



Welcome to

Blue Palm

Activity Guide

[Click here](#)

Dear guest:

Welcome to Blue Palm Bacalar. We are so glad you have chosen us for your stay.

We have gathered all the information you might need to enjoy Bacalar in this guide.

If you have any questions or want to book an activity, we can help you.

Contact us.



+52 983 136 9507



info@bluepalmbacalar.mx

[Click here to see the menu](#)

Menu

CLICK ON ANY ICON TO EXPLORE ITS PAGE



Blue Palm
information



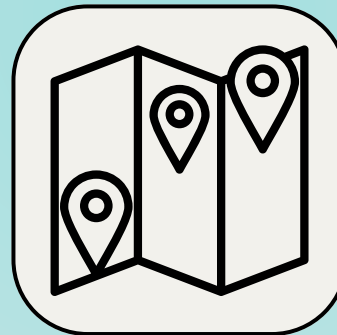
WIFI



Location



Lagoon tours



Things to do



Excursions



Where to eat



Places to drink



Transportation

BLUE PALM INFORMATION

Check-in is at 3:00pm, but if the room is ready at your arrival time, you will be able to check in without any problem. If it is not ready, we can help you by storing your luggage while you enjoy the facilities.

Check In

3:00 PM

12:00 PM

Check Out

If needed, we can also store your luggage after check out while you do other activities. We have outdoor showers, restrooms and rest areas.

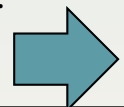
Menu



BLUE PALM INFORMATION

HOTEL INTERNAL RULES AND REGULATIONS

- Guests must check-in, without exception, upon arrival at the hotel. **Payment** for the use of the room must be made before occupancy.
- **Check-in** is from 3:00 p.m. and check-out is from 12:00 p.m. on the day of departure.
- **Late check-out** (departure after the scheduled time) may be requested by the customer a minimum of 1 (one) day in advance, being its concession at the discretion of the hotel management. The deadline for late check-out will be until 13:00 hours, after that time will be charged 35% of the cost of the stay.
- The entry and stay of **animals** are prohibited in any of the hotel facilities.
- The hotel is for the **exclusive** use of **adults** (adults with ID). For security reasons, access by persons not staying at the hotel is prohibited. If the guest receives visitors, they must remain in the hotel lobby or check in at the front desk to use the common areas. A maximum of two people per room from 10:00 am to 7:00 pm.
- No coolers, **food, or beverages** from outside the hotel are allowed.
- The use of the **pool** is allowed only from 9:00 a.m. to 9:00 p.m. at your own risk. For water treatment reasons, any damage or allergic reaction caused will not be the hotel's responsibility. We do not have a lifeguard service.
- **Breakfast** is included in the price of your stay and is served from 8:00 am to 10:30 am, only at the hotel restaurant.
- **Damage** to the rooms, their equipment, and their respective bedding (sheets, blankets, covers, mattresses, pillows, etc.) will be the responsibility of the guest and the corresponding value will be increased to the expenses of the room.
- The hotel asks guests to kindly not hang **clothes or towels** out of the windows of the suites; not to throw objects out of the windows or balconies, as well as to be very careful when using the iron in the suites.
- The hotel warns that henna **tattoos** stain sheets and towels, being so, the damaged bedding or towels will be charged to the client. We ask, therefore, great care with henna tattoos to avoid damage.



Menu

BLUE PALM INFORMATION

HOTEL INTERNAL RULES AND REGULATIONS

- Any damage caused by improper use of the **furniture, decoration, or property** of the hotel will result in a charge to the client for the repair or replacement of said furniture.
- The consumption of **illicit substances** is not allowed in the rooms and public areas of this establishment, the violation of this rule will be cause for termination of the stay.
- The accommodation is non-transferable and not sublettable, any change of **ownership** must be notified in advance to the hotel management.
- The hotel has **safety deposit boxes** with instructions in all rooms, please contact the front desk if you have any difficulty with their use.
- The hotel is not responsible for **valuables** left in the rooms. Objects left in the hotel facilities will be kept for up to 30 (thirty) days.
- Use of the **parking** lot is limited and subject to availability. Parking or removal of the vehicle from the parking lot is at the guest's discretion. The hotel does not have ballet parking. The hotel is not responsible for accidents, theft, or damage to your vehicle.
- **Smoking** is prohibited in the hotel facilities, especially in the rooms, in case of non-compliance with this rule, the guest will be charged a fee of \$3,000.00 MXN pesos, for sanitation and deodorization of the room.
- The hotel requests its guests to avoid making too much **noise** or playing loud music on the premises, especially between 23:00 and 08:00 hours. Failure to do so will result in the termination of your stay at the hotel. The use of loudspeakers or sound equipment is prohibited.
- We recommend that you give your **room key** to the front desk when you check out. The replacement cost for lost keys is MXN 200.00.
- The solution to the cases omitted in the present regulation is in charge of the hotel management.

The claims and complaints of the guests will be valuable in the search for the improvement of our services.

