



## Conrad Tulum Riviera Maya – Luxury Extraordinaire

### Description

#### An in-depth review of our stay at the Conrad Tulum Riviera Maya

Luxury travel is about the experience, not just the appearance. Luxury travel may be glamorous, but not always meaningful. Local culture may not always be glamorous, but it's always meaningful.

*nyssa P. Chopr*



After a long and busy year of travel, we closed out 2023 with a five-day trip to Tulum, Mexico. Our blog travels are usually filled with many activities to do and sights to see. We rarely sit back and relax, hitting the ground running once we land. A laid-back vacation was not something we had done as a blog team. It was time to see if that was something we could enjoy.

Joelle is a long-time loyal Hilton Diamond member, so we always start our accommodation searches of

Hilton properties at our destination. We were looking for an oceanfront resort with great amenities in this case. It was exciting to see that one of the options was the Conrad Tulum Riviera Maya. It was the off-season, so prices were very reasonable, even less than those at the Hilton nearby. We looked at reviews at different travel sites. They were all glowing, rare to see in today's hotel world. It was named one of the best resorts in the world in the 2023 Conde Nast's Readers' Choice Awards.

Wanting to experience a luxurious resort for ourselves, it seemed the perfect opportunity. If we were going to try a relaxing resort, we might as well go all out.

## **A bit about the Conrad line of Hilton Properties**

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Within the Hilton chain, there is a range of options. [Conrad Hotels & Resorts](#) is a multinational brand of high-end luxury hotels and resorts owned and operated by Hilton Worldwide. Named after company founder Conrad Hilton, Conrad was the luxury flagship of the Hilton Brand until the Waldorf-Astoria Collection superseded it. The Hilton line has three luxury brands: Conrad, Waldorf-Astoria, and LXR. As of 2021, Conrad has 52 locations in 24 countries and territories. Having stayed at some Waldorf over the years, Conrad, in our view, is superior.

**The decision was an easy one**

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Usually, these luxury properties are out of our price range, even when using points. It just doesn't make sense either, as we are out sightseeing most of the day. We stayed once at a Conrad Hilton in Algarve, Portugal, and were very impressed by the experience. It was the slow season, and we booked a room using minimal points. After being blown away from our first stay at Conrad, we knew we could not pass up this chance.

One benefit of traveling between Thanksgiving and Christmas is that airfare and hotel prices are significantly reduced. When we saw the price point at the Conrad Tulum, our search ended.

It was the best decision ever. It exceeded in every category. The Conrad Tulum Riviera Maya is an elegant and upscale experience that has been unmatched in our decades of travel. This oceanfront sanctuary, discretely tucked away in a mangrove jungle, is a masterpiece visually. The architecture is magnificent. The melding of water into all aspects of open areas is captivating. The use of wood throughout the property adds warmth and texture. There are several infinity pools, some with gas fire pits within the pool itself. A private white sand beach sits on a gorgeous horseshoe bay. You find many chairs, loungers, cabanas, hammocks, and swings past the pools. There is a world-class spa on the grounds. Multiple restaurants on site and one of the best breakfast buffets we have ever experienced add even more to this beautiful property.

## Hotels Facts – Conrad Tulum Riviera Maya

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**Year built:** 2021.

**Hotel category:** Luxury.

**Number of rooms:** 349



**Ratings:** Booking.com 9/10 Expedia 8.8/10 Trip Advisor 4.6

**Check-in Time:** 3:00 p.m.

**Check-out time:** 12:00 p.m.

**Vibe:** Chic, bohemian, and providing a sense of tranquility and serenity. Though the property is very upscale, it somehow avoids feeling pretentious.

#### Hotel description



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The hotel is an artistic take on Mayan architecture that pays homage to the surroundings. Incorporating natural fabrics and elements such as stone, wood, and metal forms a strong connection to the distinctive landscape of this area of Mexico. As you enter the lobby through the stunning monumental hand-engraved doors, you find a jaw-dropping macrame installation comprising some 7,058 separate strings over your head. Next, your eyes are drawn to the onyx-tiled reflective pools lined with palm trees and fire elements throughout. Past the pools, you are greeted by sweeping ocean views and grand hallways with immersive art installations; it is only the beginning of one breathtaking moment after another. There is a natural elegance here, not as gaudy as so many resorts take on.

**Clientele:** When we were there, the clientele varied from couples on their honeymoons or babymoos to groups of friends and families with kids. It would be perfect for anyone who wants to splurge and make special memories.



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**Rooms:** The thoughtfully designed and spacious rooms perfectly blend calming blue hues with white, fluffy linens and an elegant bathroom. The bathroom has a large window that looks out to the ocean. The amenities are exceptional in a day when more and more hotels are cutting back.

The floor-to-ceiling windows bring in tons of light, and the ocean and jungle make the perfect backdrop.

All the rooms have balconies facing toward the ocean. The balconies are private and have good space. There is also an outdoor soaking tub to soak in the view or to cool after a hot day in the sun.

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### Transportation and Parking



**Do you have a rental car?** We did, and parking on the grounds is free. They do valet part of your car. When you are ready, they will be fast at getting your vehicle.

**How to get around the resort:** The resort is enormous and shares the property with an all-inclusive Hilton, though they are far apart. The property has abundant wide-lighted walkways, but you will see very few people walking. Golf cart transportation is available 24 hours a day, and when called, they are there in seconds.

