



# 20230223-cruising-review-conrad-tulum-1317

4/20/2024

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Cruising Review

The Conrad Tulum Suite 1317 February 2023

## Structured Data

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This webpage QR code

The Conrad Tulum Suite 1317 February 2023

PDF Version of the webpage (first pages)

<https://cruisingreview.com/resorts/20230223-cruising-review-conrad-tulum-1317.html>

## Conrad Hilton Tulum: Two suites stay from 18 to 23 February

Background: As a Diamond member for Hilton, I always try to book directly with the resort instead of Expedia or other sites. When you book direct, you get access to free breakfasts, available upgrades, etc. Generally, I've had good experiences with the Conrad brand. Conrad Bora Bora Nui is one of my favorite resorts in the world, but on the opposite side of the spectrum, Conrad Maldives was a disaster with over-billing and other issues (which were never resolved even when brought to the attention of the resort manager). Since this was a relatively new resort, I was eager to stay there.

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## Pre-Trip

Pre Trip: Major hassle trying to arrange ground transportation. There are no emails on any of the Hilton websites, so you are forced to call to get an email for the concierge. Overall took me over 45 minutes just to get an email. When I called, the other Hilton answers the phone, then transfers over to Conrad Hilton. A real waste of time. Nobody contacted me prior to my arrival, I had to arrange anything prior to my stay. They could have upsold me on lots of things, but it was a missed opportunity for them.

## Check In

Check-in: Fast and efficient. Luggage was tagged by the front door people. Got a welcome drink (juice) and cool scented towel. Sat down in the lobby lounge area (which was stunning) and had a front desk agent come to us for passports and credit card. You are issued a wrist bracelet with QR code. The bracelet unlocks the suite door. I also activated my iPhone App which uses Bluetooth to also act as a digital key for the door. Luggage was delivered to rooms. I preordered flowers, which were not delivered to rooms. They sat behind the front desk until the next day until I requested to have them brought to the rooms. Overall, the checkin process was smooth and efficient, like most of the Conrad properties.







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## Sunrise and Sunset

Sunrise and Sunset: Sunrise was offshore while sunset was over the jungle and could only be seen by the top floor suites, if positioned to the west (mine was).

## Upgrades

Upgrades: Fully booked. Even though I was a Diamond Member, no upgrades available. Did get breakfast buffet (\$40 per person value).

## **Product and Service Shorting**

The first three nights I did not have turn-down service. This was the only issue I had for the five night stay.



## Suite

Suite: No turn-down service for first three nights, until I called and brought it to their attention. Everything in the room worked, except the Housekeeping and Privacy (do not disturb) button on the wall near the door. A little LED outside the room lights up on most rooms, mine did not. My suite on third (top) floor had a mini plunge pool on the patio. More like a large soaking tub. It was wonderful and had a great view.

## How to Order Flowers

The concierge sent me the very expensive and not-very-interesting array of room gifts and flowers. Looked like a Costco display (not really appealing), so I looked for local options and found Friday Flowers.

How to Order Flowers: Book offsite from Frida Flowers. Contact: Frida Flowers <fridaflowerstulum@gmail.com> <https://fridaflowers.business.site>







