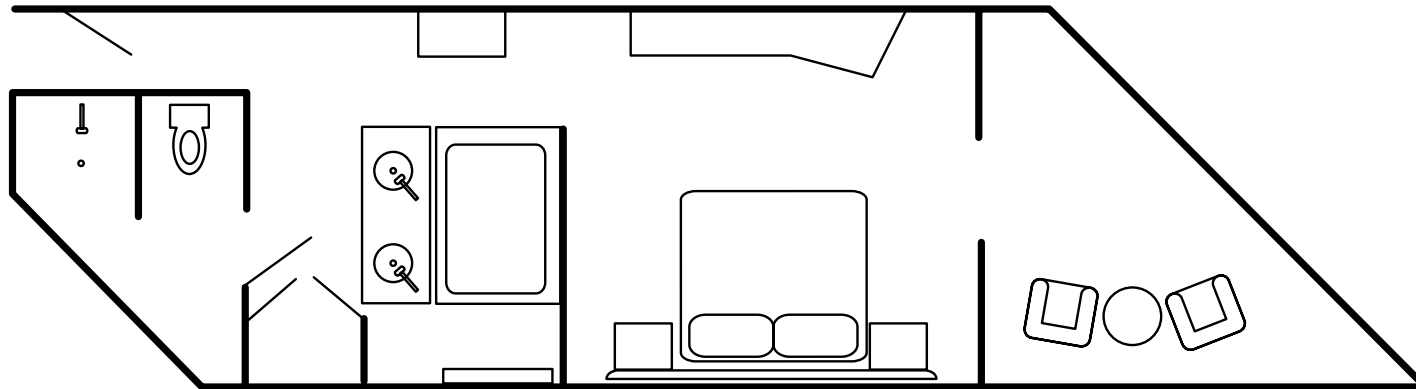
The Pure® Promise

- | | | |
|---|---|--|
| <ul style="list-style-type: none">• SHOCK TREATMENT This advanced shock treatment destroys nearly all of the virus, mold and bacteria in every nook and cranny of the room.• HYPOALLERGENIC ENCASEMENT FOR MATTRESS & PILLOW Soft, breathable micro-fiber coverings to allow for a more restful sleep.• ALL SURFACES SPECIALLY TREATED Upholstery and all soft surfaces are deep cleaned with a patented Pure® clean solution.• AIR PURIFICATION SYSTEM State-of-the-art system proven to kill 98% to 100% of viruses, bacteria and microorganisms.• PURE SHIELD This bacteriostatic barrier applied to all room surfaces makes it nearly impossible for bacteria and viruses to survive, as it eliminates them when they land.• DEEP CLEAN AIR-HANDLING UNIT A Pure® treated air conditioning unit along with air clean filters results in healthier air circulating. Coils are deep cleaned and disinfected using PURE's advanced treatment.• PURE TEA TREE OIL CARTRIDGE Tea tree oil cartridge is installed into the air-handling unit to maintain sanitized conditions. | <ul style="list-style-type: none">• Double hydro spa tub• Private bath with shower• Balcony with two chairs and a table• Mini bar with soda, bottled water, juice & domestic beer• LCD TV with satellite• Purified water• Rock Spa® bath amenities• Bathrobes (on request) & slippers• Digital safe (laptop size)• Individually controlled A/C | <ul style="list-style-type: none">• Nespresso coffee machine with capsules• Direct dial telephone• Bluetooth-enabled wireless alarm clock radio• Hair blow dryer• Iron/ironing board• Free wireless internet• 24-hour room service |
|---|---|--|

View: Lagoon View. Max occupancy for room with one king bed: two adults and one (0-12 years) child with a crib or rollaway. 430 sq. ft. Amenities may vary due to SAFE + SOUND protocols.

ROOM DESCRIPTION

Deluxe PURE WELLNESS® King



View: Lagoon View. Max occupancy for room with one king bed: two adults and one (0-12 years) child with a crib or rollaway. 430 sq. ft. Amenities may vary due to SAFE + SOUND protocols.

ROOM DESCRIPTION

Deluxe PURE WELLNESS® Double

All the regular Deluxe Gold awesomeness with the addition of the PURE WELLNESS® standard. PURE WELLNESS is designed to provide a better night's sleep for all guests. In addition to the Hard Rock SAFE + SOUND cleaning protocols, our PURE rooms undergo an additional seven-step process intended to trap and eliminate virus, bacteria, and airborne particles and minimize the presence of potential irritants. This process includes installation of a state-of-the-art air purification system and treatment of all coverings and surfaces in the guest room. All PURE rooms are installed and maintained on an ongoing basis by PURE Wellness.