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*Click here to visit the [Conrad Tulum Riviera Maya Hotel Website](#)*

**Where is the Conrad Tulum Riviera Maya located?**



The hotel is 60 miles from the Cancun International Airport. Tulum Airport should also be an option in

the near future. The address is:

**CONRAD TULUM RIVIERA MAYA**  
[Carretera Cancun Tulum 307 Tulkal Chemuyil](#)  
[Tulum, 77774, Mexico](#)

[Phone](#)  
[+52 984 195 1050](#)

## Things to do at the Conrad Tulum Riviera Maya

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1. You will not be short of options during your stay. There are five large sparkling pools, private white sand beaches exclusive to guests, kayaks to explore the protected bay, snorkeling in the resort's protected rock barrier, and paddleboards to take it all in. They even offer instructions on how to stand on a paddleboard.
2. A wine tour with their sommelier is available. The tour takes you through Mexico's wine regions and includes hors d'oeuvres accompanied by wine.
3. What would a resort be without a state-of-the-art fitness center that provides equipment for all

levels? You can enjoy yoga or high-intensity circuit training. Certified instructors lead the classes. They even offer a beach boot camp.



4. They offer an array of experiences that will allow you and your whole family to connect to art, music, and sustainability and inspire thoughtfulness. They have tribal nights, full moon celebrations, astrology practices, and garden building, to name a few.

5. The resort has a Kids' Club and a Teens' Zone. They even have DJ labs for teenagers.
6. Of course, there is an excellent activity desk to help you explore the Tulum area and experience local culture.

## **There are 11 Dining and Drink Options at Conrad Tulum Riviera Maya**

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**Autor** is like providing an artist's palate to a talented Chef to create an innovative and unique dining experience. It is sophisticated dining at its best. Open 6–11 p.m. daily

**Kengai** is an Asian-themed restaurant that serves rare and lesser-known skewered cuts and heirloom vegetables for sharing. It is open 6–11 p.m. daily.





**Arbolca** is a restaurant that is only open for breakfast. It is one you will want to make sure to set your alarm for. It is buffet style but with much of the food cooked to order at numerous stations. The food options seem endless, from American classics like bacon, eggs, avocado toast, and the most amazing French toast ever to traditional Mexican breakfasts like chilaquiles and tamales. The restaurant has a large indoor space and an outdoor area. This was the most amazing and largest breakfast buffet we have ever experienced. Sometimes, large means reduced quality; not here, the wide array of selections were all fresh and delicious. Open 7–11 a.m.

**Ukai** is a Japanese restaurant that serves fresh, handcrafted sushi from sustainably caught fish and seafood. The name refers to a traditional Japanese fishing technique. During our meal, the sushi was made in front of us at the bar. We also enjoyed tempura and ramen. The restaurant is open 6–11 p.m. daily.

**Maratea** is Mediterranean-based and serves cuisine from Spain, North Africa, Greece, and Turkey. It is open 6–11 p.m. daily.

## Dining Gallery





















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### Other on-site food and drink options



**Chiringuitos Snack Bar** serves snacks and refreshing drinks under the shade of a woven palapa, with the ocean in the distance. It is open 11–6 p.m. daily.

**Cafetal Cafe** is a charming cafe where you can grab your first-morning coffee and some fresh pastries, snacks, and juices. Open 7 a.m. – 10 p.m.

**Chaak Bar Lounges** is off the main lobby and is a popular place to grab cocktails and gather with friends. During our stay, there was live music in the evening. It is open from 11 a.m. to 11 p.m.

**Ultramar Pool Bar** is an open-air pool bar and lounge where you find many guests enjoying colorful tropical drinks made to perfection.

