



SANDOS CARACOL NATURE RESORT & WATERPARK EVOLVES ITS DINING EXPERIENCE: GOODBYE TO RESERVATIONS, WELCOME FLEXIBILITY

The resort suspends its à la carte restaurant reservation system, effective August 19, 2026, in response to guest feedback.

Riviera Maya, Quintana Roo - August 19, 2026 - Sandos Caracol Nature Resort & Waterpark, a pioneering destination for family and nature experiences in the Mexican Caribbean, announces a significant change in its gastronomic offering effective **Wednesday, August 19, 2026**. As of that date, all its à la carte restaurants (except El Templo) will operate on a **"First come, first served"** basis, suspending the prior reservation system.

This decision follows an active listening process in which guests expressed a desire for greater spontaneity and less rigidity during their vacations. Consequently, the Sandos Stay App will no longer manage dinner seating, returning to diners the freedom to decide their culinary experience on the spot. The only exception will be for El Templo restaurant, which, due to its teppanyaki seating style, will require prior reservation through **Concierge** to ensure an optimal experience.

"Our commitment is to offer every family or couple equal opportunities to enjoy the quality and variety of our specialty restaurants," said Luis Ramírez, General Manager at the resort. "This change not only streamlines access but also reflects our hospitality philosophy: listen, adapt, and prioritize the satisfaction of those who choose us."

Operational details for a smooth transition:

- Guests are advised to arrive early during peak hours or check with *hostesses* for real-time wait times.
- Signage at each restaurant will display estimated wait times.
- The hostess and concierge teams will be available to advise on alternative times and recommend less crowded dining options, ensuring a pleasant experience even during peak occupancy.

"We ask for patience and understanding during the first few weeks of implementation," added the General Manager. "We are confident that our travel community will appreciate this freedom, and we will continue to fine-tune operations based on their feedback."

Sandos Caracol Nature Resort & Waterpark deeply thanks all its guests for their continued preference and patience, whose voices have been the driving force behind this improvement. The resort reaffirms its mission to combine luxury, nature, and warmth in every detail, from arrival to farewell.

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.

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Sandos Caracol Nature Resort & Waterpark

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