



20230226-cruising-review-fairmont-mayakoba-805

4/10/2024

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Cruising Review

Fairmont Mayakoba 805 February 2023

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This webpage QR code

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PDF Version of the webpage (first pages)

<https://cruisingreview.com/resorts/20230226-cruising-review-fairmont-mayakoba-805.html>

Fairmont Mayakoba Two suites stay from 23 to 26 FebruarySummary: My experience was awful. The General Manager on duty only reached out to me after the on-site travel agent was nice enough to relay my dissatisfaction to her (although I had asked my bulter to have the manager to contact me which failed). This resort is geared to large

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Background

Background: I stayed at Rosewood Mayakoba in 2012 and was really impressed. I would have stayed there or Bayan Tree, but they were fully booked from the LivGolf tournament which was ongoing. That should have been my first clue. I booked through United Hotels, which gave Fairmont Mayakoba excellent reviews, and read some of TripAdvisor. After my experience, it makes me wonder how many of these reviews are actually real, or if the reviews are from guests who experienced the Fairmont while their company is picking up the tab. I paid full price for my stay, including upgrades for near-beach casitas, butler service, and another upgrade to a suite with a plunge pool and rooftop patio. My final tab was over \$8,000 USD.

Check In

Check-in (Huge Amount of Turnover): The staff told me on the Thursday I checked in that there were something like 370 check-ins and outs, which is most of the resort. Most, if not all of these were for groups. When I inquired other guests about their experience, most were unhappy with the service.

Charges

Charges: The amount of extra charges is mind-boggling. Everything from various taxes (unsure which are real, when you try to Google resort taxes), to resort fees (golf cart transportation, bikes, pools, beaches), Eco donation fees, Employee funds, etc. Trying to keep track of these is ridiculous. Probably why most people just gloss over them and pay for them without asking. Why not include them in the basic room charge ? Because they are 100 percent profit. Product shorting.

Resort Automated Feedback

Fairmont Mayakoba <survey@trustyou.com> Tue, Mar 7, 2023.

Thank you for taking the time to tell us about your experience at the Fairmont Mayakoba. I am sorry that your experience did not meet your expectations; please allow me to express my sincerest apologies.

At Fairmont, we strive to provide a superior service experience for every customer; therefore, your feedback is very important to us. Please rest assured that we are taking the appropriate measures to address the problem and prevent future occurrence.

We appreciate your sharing your concerns, and it is our hope that you will give us the opportunity to better serve you in the near future.

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Turn Down Service Shorting

My second night, there was no turn-down service, so I did not have towels, tea, etc. Remember this is what you are paying for (\$700 a night). Keep in mind that during their busy days, you won't be able to call the front desk, room service, or anything since you'll be put on hold, or recycled to the operator, who will try to connect you to your destination, which is busy, and you are automatically transferred to the operator again, to repeat the process.

Casita

Casita / Room / Suite: The suites are beautifully appointed. Most are located with a jungle or canal water view. The architect did a wonderful job on the basic casita structure. Most buildings (near the beach) don't have any view (aside from jungle and canal) and have two lower units, and one top level suites with a rooftop patio and plunge pool. The fixtures show signs of wear-and-tear with lack of maintenance, which ultimately results in fixture failure. My sense is that they have such a huge turnover for these incentive groups, they simply don't have time to maintain them properly. I was in three separate units. One suite did not have hot water nor water pressure. The other unit has a shower valve plate that was loose and fell off. The same unit had pump soap dispensers which did not work, and a shower door handle that was loose, which will ultimately fail soon. All units had minimal off-brand tea bags (only three per unit) and mini coffee pods. While there was a small container of milk/cream, they were removed and not replaced during cleaning. If you order room service, you must call them to pickup the dishes, since room cleaning will not have them removed.

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Suite 830 Awful Upgrade

On my check-in day, I spent more than an hour trying to get someone (anyone) to answer a phone so I could get my upgraded suite keys. When I paid more than \$1,000 USD for a upgrade (Total room charge \$2,000+), they said I'd have to wait since the unit needed to be inspected. I finally got my room key around 6pm, and then the toilet didn't work. You guessed it, could not get through to the front desk or housekeeping. Finally the butler was able to find someone to help out. The housekeeping does an excellent job of cleaning, when they show up.

Suite 830

While our luggage was taken to our suite at 3pm on check in day, the other room was not available at check in, and upgrades were not available until 6 pm. When we departed three days later, nobody came to pickup our luggage.

Suite 830

Wait Time: During their busy push (large checkin/checkout) days, don't expect to be able to call the front desk. You will get recycled back to the operator, when they try the front desk again, and the cycle repeats. During my three night stay, I spent more than 7 hours trying to get my suite keys, on hold trying to speak to the front desk with the many problems, etc. Just ridiculous.

Suite 830

Butlers: We were not contacted by the butler until well after our check-in, and then he was off for the day. There was no text, phone, or email for the butler. I asked for him to have the resort manager contact me (after we immediately experience issues), which never happened (the on-site travel agent was able to connect me finally on the last day). When I was trying to downgrade to my original casita, I had to wait hours for my room key, and finally gave up when I texted the butler I couldn't wait any longer, and while I was walking to the front desk (takes 25 minutes at this expansive resort) he finally sent me a text, which I received once I was at the front desk, that he now had the keys and was at the casita. I spent more time trying to deal and wait for the butlers, than just doing whatever needed to be done on my own. Of course, instead of being the pool or on the beach relaxing, I was taking my time (that I've already paid for to the resort) to deal with the most basic of things. It's one thing to take my money for poor service, but an entire different issue to take my vacation and relaxation time.

Suite 830

Upgrades: With taxes, expect your upgrade price to go up an additional 20-30 percent. Expect product and service shorting. I upgraded to the \$2,000+ USD per night casita with one king bed, two bathrooms and a roof-top patio with plunge pool. The casita was at the end of the path (Suite 830) and had a view of jungle only. After the toilet was fixed, I found that the shower fixture was broken, but at least usable. There were three off-brand teabags, and minimal tea and other beverage options. The place smelled musty (clearly had not been used in a while). I doubt there was any quality control inspection. The architecture was stunning, but it needed some upkeep (door latches needed to be replaced) but overall near the price they were asking (except for lack of amenities like tea and coffee which were better supplied even at a Holiday Inn). I thought everything was fine at that point, until I got back after dinner. Since it was near the end of the row of casitas, it was closer to the beach club (or group event going on) with loud music. While the event didn't go too late after 11pm, there were noises until 4am from machinery, staff disassembling the night-prior event, etc. Relaxing ? Not quite. Could barely sleep even with the loud air conditioning unit on and doors closed. Awful experience.

Suite 830

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