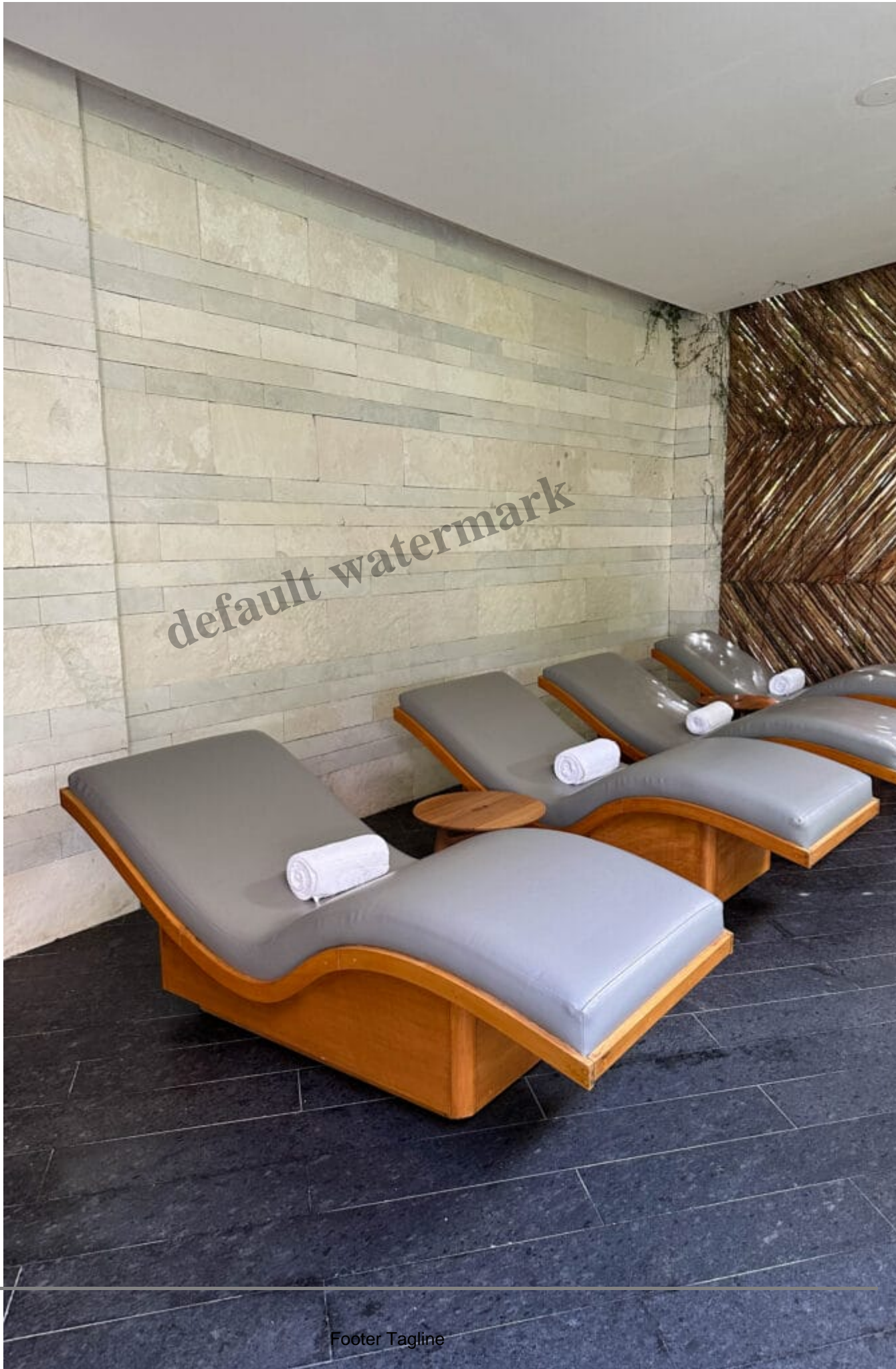
## Conrad Tulum Spa

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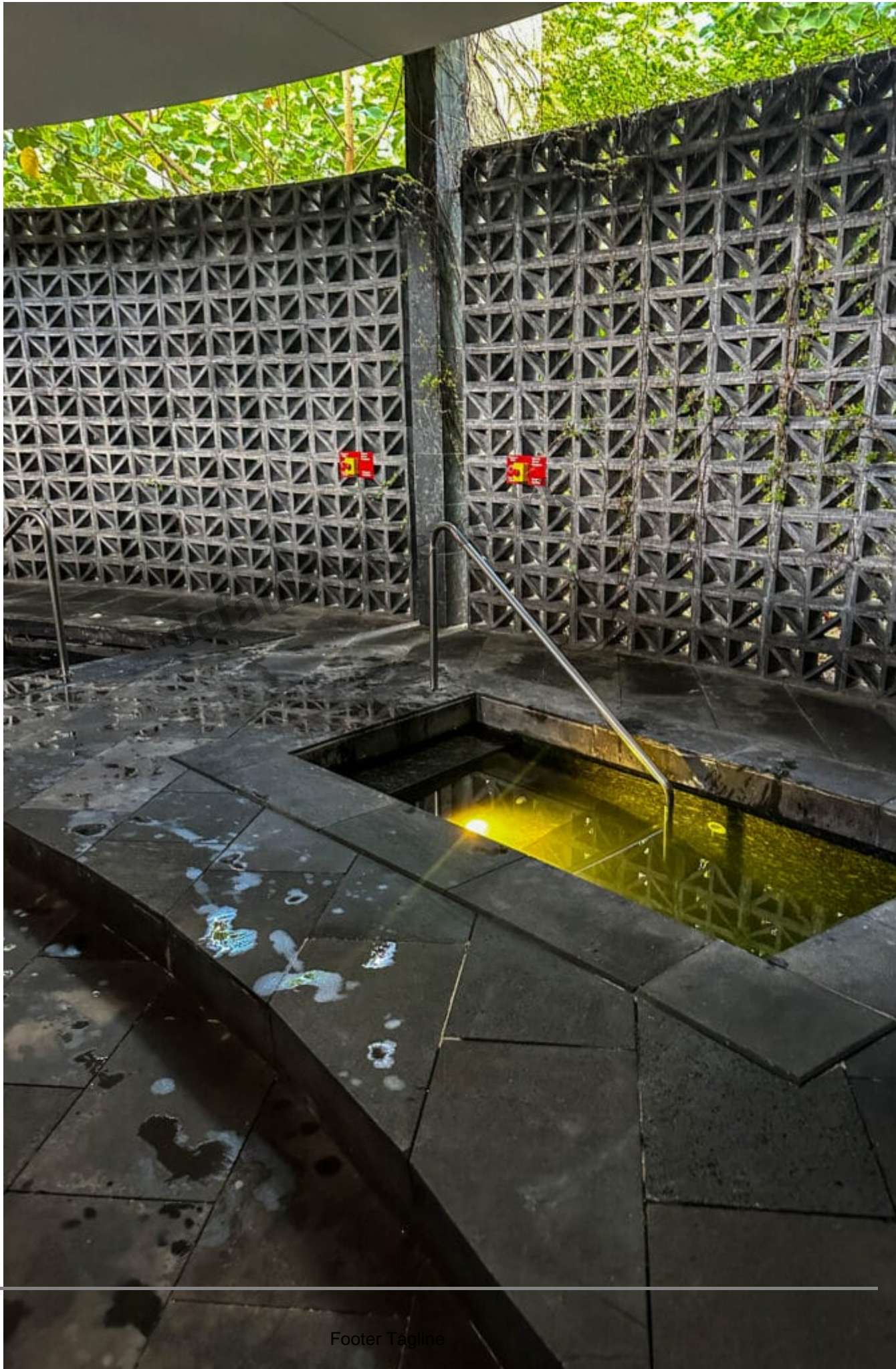








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Tradition, art, and science meet in an absolutely stunning jungle sanctuary. The spa prides itself on making each visit a journey of the senses. Ancient rituals and local traditions inspire its approach. There are separate areas for women and men and a large central area for all to share. It was one of the most impressive spas we have ever visited.

