

Evolution of Inter-Property Access

Over the years, our *Stay at One, Play at All* program allowed us to share unique experiences across our properties. Today, we evolve toward a model that prioritizes excellence at every destination.

Effective July 1, 2026, we transition from this program to redirect our focus on delivering the best of each property in every moment you spend with us. This allows us to ensure that each experience is exceptional.

For all our guests except Palace Elite members:

You'll be able to fully immerse yourself in the destination where you're staying. We'll focus on ensuring every detail, every service, every moment is exceptional at that property. However, if you're staying at Moon Palace The Grand Cancún, you'll continue to have access to Moon Palace Nizuc and Sunrise.

For Palace Elite members:

Inter-property access will be a benefit we will maintain.

- **Residence Members:** Unrestricted access to all our properties
- **Diamond Members:** Access to all our properties except Le Blanc Spa Resorts
- **VIP and Elite Members:** Access available through the Palace Resorts app, with prior reservation. However, if you're staying at Moon Palace The Grand Cancún, you'll continue to have access to Moon Palace Nizuc and Sunrise without previous booking.

We remain committed to being the standard of excellence you expect.