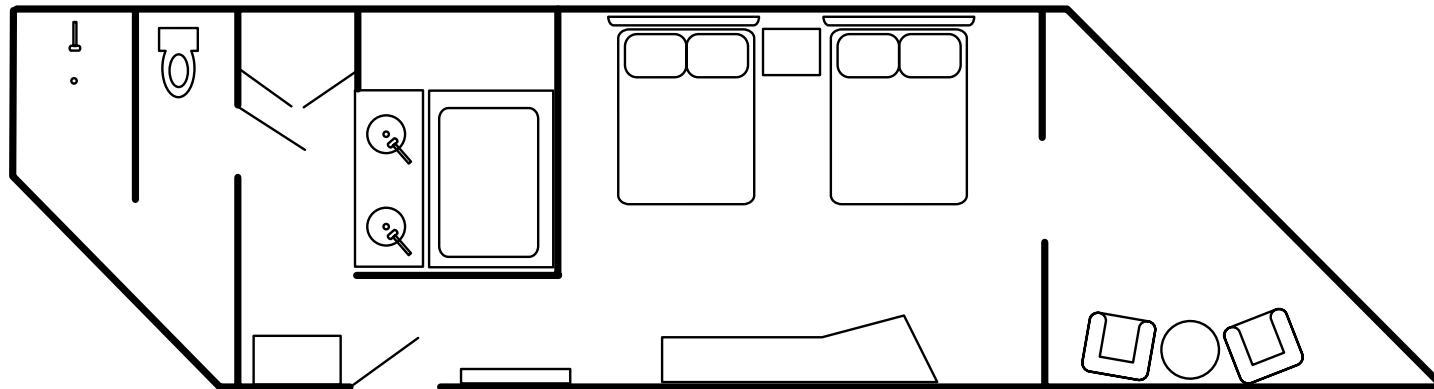
The Pure® Promise

- | | | |
|---|---|--|
| <ul style="list-style-type: none">• SHOCK TREATMENT This advanced shock treatment destroys nearly all of the virus, mold and bacteria in every nook and cranny of the room.• HYPOALLERGENIC ENCASEMENT FOR MATTRESS & PILLOW Soft, breathable micro-fiber coverings to allow for a more restful sleep.• ALL SURFACES SPECIALLY TREATED Upholstery and all soft surfaces are deep cleaned with a patented Pure® clean solution.• AIR PURIFICATION SYSTEM State-of-the-art system proven to kill 98% to 100% of viruses, bacteria and microorganisms.• PURE SHIELD This bacteriostatic barrier applied to all room surfaces makes it nearly impossible for bacteria and viruses to survive, as it eliminates them when they land.• DEEP CLEAN AIR-HANDLING UNIT A Pure® treated air conditioning unit along with air clean filters results in healthier air circulating. Coils are deep cleaned and disinfected using PURE's advanced treatment.• PURE TEA TREE OIL CARTRIDGE Tea tree oil cartridge is installed into the air-handling unit to maintain sanitized conditions. | <ul style="list-style-type: none">• Double hydro spa tub• Private bath with shower• Balcony with two chairs and a table• Mini bar with soda, bottled water, juice & domestic beer• LCD TV with satellite• Purified water• Rock Spa® bath amenities• Bathrobes (on request) & slippers• Digital safe (laptop size)• Individually controlled A/C | <ul style="list-style-type: none">• Nespresso coffee machine with capsules• Direct dial telephone• Bluetooth-enabled wireless alarm clock radio• Hair blow dryer• Iron/ironing board• Free wireless internet• 24-hour room service |
|---|---|--|

View: Lagoon View. Max Occupancy: 4 guests, including children ages 4 -17. Max occupancy for room with double beds: 4 guests including children. Amenities may vary due to SAFE + SOUND protocols.

ROOM DESCRIPTION

Deluxe PURE WELLNESS® Double



View: Lagoon View. Max Occupancy: 4 guests, including children ages 4 -17. Max occupancy for room with double beds: 4 guests including children. Amenities may vary due to SAFE + SOUND protocols.