This locally inspired oasis is an unforgettable experience. It is purposefully designed as a wellness refuge and is a distance from the main resort. Golf carts can take you there quickly.

While the spa's lobby was impressive, the relaxation areas were magnificent. There is a circular space lined with chairs and a fountain in the center, parallel to a circular cut-out in the ceiling. Women and men have their own areas. Included in any treatment, guests can enjoy the steam room, a cold shower, a sauna, an ice plunge, and a hot tub. Treatments take place in private casitas.

## What we loved

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- The attentive service doesn't get better than this
- The room welcome, and the twice daily housekeeping
- The architecture
- The gorgeous landscape and preservation of the natural setting enhance the ambiance. The paths in the jungle to the main building are also impressive.
- The serenity and privacy of the resort. There is no one selling you anything on the beach

- The buffet breakfast at Arbolea
- The Conrad Spa
- The meticulous upkeep of the property
- The amenities of the room
- The golf cart transportation that came in minutes of every request
- The ice-cold bottle of water they gave us when we left every day
- The security-gated entrance with guards checking guest status

## **There was one downside**



The view from the first floor could be disappointing to some guests. The hotel has multiple buildings that all have three floors. The hotel is oceanfront, but most of the property has a mangrove jungle between the beach and the hotel. The jungle is lovely, with lighted pathways and natural landscaping.

The downside was that the first floor of most of the buildings would have a water view almost entirely blocked by the jungle. Our room was on the second floor (we weren't willing to pay for the top floor; the price difference between 2nd and 3rd was substantial), with a beautiful ocean view over the top of the mangrove jungle. It was idyllic, and we are glad we did not pay for the upgrade.

For those who want to stay at a Conrad and experience luxury at its best but worry about cost, a room on the first floor may be more affordable. As you get closer to arrival, they may offer a reasonable price for an upgrade, or maybe you might luck out and get a free upgrade.

## **Ceiba Club**



There is even a higher level of luxury to experience within the Conrad Tulum Riviera Maya. It was not part of our plan to stay in this exclusive part of the resort. As our visit approached, we were offered an upgrade to Ceiba Club (this was before they knew we were travel bloggers) for a reasonable price that was hard to turn down. This unique elevated experience was beyond compare, turning a resort stay into one of the most memorable travel experiences from a hotel perspective.

The complimentary curated culinary offerings in the Club, crafted by their private Ceiba Club Chef, are extraordinary. All dishes are freshly made to order, and the presentation alone is impressive. They served food all day. Our favorite part was the talented and professional bartender who makes exquisite handcrafted drinks. A front desk staff is there to cater to all your needs, including a private pool & bar and a beach. Other features include a personal concierge, nightly turn-down service, complimentary in-room dining, soft drinks and snacks in the mini bar, and spa discounts. All that may sound great, but the best part is top-tier service from the moment you arrive.

Ceiba Club's bonuses include private check-in and check-out, upgraded In-room amenities, and welcome amenities (in our case, a bottle of wine, fresh fruit, a beach bag, and a hand-carved wooden gift).

It was well worth the added cost based on what we ate and the many handcrafted drinks we enjoyed. The cocktails imaginatively prepared are works of art in themselves. When a blow torch is used on your drink, you know something special is happening.



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## LUNCH & DINNER MENU MENÚ ALMUERZO Y CENA

**CHICKEN CROQUETTES** *Croquetas de pollo*  
Black chilmole, cured egg yolk and Yucatecan mint  
*En chimole negro, yema de huevo curada y menta yucateca*

**BEEF ANTICUCHO** *Anticucho de res*  
Red pipian, coriander and pickled onion  
*En pipián rojo, cilantro y cebolla en escabeche*

**YUCA TOSTADA** *Tostada de yuca*  
Creole beans, red pipian mole, white za'atar recado  
*Frijoles criollos, pipián rojo y recado za'atar blanco*

**QUELITES TLAYUDA** *Tlayuda de quelites*  
Blue corn, avocado, assorted greens, queso fresco, chorizo from  
Valladolid  
*En maíz azul con aguacate, verduras variadas, queso fresco y chorizo de Valladolid*

**PELON PORK** *Cerdo pelón*  
Inflated corn, black beans, avocado, xnipec  
*Maíz inflado, frijoles negros, aguacate y xnipec*

**YUCATECAN POLCAN** *Polcan yucateco*  
Octopus and pork rinds, cotija cheese and pickled onion  
*Chicharrón de pulpo y puerco, queso cotija y cebolla en escabeche*

# CEIBA CLUB

\*Consuming raw or undercooked meats, poultry, seafood, shellfish, or eggs may increase your risk of

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**All the food and drink above are complementary in the Ceiba Club**

## A call out to a Ceiba Club staff member who was outstanding



Across the board, the service and attentiveness at the Conrad were exceptional. You felt genuinely welcomed and cared about. But one staff member deserves special recognition: **Alejandro**, our Ceiba Club bartender. When it was time to leave, we were truly sad to bid him farewell. The hotel has a goldmine in this young man. He was the highlight of our visit, and more hotels need to appreciate the difference staff likes this makes.

