

A lush tropical landscape featuring several tall palm trees in the foreground and a yellow building with a red roof in the background. The scene is filled with greenery and a clear sky.

*Cottages  
& Rooms*  
Detail Information

## Please help us care for the environment by following a few tips:

-  **Bedding and Towels:** please keep your towels and sheets clean and off the floor, every other day we change them during your stays. An eco-friendly hotel practice that helps conserve our precious water resources and the environment.
-  **Eco-Friendly Laundry Services** for personal clothes at an extra charge, next day service only. Max. 16 lb. per load, separate colors, use Laundry Bag, No dry-clean items. Never hang your wet clothes in your terrace or gardens, you risk losing them and we are not responsible; also, it is not tolerated by other guests and will be promptly removed at your own risk.
-  **Drinking Water:** You may drink our tap water, but if you prefer bottled water, you will find it for sale in your room. Mini-bar snacks and bottled drinks are there for sale, payable at check out. Profit from mini-bar sales help our sustainable social work ventures.
-  **Energy:** This is a Green Living Destination featuring LED lights in all guest-rooms and energy saving lights in our gardens. LED lights do take a bit of time to warm up to fully illuminate. Do "Turn Off" your room's A/C, fan, etc. as you leave the room! On cool nights avoid A/C use.
-  **Trash:** Each room has assigned one organic and one non-organic waste basket; please use them as intended. Never throw paper or any other item in W.C. (toilets), use instead our waste baskets.- Keep trash off W.C. units to help our eco-friendly bio-digestible septic system run smoothly. You will find well posted recycling bins in our gardens, pool and public areas.
-  **Use only eco-friendly personal care items** such as pump-spray cosmetics, bio-friendly sun-block lotions and eco-friendly insect repellents.

**SMOKING:** No Smoking indoors allowed. For your additional comfort, please note that all our guest-rooms are non-smoking as per Mexican Laws. If you enjoy smoking, please do so in your open patio terrace or in our gardens. Smokers breaking this law will be charged an additional fee for Special Room Cleaning Services.



**FREE WI-FI** services for all our guests at our Main Hacienda Mansion's open terrace. Please note that such service is a bit erratic due to our location.

**ROOMS WITH WI-FI SERVICE:** We offer guests 7 guestrooms with direct Wi-Fi Service; below is our detailed [Room Information](#).

**DID YOU KNOW?** All Master guest-rooms offer a split hotel room plan with vanity area, walk-in closet, handmade soaps and eco-friendly amenities, large pool towels, ropes, slippers, and other special green living and eco-friendly treats. You can choose a King bed or two Full beds Master guest-room, plus the choice of deep deluxe bath-tub or senior friendly shower area.



## DETAILED INFORMATION ABOUT OUR COTTAGES AND ROOMS



**Pollock's Cottage (Honeymoon Room #7)** [Reserve](#)

PLEASE NOTE: Our double bed guestrooms and suites have two FULL beds.  
We do not offer individual beds or any other size beds in our double bed guestrooms.

**Morley's Cottage (#1, 2, 3 Master room, 4)** - This historic cottage offers you lovely historic hotel accommodations, it was built by Dr. Sylvanus Morley, Head of the first Mayan Scholar Expedition sponsored by the Carnegie Institute in the early 1900s. He built it with ancient Maya stones while reconstructing temples at Chichen Itza. It houses Morley's **Master #3** in honor of **Dr. Donald M Hart**, this suite has an ample living area with mini-bar and coffee maker, one premium memory pad King bed, and senior friendly shower bathroom; it shares a lovely large patio terrace with Morley's Queen Bed guest-room # 4 ideal for newly wed couples or solo guests. Morley Room #1 offers two Full beds; and Morley Room #2, also a honeymoon room with a Queen bed, share a lovely large terrace patio overlooking the lush gardens near the swimming pool.

**Ruppert's Cottage (#5 and 6)** - Karl Ruppert lived in this cottage while surveying Chichen Itza for the Carnegie Institute. The simple charm of its two hotel rooms reflects Mr. Ruppert's conservative nature. Each hotel room has two Full beds and share a large ample terrace overlooking the main fountain garden. His cottage is near the pool area.