HARD ROCK HOTEL CANCUN

Deluxe Ocean View King



ROOM DESCRIPTION

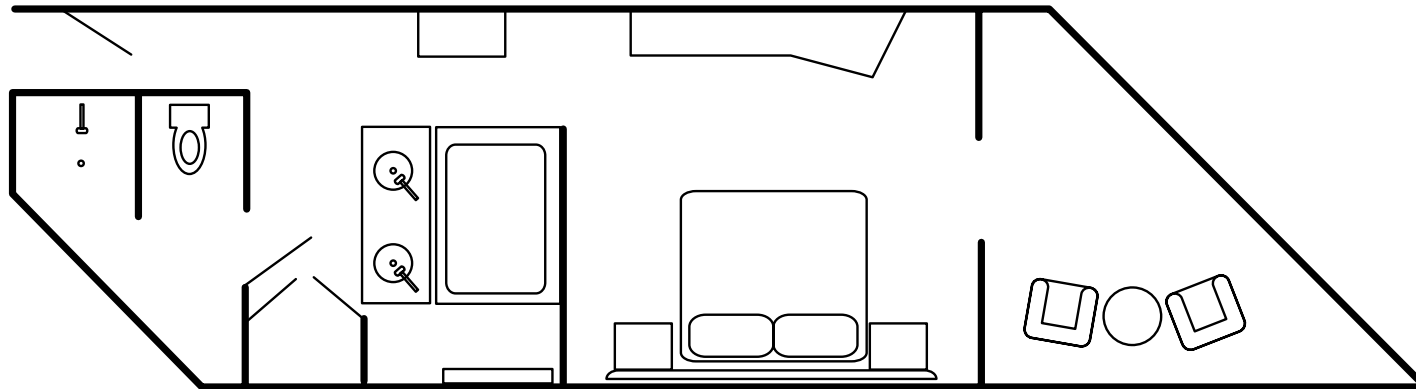
Deluxe Ocean View King

- Double hydro spa tub
- Private bath with shower
- Balcony with two chairs and a table
- Mini bar with soda, bottled water, juice & domestic beer
- LCD TV with satellite
- Purified water
- Rock Spa® bath amenities
- Bathrobes (on request) & slippers
- Digital safe (laptop size)
- Individually controlled A/C
- Nespresso coffee machine with capsules
- Direct dial telephone
- Bluetooth-enabled wireless alarm clock radio
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour room service
- Turndown service available upon request
- Priority reservations to picks® and wax® programs

View: Ocean View. Max occupancy for room with king bed: two adults, plus one child (0 -12 years) in a crib or rollaway. 430 sq. ft.
Amenities may vary due to SAFE + SOUND protocols.

ROOM DESCRIPTION

Deluxe Ocean View King



View: Ocean View. Max occupancy for room with king bed: two adults, plus one child (0 -12 years) in a crib or rollaway. 430 sq. ft.
Amenities may vary due to SAFE + SOUND protocols.

HARD ROCK HOTEL CANCUN

Deluxe Ocean View Double



ROOM DESCRIPTION

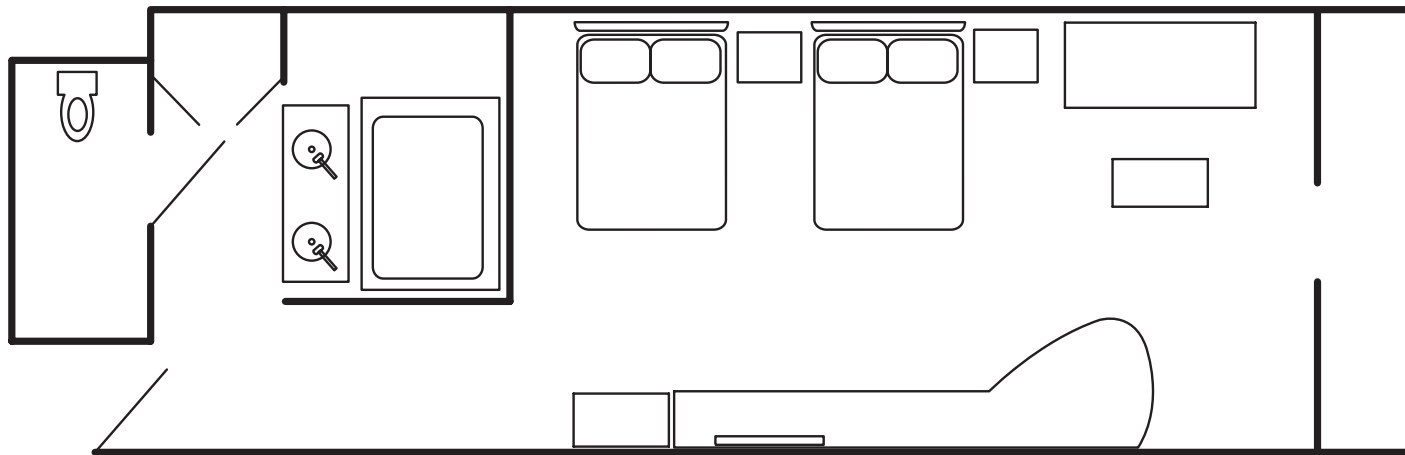
Deluxe Ocean View Double

- Double hydro spa tub
- Private bath with shower
- Balcony with two chairs and a table
- Mini bar with soda, bottled water, juice & domestic beer
- LCD TV with satellite
- Purified water
- Rock Spa® bath amenities
- Bathrobes & slippers
- Digital safe (laptop size)
- Individually controlled A/C
- Nespresso coffee machine with capsules
- Direct dial telephone
- Bluetooth-enabled wireless alarm clock radio
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour room service
- Turndown service available upon request
- Priority reservations to picks® and wax® programs

View: Ocean View. Max occupancy for room with double beds: 4 guests, including children ages 4-17. Amenities may vary due to SAFE + SOUND protocols.

ROOM DESCRIPTION

Deluxe Ocean View Double



View: Ocean View. Max occupancy for room with double beds: 4 guests, including children ages 4-17. Amenities may vary due to SAFE + SOUND protocols.