Even though he had other guests in the club, you felt like you were the only one there. He is incredibly talented and passionate with his drink creations. Alejandro created some of the best cocktails we had ever experienced. He is intricately detailed and takes enormous pride in his job. As a result, he took an already fantastic stay at the Conrad and elevated it to something truly exceptional.

## Things to do in the area



Chichen Itza

First and foremost, enjoy this incredible resort. At the same time, we were completely drawn to the Mayan sites of Chichen Itza and the Mayan Ruins of Tulum. Both are well worth a visit. Other things to do in the area are visit a cenote, the Tulum waterfront, downtown Tulum, and Cancun, which are an hour away.

## **Booking your stay at the Conrad Tulum Riviera Maya**



We suggest booking the hotel in three ways: at the two booking sites below or directly with Hilton. Check them all for the best price. Look closely at the various packages offered. If you have points of credit to use at [Expedia](#), [Booking.com](#), or Hilton, choose that route to keep the cost down. Or just click the button below.

[Book now](#)

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## Final thoughts

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Conrad Tulum Riviera Maya

Above all else, what stands out at the Conrad Tulum Riviera Maya is the quality of service and attention to detail. They want your stay perfect, and the staff goes above and beyond to ensure that. We honestly will miss the staff we got to know so well, especially in the Ceiba Club.

The Conrad Tulum combines all the sophistication, character, and style you'd expect from the Hilton



brand. It is elegant without being pretentious. With plentiful amenities, excellent dining options, and impeccable attentiveness and service, it is a magical place where guests can easily spend a vacation without ever leaving the resort.

We could not have picked a better place to try this relaxation stuff. It worked—we did relax! We can't recommend it enough. After staying at well over 1,000 hotels in our travel life, we feel we can speak to exceptional quality when we see it. Even with all the details and photos we provided, we still think we are shortchanging our phenomenal experience at the Conrad Tulum Riviera Maya. That should say it all.

[\*\*Check Conrad Tulum Riviera Maya official hotel website\*\*](#)

## **Transparency**

We often do not let properties know we are travel bloggers. In this case, we did as the property is enormous, and we wanted to ensure we did not miss anything. We let them know just shortly before our visit. Our rooms had already been booked, and we paid for them ourselves. We received no discounts on our room rate. Our reservation was for a second-floor room, and we were not upgraded to the top floor even though the property had few guests at the time.

## **Conrad Tulum Riviera Maya Photo Gallery**







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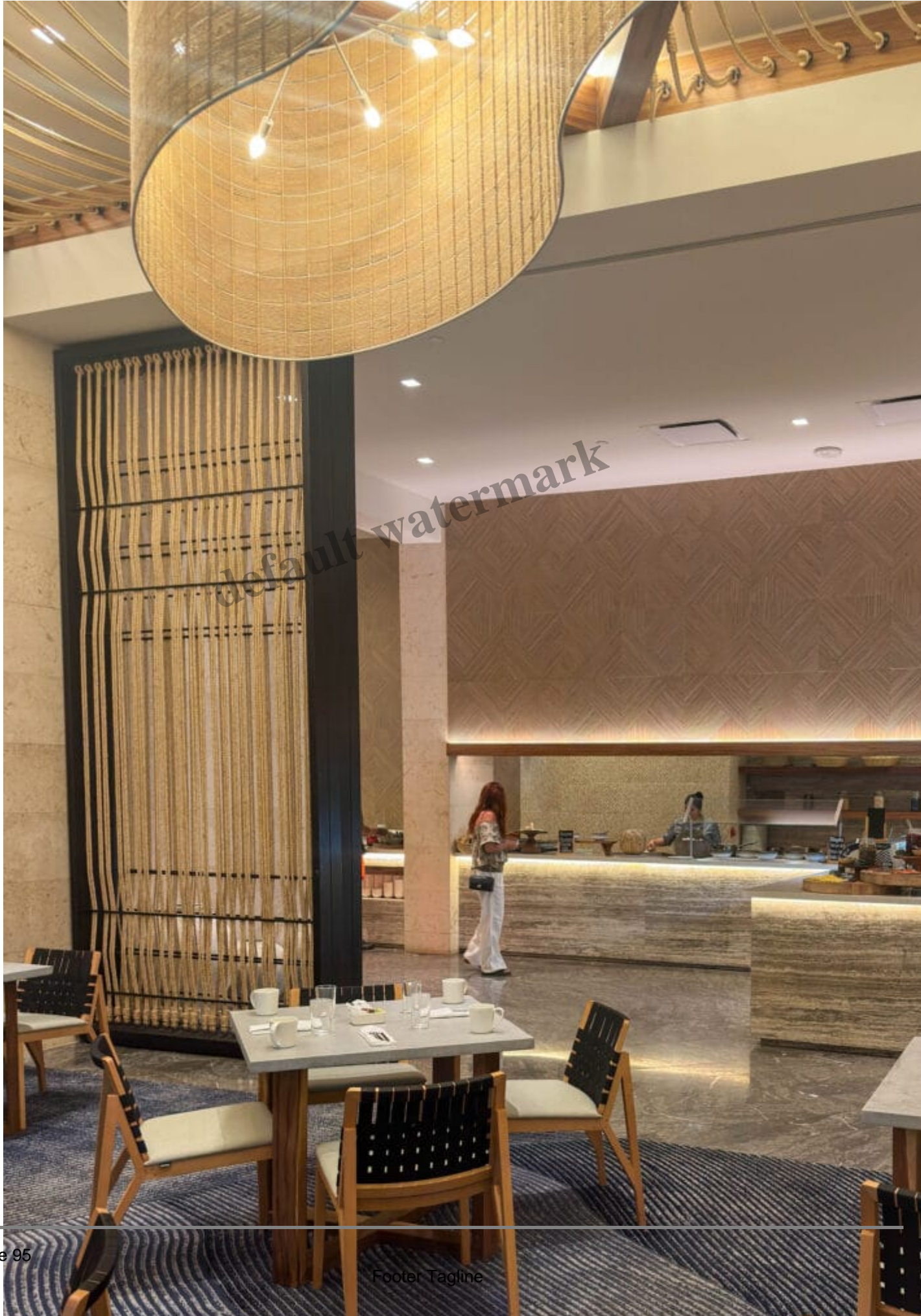