Blue Palm Management

Menu

WIFI



NETWORK:

BLUE PALM
Blue Palm

PASSWORD

7Colores2025

NETWORK:

MisturaRestaurante

PASSWORD:

Mistura960

Menu

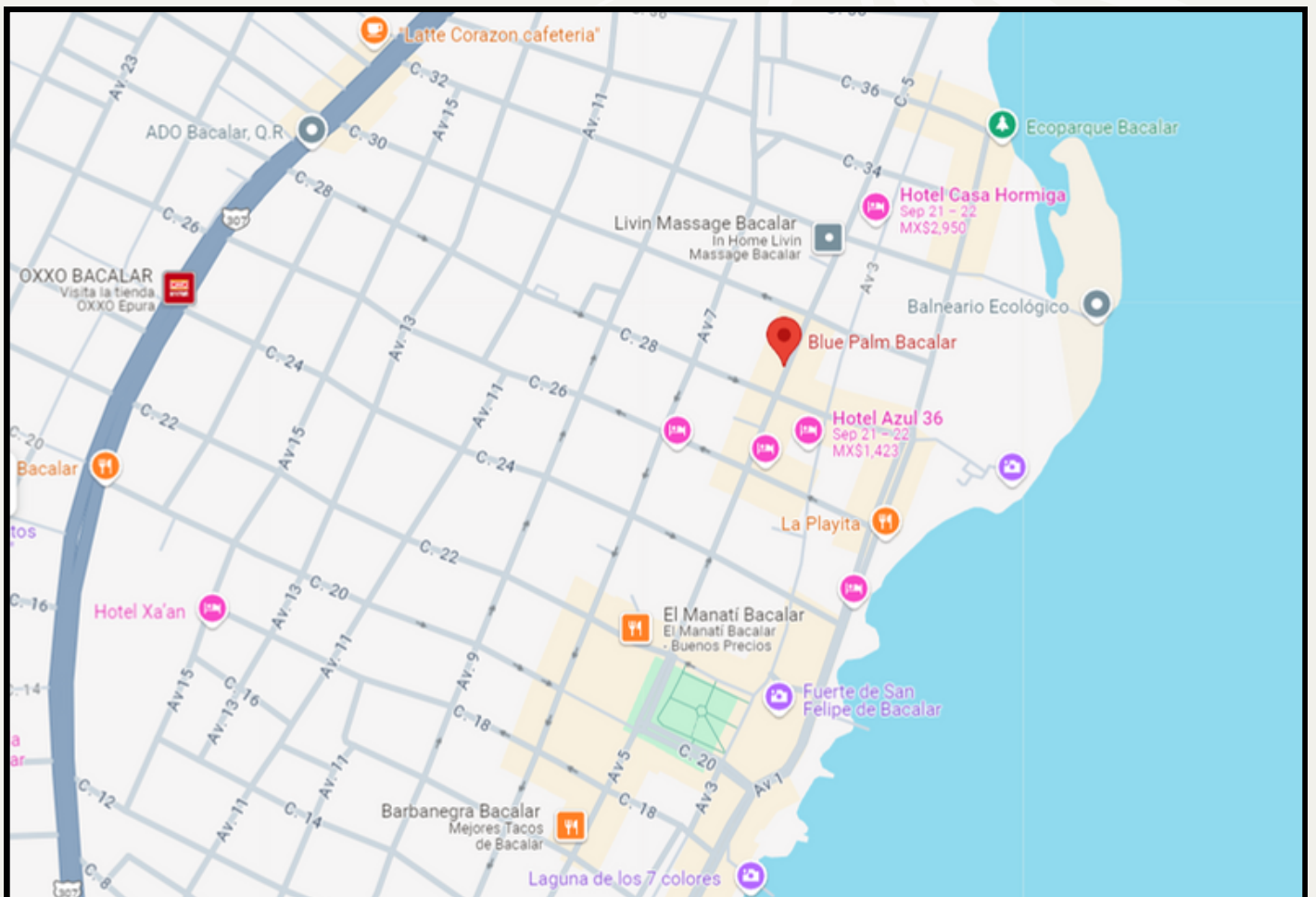
LOCATION

How to get to

Blue Palm

[CLICK HERE](#)

Av 5 #960, Mario Villanueva Madrid
77930 Bacalar, Q.R.



[Menu](#)

LAGOON TOURS

- All these tours can be booked at the hotel -

(Every day except Wednesdays)



SAILBOAT TOUR

3 hrs tour. Departures at 11:00 am or 3:00 pm. \$750 MXN per person (colective), or \$3,500 MXN (private for 2-4 people).

Visiting The Pirate's Channel, Birds Island, Black Cenote & Emerald Cenote.

It includes a bilingual guide, fresh water, and fruit.

BOOK NOW



PONTOON TOUR

2.5 hrs tour. Departures at 9:30/12:30/3:30 pm. \$450 MXN per person (colective), or \$3,500 MXN (private for 4 people).

Visiting The Pirate's Channel, Birds Island, Black Cenote & Emerald Cenote.

It includes a bilingual guide, fresh water, and fruit.

BOOK NOW



SUNRISE SUP TOUR

3 hrs tour. Departures at 5:30 am.