HARD ROCK HOTEL CANCUN

Deluxe Family Lagoon View (Two Bedroom)



ROOM DESCRIPTION

Deluxe Family Lagoon View (Two Bedroom)

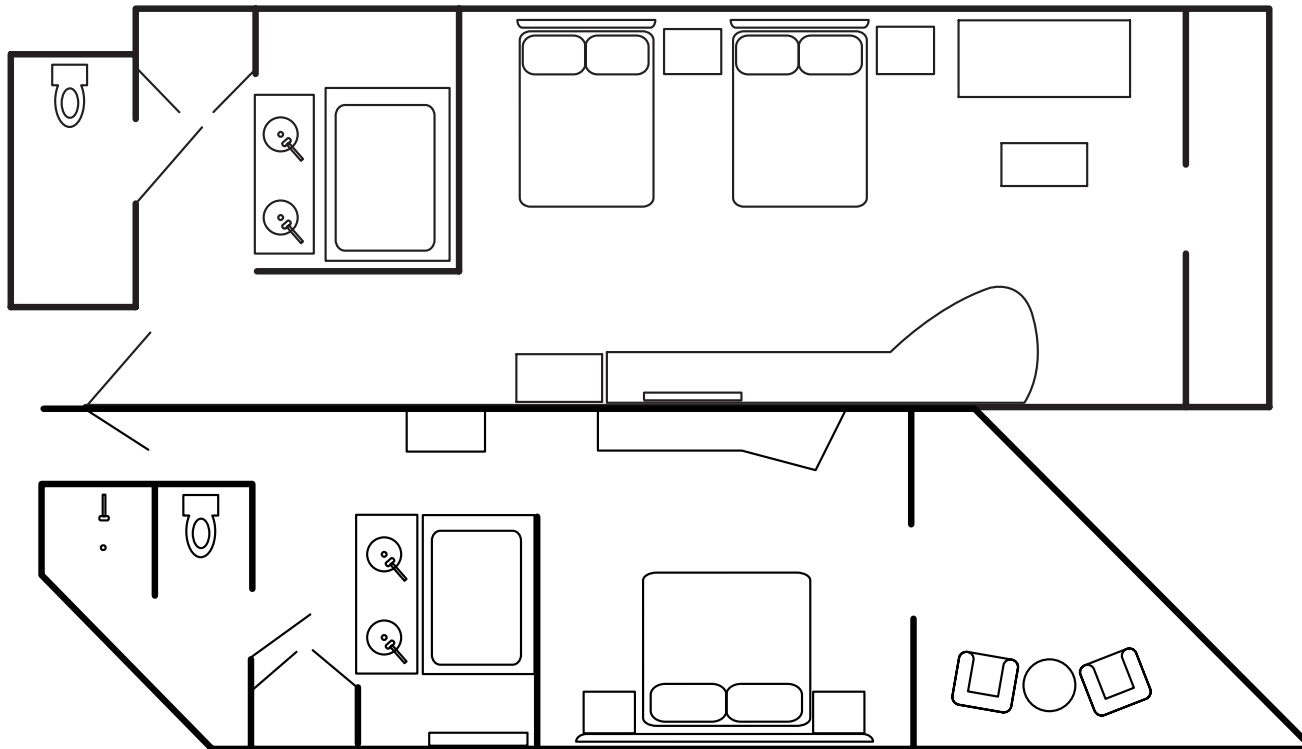
Two connecting rooms - one bedroom with a king-sized bed and another bedroom with two double beds.

- Double hydro spa tub in each room
- Private bath with double showers
- Balcony with two chairs and table
- A mini bar with drinks the kids will like as well as a variety of adult beverages (soda, bottled water, juice & domestic beer)
- LCD TV with satellite in each bedroom
- Xbox 360, with a selection of DVD's & Xbox games available upon request
- Purified water
- Rock Spa® bath amenities
- Adults & kids size bathrobes (on request)
- Adult-size slippers
- Digital safe (laptop size).
- Individually controlled A/C
- Nespresso coffee machine with capsules
- Direct dial telephone
- Bluetooth-enabled wireless alarm clock radio
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour room service (special kid's menu)
- Turndown service available upon request
- In-room family guide with activities schedule
- Fun In The Sun Bucket Kit (kids beach kit)
- Family welcome amenities

View: Lagoon view. Max Occupancy: 6 guests, including children (ages 4-17) & infants (0-3). 860 sq. ft. Amenities may vary due to SAFE + SOUND protocols.

ROOM DESCRIPTION

Deluxe Family Lagoon View (Two Bedroom)



View: Lagoon view. Max Occupancy: 6 guests, including children (ages 4-17) & infants (0-3). 860 sq. ft. Amenities may vary due to SAFE + SOUND protocols.