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CEIBA CLUB

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### NAHUAL OR ALEBRIJE

In the Mayan culture, the nahual, also called nawal or nawal, is a protective spirit that we acquire at birth and that will be in charge of protecting us for the rest of our lives. They are true spiritual guides, unique and unrepeatable, and there is something else we should know: we do not choose them, each one of them chooses its owner. This is the Alebrije who has chosen you to be your spiritual guide, don't forget to name it. Please take your Alebrije with you and keep it close to guide and protect you. Ceiba Club Tulum Riviera Maya and Ceiba Club are committed to connecting our guests with their spiritual guides and in recognizing Mexican crafts and artists.





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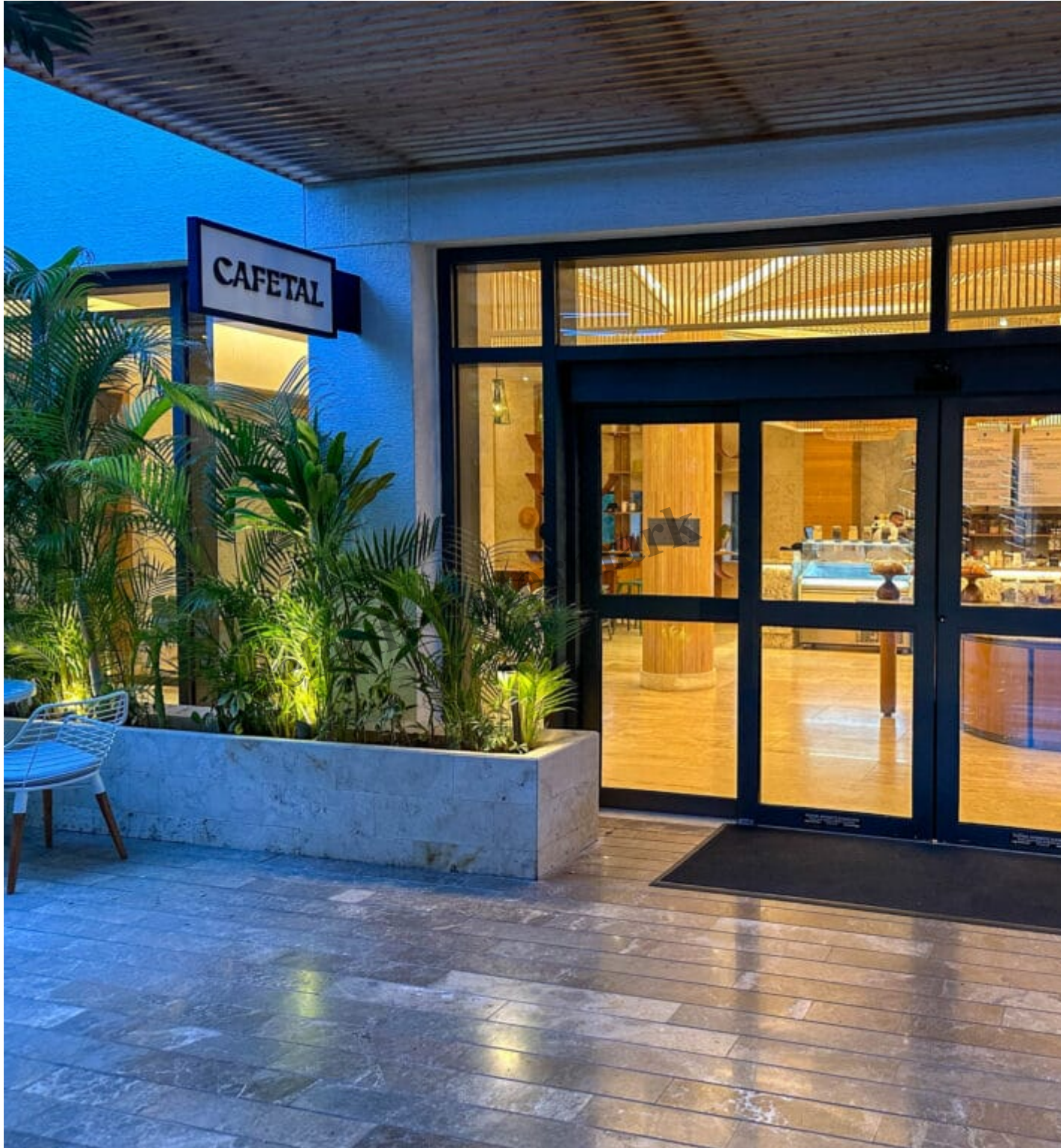




