FAQs

**Why choose Ana y José Hotel & Spa Tulum?**

• Discover the unique charm of Ana y José Hotel & Spa Tulum. Ideal location, exceptional hospitality, exclusive experiences and commitment to sustainability. The choice for an unforgettable vacation getaway.

**What services or amenities have an additional cost?**

* Experiences
* Spa services
* In-room beverages and liquor\* (\*Consult details with reservations)

**Where are you located?**

* ANA Y JOSÉ HOTEL & SPA TULUM Tulum - Boca Paila Highway km 7, Tulum, Quintana Roo, Mexico

**Do you have All-Inclusive service?**

* Yes, we have an All-Inclusive Meals a la carte service with Premium food and beverages.

**What does the UNIQUE FULL EXPERIENCE service include?)**

* + Room service and minibar 🍷.
  + Unlimited meals and beverages 🥗.
  + Beach club 🌴.
  + Transportation included 🚗.

**How many rooms do they have?**

- 37 Luxury Suites

**Can I pay for my reservation by credit card?**

- Yes, as well as by transfers and payment links.

**Can you offer interest free months with a credit card?**

- Yes, with BBVA. Up to 6 months interest free

**How to get to the hotel?**

There are several ways to get to the hotel, but here are the three main ways.

* Arriving at Tulum International Airport
* Arriving at Cancun International Airport
* Coming soon through the Mayan Train

**Is transportation included?**

Yes, when booking our UNIQUE FULL EXPERIENCE rate (APTO - HOTEL - APTO)

**What age do children have to pay?**

- From 6 years old

**Is it possible to have honeymoon, birthday and/or anniversary amenities?**

- Yes, with previous request with the reservations department. [Reservations@anayjose.com](mailto:Reservations@anayjose.com)

**What are the room service hours?**

- 7:30 am - 10:30 pm

**Can I upgrade my room paying the difference?**

- Yes, it can be confirmed at the front desk. Subject to availability

**What is the maximum number of rooms I can book?**

- There are no restrictions, however after 8 rooms it is considered a group.

**Will I receive a confirmation email when I make my reservation?**

- Yes, however you can contact our reservations department.

**If I cancel a reservation, do I have to pay the charges?**

- It applies according to the terms and conditions of the reserved rate.

**Where can I send a comment or complaint about my reservation?**

- [Reservations@anayjose.com](mailto:Reservations@anayjose.com)

**Do you make reservations for groups?**

- Yes, after 8 rooms it is considered a group.

**Is it possible to have a wedding with your hotel?**

- Yes, please contact our weddings and events area through the following email: [weddings@tulumresorts.com](mailto:weddings@tulumresorts.com)

**Does the hotel have access to an Internet network?**

- Yes, throughout the hotel and beach area.

**Where can I find the telephone and fax number of the hotel?**

- On our website and social networks - Email: reservations@anayjose.com

- Tel: +52 (998) 880 5629 / 880 6022

**Do you have a gym?**

- Yes, we do

**Do you have laundry service?**

- Yes, we do

**What is the maximum number of guests that can be in a room?**

- It depends on the type of room booked. The minimum is 1 and the maximum is 10 (Water house).

**Is smoking allowed in the rooms?**

- No, it is not.

**What is required to check-in at the resort?**

- Identification and a security deposit

**Check-in time?**

- 15:00 pm

**Is it possible to arrive before the established check-in time (before 3:00 p.m.)?**

- Yes, however room check-in is after 3:00 pm.

**If I arrive early in the morning, is there someone to help me?**

- Yes, there is