HARD ROCK HOTEL CANCUN

Diamond Ocean View King



ROOM DESCRIPTION

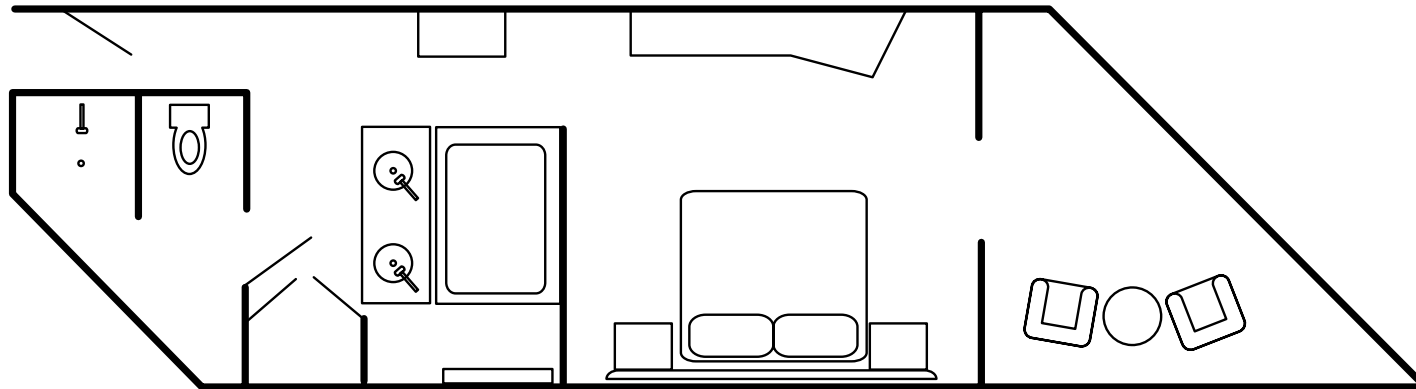
Diamond Ocean View King

- Double hydro spa tub
- Private bath with shower
- Balcony with chairs and a table
- Mini bar with soda, bottled water, juice & domestic beer
- Nespresso coffee machine with capsules
- LCD TV with satellite
- Purified water
- Rock Spa® bath amenities
- Bathrobes (on request) & slippers
- Digital safe (laptop size)
- Individually controlled A/C
- Direct dial telephone
- Bluetooth-enabled wireless alarm clock radio
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- Nightly courtesy service
- Turndown service
- Access to VIP Pool, Beach and Lounge Areas

View: Ocean view in the best locations. Max Occupancy: 2 adults. 430 sq. ft. Amenities may vary due to SAFE + SOUND protocols.

ROOM DESCRIPTION

Diamond Ocean View King



View: Ocean view in the best locations. Max Occupancy: 2 adults. 430 sq. ft. Amenities may vary due to SAFE + SOUND protocols.

HARD ROCK HOTEL CANCUN

Rock Royalty Ocean View King with Personal Assistant



ROOM DESCRIPTION

Rock Royalty Ocean View King with Personal Assistant

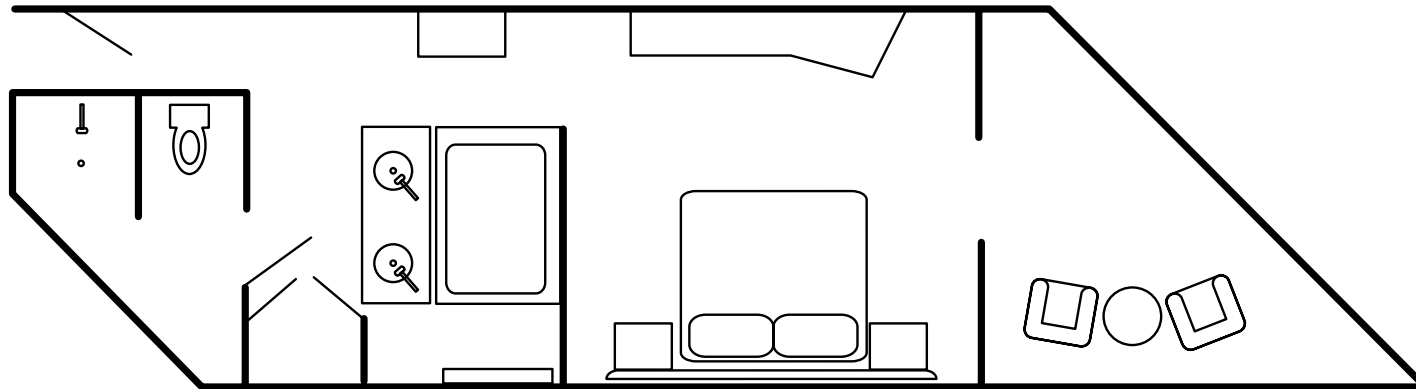
You are now Hard Rock Royalty. Kick off your shoes and relax in paradise with your own Personal Assistant. Enjoy your vacation in a king bed.