550 MXN per person. Includes the board, bilingual guide, fresh water, and fruit.

BOOK NOW

Menu

THINGS TO DO

Nearby places

- Click on each icon for directions -



Eco park

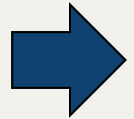


Balneario
"El aserradero"



Fuerte de San
Felipe

Driving places



Los Rápidos



Cenote Azul



Cocalitos



Blú Beach Club



Cristalino Day Pass



Rancho Alegre

THINGS TO DO

- Here you have some other options for activities in Bacalar -
All these activities can be booked at the hotel.



Kan Kin zip line

This activity is available at 9:00 am or 12:00 pm.
One-day advance reservation. 850 MXN per person



BOOK NOW



Massage

60-minute massage at the hotel. Check availability
at least 3 hours in advance. 900 MXN per person.

BOOK NOW



Bike ride

Tour the center of Bacalar. Bikes are included in your
reservation at Blue Palm Hotel. No reservation
needed.



Kayak rental

Tour the Pirate's Channel by kayak or stand-up
paddleboard. Ask for the prices at the front desk.

BOOK NOW

Blue Palm is not responsible for services provided for external suppliers



Menu

EXCURSIONS

Mayan ruins



Dzibanché - Kinichná - Kohunlich

Visit these wonderful ruins in the middle of the jungle. It is open from 8:00 am to 5:00 pm



Chacchoben



Oxtankah

Click on every picture to see how to get there by car, or ask at the front desk for information on excursions and transportation.



Ichkabal



Calakmul

Menu

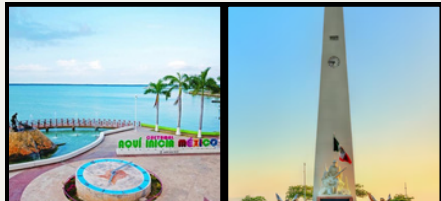
EXCURSIONS

Bacalar surroundings



Mahahual

Mahahual is located 103 km from Bacalar. It is an ideal place to spend a day at the beach and snorkel in the coral reef.



Chetumal



Calderitas & Villa Marcela

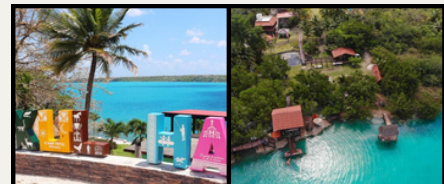


Isla Tamalcab & Cayo Venado



Fishing tour & Isla Dos Hermanos

On this route south of Bacalar you can enjoy a stroll through Chetumal Bay, try good seafood in Calderitas, and from there take an excursion to Tamalcab Island or Cayo Venado.



Xul Ha & Sujuy Ha

Click on every picture to see how to get there by car, or ask at the front desk for information on excursions and transportation.

Menu

WHERE TO EAT



**Mexican fusion
kitchen**
3:00 to 11:00 pm



Mediterranean food
8:00 to 11:00 pm



**Latin fusion
gastronomy**
12:00 to 11:00 pm



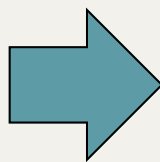
Mexican food
8:00 to 11:00 pm



**Signature mexican
woodfire kitchen**
3:00 to 11:00 pm



Italian food
8:00 to 11:30 pm



Menu

WHERE TO EAT



Mexican food

11:30 am to 11:00 pm



Restaurant/Shop/Gallery

8:30 to 3:00 pm



**Latin fusion
gastronomy**

8:00 to 11:00 pm



Breakfast & lunch

9:00 am to 5:00 pm



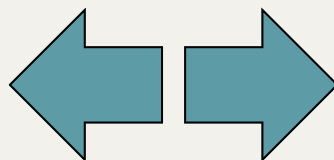
**Contemporary
kitchen**

5:00 to 10:30 pm



Japanese food

3:00 to 11:45 pm



Menu

WHERE TO EAT



Mexican food
8:30 am to 11:00 pm



Pizza & pasta
4:00 to 11:00 pm



Plant based food
8:00 to 11:00 pm



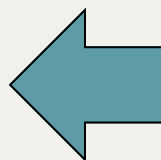
IL NONO
Pizza & pasta
5:00 pm to 11:00 pm



Fusion food
5:00 to 10:30 pm



Restaurant café
7:00am to 10:30 pm



Menu

WHERE TO DRINK AND DANCE



I Scream Bar

Drinks, food & ice cream



La Catrina



Live cumbia & salsa music



The Yak Lake House

DJ party every Wednesday

Blue Palm is not responsible for services provided for external suppliers

Menu

TRANSPORT



Chetumal Airport



Tulum Airport



Cancun Airport



ADO Buses



Mayan Train



Scooter rental

Rent a scooter for 24 hrs to visit nearby places.



If you need private transportation to the airport, a local taxi service, or special transfers for groups please get in touch with the Blue Palm reception, we will be happy to assist you.

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Menu

Thank You

for choosing Blue Palm Bacalar.
Our goal is to provide you with the
best experience. We hope this
guide can help you organize your
activities. **Please let the staff
know of any advice, questions, or
concerns you may have during
your stay.**

We look forward to welcoming
you.
See you soon.

Blue Palm Bacalar