**Pollock's Cottage (#7, 8 Master room, 9, 10)** - Housed archaeologist Harry E. Pollock during his field work in Chichen Itza. Spacious and located at the heart of the Hacienda Chichen main garden. This cottage offers you our Honeymoon Room #7 with one Queen bed and Pollack's Master-room #8 with a King bed (senior-friendly), both hotel rooms share a lovely spacious patio terrace overlooking the main fountain. Pollock's Room # 9 and Room # 10 share a very private patio terrace, both decorated with hand-carved wood furniture and remodeled in July 2012; both rooms have two Full beds each and are an ideal setting for more than one night stays.

**Linda Schele(Master rooms 11 & 12)** - Linda Shele, a renown Mayan scholar loved her cottage stays at Hacienda Chichen. You can enjoy it too! 2011 remodeled eco-friendly cottage housing Master Guest-room #11 (premium memory King bed) and Master Guest-room #12 with two full beds (family and senior friendly, [Dog-friendly](#) accommodations); both decorated with Colonial carved wood furniture sharing a spacious terrace over viewing lush gardens.




**Tozzer's Cottage (#14 and 15)** - Dr. Alfred Marston Tozzer (1877-1954) did most of his fieldwork on the Maya as Mr. Thompson's guest in the early 1900's. His cottage features two rooms, each with one Queen bed, and an large terrace.

**Thompson's Cottage (#16, 17, 18, 19, Master Suite)** - Edward Thompson owned Hacienda Chichen in the 19th Century. His exploration work contributed greatly to the international awareness of Chichen Itza. His cottage includes a spacious suite with two Full beds and ample sitting room, deluxe bathroom, vanity, mini-bar and coffee maker. Cottage also houses four double-Full-bed guestrooms, all of which have mini-bars and lovely spacious patios furnished with rocking chairs and hammocks. This cottage was fully remodeled during the 2012 Summer.

 **Pet-Friendly Rooms: Jean Charlot's Cottage (RECENTLY REMODELED #20, 21, 22, 23).** In the early 1920's, Charlot worked for the Carnegie Institute drawing detailed [Maya temples](#) artwork. His large cottage offers four double Full bed guest-rooms with Wi-Fi, and split bathroom plan. Recently remodeled, these rooms share an ample terrace and charming garden with Wi-Fi, it is a few steps from the hotels' private archaeological entrance. Ideal for families, small groups and [Dog-friendly](#) bookings. Pet owners need to pre-book and signed our [pet policies](#).



 **Catherwood Cottage (Master room #24)** Our spacious Master room with a premium king bed; offers free Satellite TV with HBO, Wi-Fi, mini-bar, charming bathroom. Private garden terrace. Very romantic, secluded, ideal for couples and long stays.

**Merle Green Cottage (Master Suite #25)** Built in the 90s for Dr. Merle Greene, this lovely cottage has a spacious master guestroom (King bed). She enjoys having [Yaxkin Spa](#) next door and the private garden view of her "home away from home" retreat. Deluxe bath-tub and other fine green living amenities, premium king bed. Do visit our [Merle Green Robinson Museum](#).

**Ann A. Morris Master (Deluxe Master Suite #26)** - Anna A. Morris was the field director for the Carnegie Institute. Her spacious and lovely Master room is decorated with a fabulous antique Colonial headboard, eclectic antiques and original artwork, plus many pampering extras including a premium memory pad king bed, exclusive private garden with terrace, split bathroom design with deluxe bathtub, walking closet, mini-bar, coffee maker, and many eco-friendly features. Exquisite Master, ideal for long stays, honeymooners and romantic couples.



**Alice Le Plongeon Suite (Master Suite #27)** - Alice Le Plongeon was one of the first European women to research the [Mayan culture](#). She and her husband, August Le Plongeon stayed at Hacienda Chichen in the 1870's and early 1880's. Her spacious Master guestroom has two full beds, walking closet, minibar, coffee maker, split bathroom with deluxe deep tub, vanity area. A green living eco-design.



### **Senior Friendly - John Lloyd Stephens Cottage (Solo Master room Cottage #29)**

This spacious one Master suite cottage offers true privacy, ideal for long stays. Features: Satellite TV with HBO, Wi-Fi, mini-bar, huge closet, split large bathroom with senior friendly features, deluxe king bed, mini-bar, coffee maker, open terrace, secluded garden. This master is ideal for those couples wanting a second home vacation-style stay or for scholars needing the right place to stay during their research in-field work. At an extra charge of USD \$10 plus tax a night guests can book this master's private parking area adjacent to the cottage; ideal booking for senior friendly, pet-friendly or couples staying three or more nights. Regular rate bookings have unlimited WiFi included, discount bookings may request service at extra USD \$10 plus tax per night.