- Rock Royalty Personal Assistant (7am – 11pm)
- Ironing Service (2 items per person/per stay)
- Rock Spa® bath products
- Express luggage delivery
- Welcome Petit Fours
- Spa Tub Preparation (with 24-hour notice)
- Personal Assistance with reservations (on and off property)
- Priority reservations to picks® and wax® programs
- Access to Rock Royalty areas on the pool, lounge and beach
- Complimentary 25-minute couple's massage at the Rock Spa®
- VIP Check-in
- Late check-out (until 3pm subject to availability)
- Complimentary beach bag (1 per room/per stay)
- Rock Royalty check-out service - (Personal Assistant will help review account and assist in express check-out)
- Double hydro spa tub
- Private bath with shower
- Balcony with two chairs and a table
- Mini bar with soda, bottled water, juice, domestic beer and snacks
- LCD TV with satellite
- Purified water
- Plush Bathrobes (on request) & slippers
- Sleeping Mask
- Loofah Sponge and Bath Salts
- Digital safe (laptop size)
- Individually controlled A/C
- Nespresso coffee machine with capsules
- Direct dial telephone
- Bluetooth-enabled wireless alarm clock radio
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour room service
- Turndown service
- Priority booking for bali beds(\$)

View: Ocean View. Max occupancy for the room is 2 adults. 430 sq. ft. Amenities may vary due to SAFE + SOUND protocols.

ROOM DESCRIPTION

Rock Royalty Ocean View King with Personal Assistant



View: Ocean View. Max occupancy for the room is 2 adults. 430 sq. ft. Amenities may vary due to SAFE + SOUND protocols.

HARD ROCK HOTEL CANCUN

Rock Suite Ocean View (One Bedroom) with Personal Assistant



ROOM DESCRIPTION

Rock Suite Ocean View (One Bedroom) with Personal Assistant

This suite includes a king-sized bed with a living area and dining area.

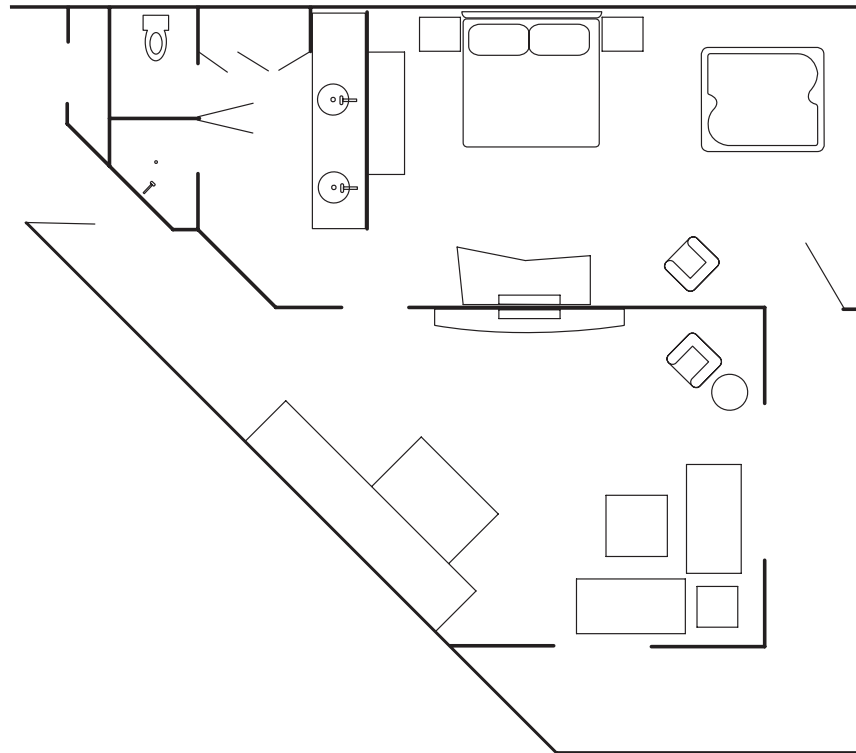
- Double hydro spa tub in room
- Private bath with shower
- Private terrace
- Queen size sofa bed
- Mini bar with soda, bottled water, juice & domestic beer
- LCD TV with satellite
- Bluetooth-enabled wireless alarm clock radio
- DVD/CD player upon request
- Purified water
- Rock Spa® bath amenities
- Bathrobes (on request) & slippers
- Bathroom scale
- Digital safe (laptop size)
- Individually controlled A/C
- Nespresso coffee machine with capsules
- Direct dial telephone
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- Welcome Petit Fours
- Turndown service
- Pillow menu
- Aromatherapy
- Exclusive beach bag (one per room/per stay)

**Available to connected partners only.*

View: Ocean view. Max Occupancy: 2 adults and 2 children (ages 0-12). 1065 sq. ft. Includes a queen sized sofa bed. Amenities may vary due to SAFE + SOUND protocols.