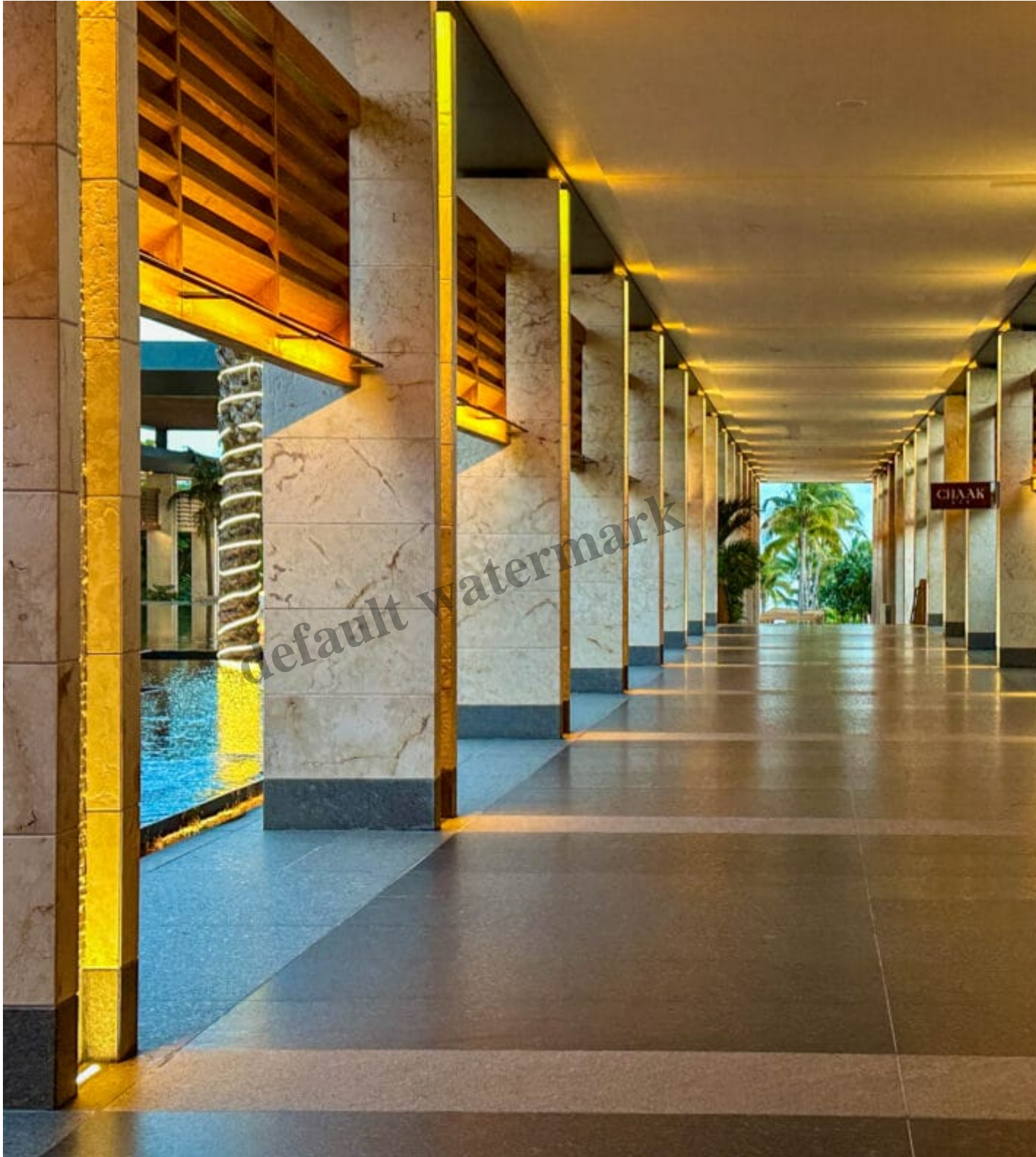


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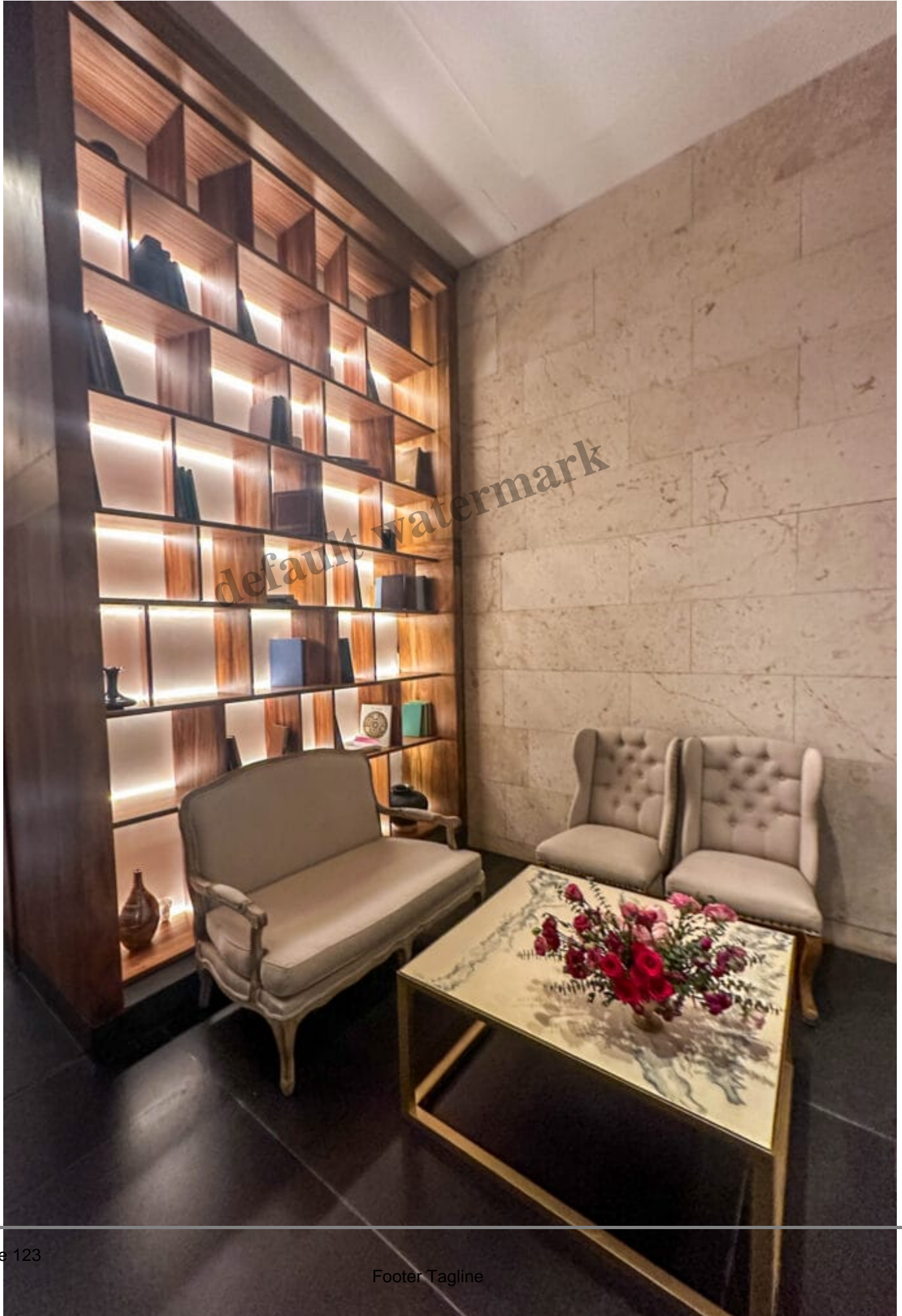