### **Catherwood Cottage (VIP Master #30 is fully booked during 2018 - 2019)**

Frederick Catherwood, born in 1799, illustrated John Stephens famous book *Incidents of Travel in Yucatan*. His truly romantic hacienda style master room is a genuine Colonial jewel; a premium king bed master room with an intimate cottage living charm and private screened porch patio, studio and living area, deluxe and spacious bathroom (shower and bathtub separated), huge closets, microwave, mini bar, coffee maker, large flat TV with Sky-HBO, DVD, and unlimited Wi-Fi, plus unlimited US/Canada phone-line, large screened porch has four chair dining set and Mayan hammock. Private parking area near cottage. Pet-

friendly, Senior-friendly. A few steps from the hotel's private archaeological zone entrance. This master is ideal for those couples wanting a second home vacation-style stay or for scholars needing the right place to stay during their research in-field work.

### **Ms. Tatiana Proskouriakoff (Solo VIP Master Suite Cottage)**

Tatiana, a talented Mayan scholar and artist, loved her eco-friendly cottage's serene elegance. Her master-suite was fully remodeled July 2014. This solo Master cottage offers you top green living features, premium memory pad King bed, original artwork and hand-carved wood furniture, spacious split bathroom with a deluxe tub; mini-bar, walking closet, plus private terrace with a hammock and rocking chairs.



**PET FRIENDLY HOTEL:** Pet lovers do check our pet-friendly hotel policies before booking. You may wish to review our [regular prices](#) [contact-info](#) and [vacation offers](#). Below is a brief "who is who" information about each cottage archaeologist that has lived at Hacienda Chichen and the cottage rooms we offer you.

**BE ADVISED:** The hotel policies do not allow any guest or visitor to enter the property with groceries, food products, or beverages (albeit alcoholic or non-alcoholic) purchased from an outside vendor. The hotel reserves the right to confiscate such items from guests and their rooms. A penalty of \$50 USD will be incurred per incident and charged to the guest's room. Guests are required to sign our hotel policies, terms and conditions upon checking in.

**PLEASE NOTE: \*** All our room rates and services are USD currency based. You may pay: 1) in cash with USD, Euros, or Mexican pesos at the announced exchange rate at check-out, or 2) with your Visa, MasterCard, or American Express credit card exclusively in Mexican Pesos at the announced exchange rate, in accordance with Mexican banking policy.

## PET -FRIENDLY SERVICES AND POLICIES:

**As a responsible pet-owner you must call or write us in advance to make sure your pet's breed and behavior training do match our pet-friendly policies before reserving your stay.** As a pet-friendly boutique hotel and sustainable retreat, Hacienda Chichen Resort offers pets and their human companions a variety of activities to be enjoyed together. View our Stay Offers here.

**First time guest pet-owners need to have their pets on a leash at all times to ensure the safety and enjoyment of all guests; former guest pet-owners with excellent trained pets that obey vocal commands may walk their mascots off leash only after the hotel issues them a "well-behaved dog certificate".** There are countless smells and animals (deer, iguanas, armadillos, birds, rabbits, etc.) in the Hacienda Chichen gardens that may tempt your pet to run off, so be mindful of your pet's obedience and habits. If you like birding and star-gazing you should bring your binoculars! There is plenty to keep your pet engaged and interested, even if on a leash while exploring.



**Pet owners need to understand that the hotel is relying on their word that their dogs are well socialized, well mannered, and capable of being in public areas without endangering any other animal or human being. *Please do not intend to bring a pet that has shown signs of aggression of any kind or "mildly" misbehaves; doing so, jeopardizes your stay, as we will ask you to leave without refund for the safety of our staff, guests and other pets.***

**PLEASE REMEMBER: *Our hotel only allows well behaved and trained dogs, your pet must stay with you, the owner, at all times.*** First time pet-guests need to have their leash on at all times while outside their pet-friendly room, even when relaxing in your room's terrace. Both your pet and you must respect and follow Hacienda Chichen Resorts' pet-friendly hotel policies and requirements to ensure non-pet-owner guests enjoy their stay while you visit us with your dog or cat. If your dog or cat behavior meets our standards you can enjoy many pet-friendly privileges during your future visits to our Eco-Spa hotel.