ROOM DESCRIPTION

Rock Suite Ocean View (One Bedroom) with Personal Assistant



**Available to connected partners only.*

View: Ocean view. Max Occupancy: 2 adults and 2 children (ages 0-12). 1065 sq. ft. Includes a queen sized sofa bed. Amenities may vary due to SAFE + SOUND protocols.

HARD ROCK HOTEL CANCUN

Rock Suite Ocean View (Two Bedroom) with Personal Assistant



ROOM DESCRIPTION

Rock Suite Ocean View (Two Bedroom) with Personal Assistant

Two bedrooms: One bedroom with a king- sized bed and a second bedroom with two double beds. This suite includes a living area and dining area. Limited time only – this room now comes with your very own Personal Assistant.

- Double hydro spa tub in each room
- Private bath with shower
- Private terrace with lounge chairs and chairs with a table
- Mini bar with soda, bottled water, juice & domestic beer
- LCD TV with satellite
- Bluetooth-enabled wireless alarm clock radio
- DVD/CD player upon request
- Purified water
- Rock Spa® bath amenities
- Bathrobes (on request) & slippers
- Bathroom scale
- Digital safe (laptop size)
- Individually controlled A/C
- Nespresso coffee machine with capsules
- Direct dial telephone
- Hair blow dryer
- Free Iron/ironing board
- Wireless internet

- Welcome Petit Fours
- Turndown service
- Pillow menu
- Aromatherapy
- Exclusive beach bag (one per room/per stay)

Personal Assistant Services

- Personal Assistant (7am-11pm)
- Ironing Service (2 items per person/per stay)
- Express Luggage Delivery
- Complimentary Shoe Shine
- Spa Tub Preparation (with 24-hour notice)
- Personal Assistance with Reservations (on and off property)
- Priority reservations to picks® and wax® programs
- Access to VIP Pool, Beach and Lounge Area

View: Ocean view. Max Occupancy: 6 guests, including children & infants. 1,065 sq. ft. A maximum of 1 infant (ages 0-3) will be allowed to stay in the same room with 4 guests. 430 sq. ft. Amenities may vary due to SAFE + SOUND protocols.

ROOM DESCRIPTION

Rock Suite Ocean View (Two Bedroom) with Personal Assistant



View: Ocean view. Max Occupancy: 6 guests, including children & infants. 1,065 sq. ft. A maximum of 1 infant (ages 0-3) will be allowed to stay in the same room with 4 guests. 430 sq. ft. Amenities may vary due to SAFE + SOUND protocols.

HARD ROCK HOTEL CANCUN

Rock Star Suite Ocean Front (Two Bedroom) with Personal Assistant



ROOM DESCRIPTION

Rock Star Suite Ocean Front (Two Bedroom) with Personal Assistant*

Themed decoration of Elton John and The Police memorabilia; suite fit for a Hard Rock Queen. This suite comes fully equipped with two bedrooms with king-sized beds, living room, dining room with marble top dining room table that sits six, and bar. Let's not forget about the surround sound system with spot sound capability and terrace sound system. Take advantage of our unmatched views of the ocean and Cancun lake on the two-story terrace which also has its own music and lighting system. All of your Rock Royalty Level amenities are already included in this room category so you may rock on— my highness.

