



SANDOS PLAYACAR STREAMLINES DINING RESERVATIONS: FROM APP TO PERSONALIZED SERVICE

The resort suspends à la carte reservations through the Sandos Stay App in response to guest feedback, and assigns the task to Guest Services, effective August 24, 2026.

Riviera Maya, Quintana Roo - August 24, 2026 - Sandos Playacar, an exclusive all-inclusive resort located in the heart of the Riviera Maya, announces a significant change in its gastronomic operation effective **Monday, August 24, 2026**. In response to guest complaints and suggestions, the resort has decided to discontinue reservation management for its à la carte restaurants through the Sandos Stay App, replacing it with an in-person, personalized service.

This decision reflects the chain's firm commitment to active listening and continuous improvement, providing a more human, direct approach that pleases guests and offers greater clarity on restaurant availability. Consequently, as of the aforementioned date, reservations for à la carte restaurants will be managed exclusively through the **Guest Services team**, located in the **main lobby**, open **Monday through Sunday, from 9:00 a.m. to 2:00 p.m.**

"At Sandos Playacar, every voice matters. We have listened to our visiting families and couples, and we know they value personal contact and transparency. That is why we have decided to move reservation management to our Guest Services team, who will provide direct guidance and resolve questions on the spot," said **Luis Sampol**, General Manager of the resort. "This change allows us to offer a warmer, more personal experience, which is exactly what our guests deserve."

Operational details of the new system:

- **Location:** Guest Services desk in the main lobby.
- **Hours of operation:** 9:00 a.m. to 2:00 p.m. (daily).
- **Terms and conditions:** Reservations will be subject to availability and allocated based on the number of nights of the guest's stay, ensuring that all visitors have equitable access to the resort's culinary specialties.
- The Guest Services team will provide clear information on schedules, availability, and restaurant recommendations based on occupancy.

The resort thanks its guests for their patience and understanding during this transition and reaffirms its commitment to continuously evolve in order to offer an unforgettable vacation experience, grounded in quality, warmth, and attention to detail.

"We are confident that this new approach will be well received, as it places people at the center of our operation. We will continue to fine-tune every process based on the feedback we receive," added the General Manager.

Sandos Playacar expresses its sincerest gratitude to all its guests for their continued preference and for sharing their concerns, which are the driving force behind every improvement. The resort remains a destination of excellence where luxury, nature, and human service come together in perfect harmony.

About Sandos Hotels & Resorts. Sandos Hotels & Resorts is a hotel group with a presence in Mexico's leading tourist destinations, recognized for its all-inclusive offering and for delivering differentiated experiences for families, couples, adults, and a wide range of travel styles. Its portfolio includes resorts in Cancun, Riviera Maya, and Los Cabos, each featuring distinct concepts designed to meet the needs of different types of travelers.

For more information or to coordinate interviews:

Yohana Alonso

Public Relations Manager

prmanager.mx@sandos.com

Sandos Playacar

www.sandos.com