It is important that as a pet owner, you understand that you are completely required to have full control of your dog's or cat's behavior and that you are entirely liable for any wrongdoing by your pet during your stay at our hotel, Hacienda Chichen Resort.

**PET STAY RATES:** Small dogs stay incur a fee of USD \$30 per night plus tax / Mid-size dogs stay incur a fee of USD \$40 per night plus tax / Large dogs stay incur a fee to be determined by the breed and weight of the dog, confirmation upon request only.



**Pet or Dog-Owners need to agree to all of  
Hacienda Chichen Resort's Pet-friendly policies and regulations**

1. Pet-Friendly Hotel Reservation Pre-requirements: Dog owners and pet-lovers need to inform us the breed, sex, age, weight, size, temper, training level, etc. of the dog they plan to bring). **Upon acceptance of the reservation, pet-owners need to pre-paid their no-refundable booking and abide by our pet-friendly policies and regulations. As a pet owner you need to accept to leave the property in the event the hotel ask you if your pet shows disruptive behavior, lack of control, or any other situation that may endanger other guests and staff.**

2. **Dog owners need to write, signed and send scan copy of their letter of agreement that they understand fully they are totally liable for their mascot behavior,** wrong doings, barking constantly, etc. while staying at the hotel and being around other guests, staff, and visitors to the property. Such letter is to be emailed upon reservation and is to be brought (the original signed document) to the front-desk for the check in process to begin. No pets will be allowed in the hotel property without a pre-booked reservation and letter of acceptance and owner's signed agreement that they agree to comply with the hotel pet-polices.



3. Upon acceptance, a pet-friendly booking will be charged an additional fee per night stay per (dog) or mascot. **Check our Pet Rates.**

4. **Large dog breed owners need to exercise extra control on their mascot and will be only permitted to book the pre-designed pet-friendly rooms that have a private security fence.** Large dog breed owners need to have special care to secure their pets at all times to ensure other guests comfort. Small dog breed owners may reserve regular hotel rooms without a special security fence.

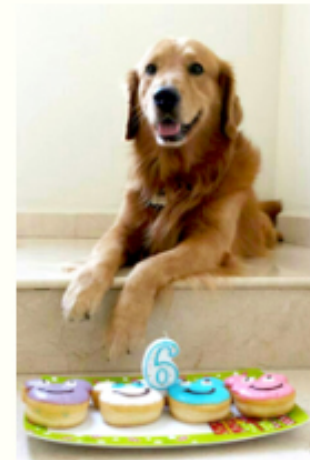
5. **First time pet owners are requested to have their dog on a leash when out of their room and especially when other guests are in the area.** Leashes, tags and collars need to be brought by dog owners to ensure his/her pet is secured and others are safe. Pet owners need to be respectful of other guests' right to request the dog or mascot is not near them, there is a special dog-friendly open terrace where dog-lovers are served meals, bar treats, and can enjoy a smoke and free WIFI services.

6. **Only Former guests' pet owners may have our hotel issue a special permit and the dog's "Well-Behaved Dog Certificate" to walk without a leash in public areas, but always needs to be under the owners' personal supervision.** Such certificates will be issued upon request, only to former dog-owner clients that we know their dogs can be trusted around other guests and staff; such special treat, needs to be taken with a responsible understanding that the owner is liable for his/her dog or mascot doings. Remember your dog requires to be supervise at all times.



7. **Pet owners must pick up after their pets.** Pet "clean-up bags" can be brought from home or you may buy a role at the hotel's boutique at a charge. There will be a pick up fee if our staff does the job.
8. **No disrupting barking is allowed at any time.** Dogs may bark, as it is their nature, but constant disruptive barking dogs are requested to leave the hotel for the sake of other guests' tranquility.
9. **Guests are encouraged to bring their own pet bedding or similar products such as food, food bowls, etc.** Toys are also important for your dog to be comfortable and adapt to new environments, so bring your dog's favorite ones.
10. **Two weeks prior to arrival you can request us to help you with your pet needs such as bedding and food / water bowls, and dry food for an extra charge** (please check if your mascot's own food brand and needs are available at the hotel's pet-food-catering service list).

