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20240217-banyan-tree-mayakoba-802

Cruising Review

Banyan Tree Mayakoba 802



This webpage QR code

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Banyan Tree Mayakoba 802

PDF Version of the webpage (first pages)

<https://cruisingreview.com/resorts/20240217-banyan-tree-mayakoba-802.html>

Banyan Tree Mayakoba

Banyan Tree Resort Mayakoba Mexico
Mayakoba Mexico

Review of: Two Bedroom Pool Villa 802

Preamble Notes: The Banyan Tree experience is one of attention to details. The food, service, and experience is the best in Mexico. The Villas are definitely aged, and need a refresh. The beach experience was fantastic.

Snapshot Quick Overview of: Beautiful world-class resort and service with wonderful beachfront and golfcourse.

Views of Sunrise and Sunset: Best sunset is from the upper level of the lobby and bar in the main building. Sunset is over the jungle, since the resort faces east/southeast. Sunrise from the beach, since most villas are within the jungle.

Bar: Never experienced the bar.

Restaurant: Restaurants were beautiful in appearance, fantastic service, and best tasting food of any resort I've been to in Mexico.

Dining: Great food from room service or dining at restaurants.

Service: Spectacular. All staff was friendly and helpful.

Snapshot Bed Comfort: Bed comfort ok. Unknown age. For this type of resort, a bed should be exceptional.

Snapshot Pillow: Pillows too soft. Not great.

Snapshot Dress Code: Resort casual. This is an upscale resort.

Breakfast: Breakfast buffet was wonderful. Food quality top notch. They even had a juicing bar. Of course you could get anything made to order (omelets, etc.).

Food Quality: Amazing. All the food, including room service, was incredible.

Resort Location: Mayakoba property shares several resorts and beachfront, and even a Mangrove lined waterways serviced by an electric boat that you can use for a tour of the wildlife.

Getting Around: Each villa is provided with bikes. On-demand cart service to beach area or lobby area, where breakfast buffet, gym, and restaurants, are located.

Booking Reservations: I booked via the Banyan Tree website with the Best Price Guarantee. I found a less expensive price on Expedia and other sites. I was awarded a \$500 certificated to use for expenses when at resort. Keep in mind and a few meals will quickly equal that amount. But at least the Best Price Guarantee actually worked.

How To Get There: Taxi, SUV, or shuttle from the airport or other resorts. It's about half way between Cancun airport and Tulum, near Playa de Carmen.

What Worked: Resort location, staff, service, food, beach, and wonderful architecture of the resort.

What Needs Improvement: Villas are really showing signs of aging, especially the musty smell in our villa.

The Experience: Wonderful experience, especially dining and the beach area. Attention to detail is evidenced throughout the resort.

Website Experience: Website doesn't really describe Villas well. Needs lots more attention to detail to describe the experience. Most other high-end resorts websites experience the same problem. The website booking isn't great, and the price matching popup doesn't really work, nor exhibit the reality of other online pricing.

Cost Per Day: Per villa: Minimum of around \$2,500 per day, and over \$3,000 per day when you include food, tips, etc.

Summary: Overall, our experience at the Banyan Tree in MayaKoba was wonderful. The charming staff and friendly service are really hallmarks of the stay. The beach experience was the best I've seen in Mexico. The food taste, quality, and satisfaction were off-the-charts. The aging Villas need some attention, but not enough to detract from the experience.

Overall Impressions: This is an amazing resort. It is on the upper price range but well worth the cost. Service is top notch. One of the best resorts in Mexico, and the world.

The main lobby complex is stunning, with a lagoon in the middle and fascinating architecture.

Each villa has it's own bikes, which is great to traverse the expansive resort. Cart service is provided from beach (lobby, restaurant, pool) to main lobby complex (restaurants, buffet breakfast, check-in/out, and other services).

Boat service (electric boat) with limited hours from main lobby to beach lobby dock.

Compared To Other: One of the most stunning resorts in Mexico for architecture, service, and quality of food.

Check In: Upon arrival at the main entrance and lobby at around 1:30 pm, we were taken by cart to the beach lobby (about 10 minutes cart ride). We were immediately greeted with a fresh bowl of guacamole and chips, and a fruit drink. After they requested passports and a credit card, the time to complete check-in was about 15 minutes. The Villa was not ready, so we ended up going to lunch at Oriente (main lobby building), and then finally taken to the Villa 802 after 3 pm. You are given plastic key cards to open doors. Some resorts now have classy beaded wrist bands with the same RFID to open doors, which I now prefer (they use those as the Conrad Tulum).

Upselling and Product or Service Shorting: Like most resorts, even Banyan Tree succumbs to the cheap and unclassy bar fridge and snacks for an extra fee. When you're paying more than \$2,500 a day (room rate, 15 percent fee, and lots of other fees, taxes).

What's worse is that at the buffet breakfast, where you already pay the most for any buffet in Mexico, you still have to pay a tip, even though a buffet is self-service. The entire tipping experience in Mexico is getting ridiculous.

Full Review: Even though I experienced dinner last year at Banyan Tree, this will have been my first stay there. Originally we had booked one night, but I extended that to a full three total nights. This was a mid-week stay, leaving on a Saturday. They are definitely really busy on weekends, so a mid-week stay was perfect.

The resort is located on the MayaKoba property, which is shared by other up-scale resorts (Rosewood Mayakoba, Fairmont Mayakoba, and Andaz Mayakoba)

The white sugary beach is well groomed (the best of all the resorts). While most of the other beaches had seaweed, there was none at Banyan Tree. The beach experience stands out compared to other resorts. When you show up, you are escorted an any number of comfortable beach lounge chairs or sofas, and are provided with a small insulated wooden cooler with chilled water in bottles, on

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