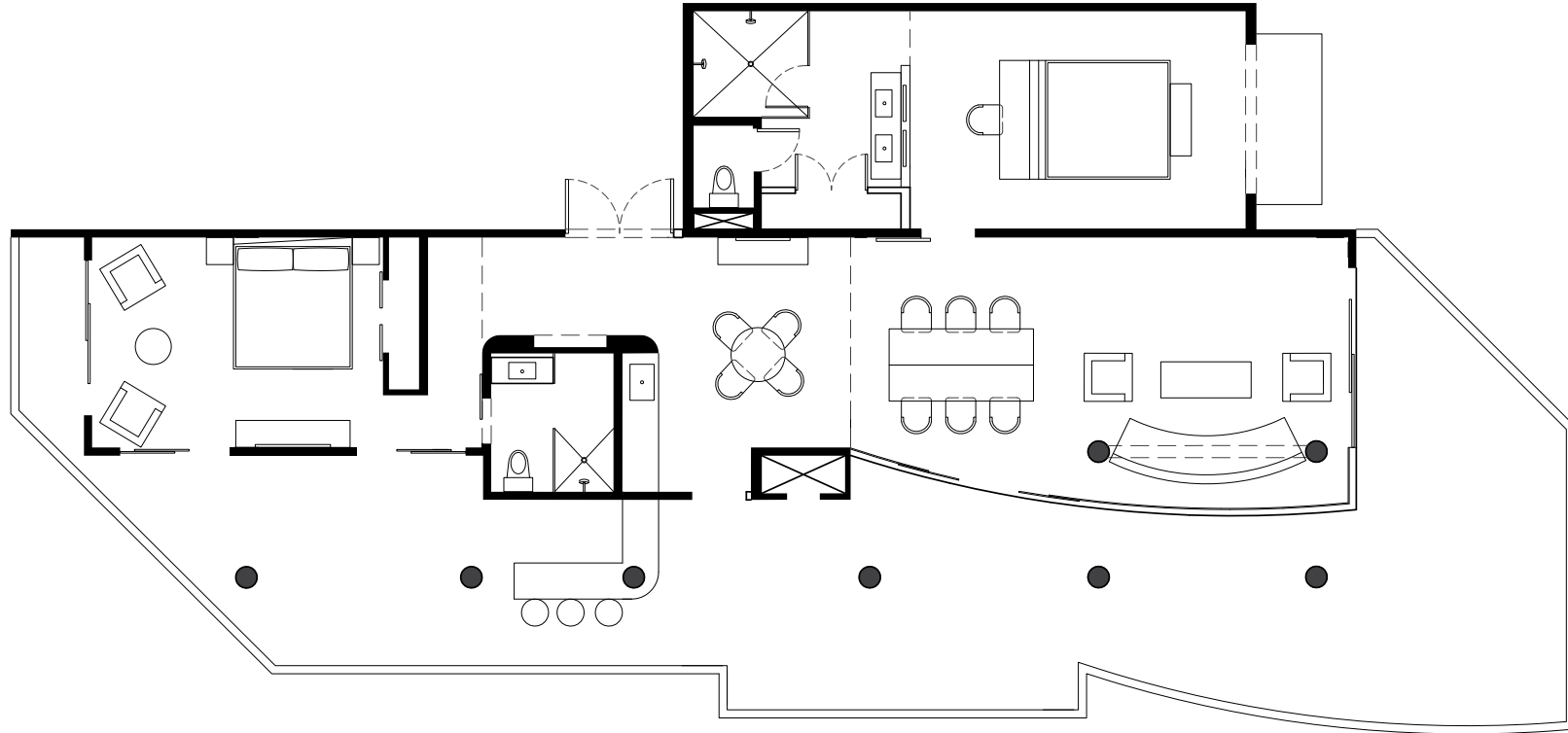
- Rock Royalty Personal Assistant (7am – 11pm)
- Upgraded full-size Rock Spa® bath products
- Express luggage delivery
- Complimentary Shoe Shine
- Welcome Petit Fours
- Spa Tub Preparation (with 24-hour notice)
- Personal Assistance with reservations (on and off property)
- Priority reservations to picks® and wax® programs
- Access to Rock Royalty areas on the pool, lounge and beach
- Complimentary 25-minute couple's massage at the Rock Spa®
- VIP Check-in
- Late checkout available (until 3pm – available upon request)
- Complimentary beach bag (1 per room/per stay)
- Rock Royalty check-out service - (Personal Assistant will help review account and assist in 9-24-20 EF express check-out)
- Double hydro spa tub
- Private bath with shower
- Two-story terrace with lounge chairs and table
- Mini bar with soda, bottled water, juice, domestic beer and snacks
- Home Theater surround sound music system, blue-ray player and lighting
- 58" high-definition plasma TV
- Bluetooth-enabled wireless alarm clock radio
- DVD/CD player upon request
- Purified water
- Plush Bathrobes (on request) & slippers
- Loofah Sponge
- Digital safe (laptop size)
- Individually controlled A/C
- Nespresso coffee machine with capsules
- Direct dial telephone
- Hair blow dryer
- Iron/ironing board
- Free wireless internet
- 24-hour room service
- Turndown service
- Priority booking for bali beds(\$)
- Private dinner on the beach (must be requested at least 6 hours in advance)
- A complimentary bali bed day (subject to availability)

View: Ocean view. Maximum occupancy: 4 Adults. 2,511 sq. ft. Amenities may vary due to SAFE + SOUND protocols.

*On request only.

ROOM DESCRIPTION

Rock Star Suite Ocean Front (Two Bedroom) with Personal Assistant*



View: Ocean view. Maximum occupancy: 4 Adults. 2,511 sq. ft. Amenities may vary due to SAFE + SOUND protocols.

*On request only.

ACCESSIBLE OPTIONS

Accessible Rooms at Hard Rock Hotel Cancun

To accommodate our guests with wheelchairs or mobility disabilities, we have ramps throughout our hotel. This includes reception/bar areas, restaurants, pool area, convention center, and there are elevators located in all buildings and lobbies. Disability toilets are available at all restaurants, lobbies, pool areas and the convention center.

We have a total of 4 accessible rooms in the Deluxe Lagoon View room category.

Accessible Rooms Include:

- Wheelchair accessible light switches
- Double beds
- Door widths are 90cm (include bathroom door)
- Extra floor space for wheelchair
- Bathroom sink height is 65 cm for wheelchair access
- Bathroom has toilet, bath and shower support rails
- Roll-in shower
- Bed height varies from 50-60 cm with a 6-inch space under the bed to fit a hoist

Amenities may vary due to SAFE + SOUND protocols.