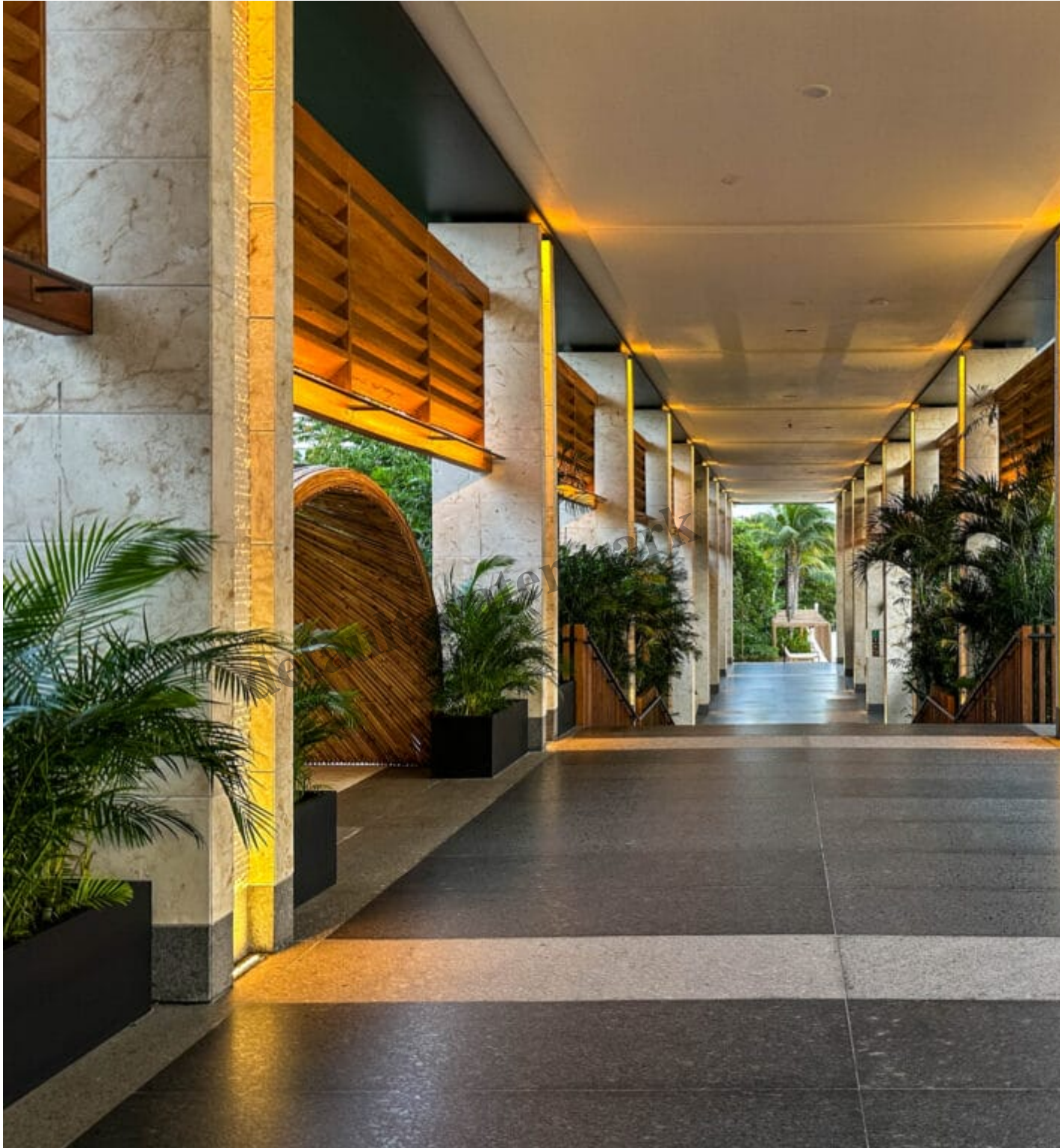






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