**Wish to Celebrate your furry friend's Birthday!** just let us know and we will arrange his or her special doggy party treats upon request! We cater pet-friendly weddings, honeymoons, and family holidays so you can enjoy a full family members holiday when staying at Hacienda Chichen.



[PLAN YOUR PET FRIENDLY VACATION NOW](#)

11. **For the enjoyment of future guests, pets are not allowed to be on any of the hotel's furniture or guests' beds. You will be charge a huge cleanning service fee if you allow your pet to do so.**
12. **At the time of booking, pet owner needs to email a scan copy of the following health documents:**
  - a. **If the pet is under 3 months of age, it requires a Health Certificate.** (during check-in, we will make copies for our records. You need to keep the original, you will need it to leave the country).
  - b. **If the pet is older than 3 months of age, you are required to bring his/her Health Certificate and Vaccination Card** (at check in we will make copies for our records) from your veterinarian at home, specifying the application of rabies vaccine with a validity no longer than 1 year.
  - c. **Make sure your dog's health and vaccination records states that your veterinarian has administered an external parasite medication mentioning the brand given, such as Frontline, and that your pet is "free from parasites, fleas, ticks, etc."**



**The dog or pet original health certificate and vaccination card must be presented at your check-in, no exceptions will be allowed. Failing to bring such health requirement will prevent the client from staying at the hotel and all room reservation fees and charges will be non-refundable.**

**Please do not bring a pet that has shown signs of aggression or other signs of anti-social behavior. We welcome only friendly, well-behaved mascots.**

**While you enjoy your pet's company, be mindful other guests need to enjoy their stay as well. Remember not everybody feels comfortable around dogs, so please ask guests if they are OK with your dog being near them.**



## OUR CANCELLATION POLICIES

### VACATION PACKAGES AND DISCOUNT RATES:

All Vacation Packages offers and Special Discount Deals shown in this website have their own requirements and cancellation policies clearly stated in each offer, please read them as they will be applied. Each hotel room rate discount offer or vacation package has a limited booking and rooming available. Plus, all offers and vacation packages are non-refundable, non-cancelable, non-transferable, fully prepaid bookings.

### REGULAR SEASONAL RATES RESERVATIONS' CANCELLATION POLICIES:

Only written cancellations will be accepted as a valid cancellation request for our regular and discount rates per night shown above. All cancellations need to be sent via email to: [info@haciendachichen.com](mailto:info@haciendachichen.com)

#### To cancel regular rate reservations HIGH SEASON: arriving from January 1st, 2021 to May 2nd, 2021 / November 1st, 2021 to May 2nd, 2022

- ✘ Send us a written cancellation request no later than fifteen working days prior to your confirmed arrival date to avoid charges. Cancellations received after such time will have a cancellation service fee.
- ✘ Written cancellation requests received ten days prior to your confirmed arrival date will incur a charge of USD \$50\*\* processing fees, in addition to the penalty of 30% of the room rate per each night reserved.
- ✘ Seven days prior to your confirmed arrival date, we will no longer accept cancellation requests. Thus, all reserved dates and rooms booked will be fully charged to the credit card on your booking file.
- ✘ No-Show, clients will be charged the total bill of their reserved nights at the room rate booked regardless of reason for not arriving.

#### To cancel regular rate reservations arriving from May 2021 to October 2021:

- ✘ Send us a written cancellation request no later than eight days prior to your confirmed arrival date to avoid charges.
- ✘ Written cancellation requests received five days prior to your confirmed arrival date will incur a charge of USD \$40 \*\* processing fees in addition to the penalty of 20% of the room rate per nights canceled that have been previously reserved.
- ✘ Four days prior to your confirmed arrival dates, we will no longer accept cancellation requests without charges. Your full reserved dates and rooms requested will be fully charged to the credit card on your booking file.
- ✘ No-Show, clients will be charged 50% of the total bill of their reserved nights at the room rate booked.



Remember to read our [Safe Travel Tips and Travel FAQs](#) and our [Pet-Friendly Hotel Policies](#):

Please help us help by packing a few "gifts of love" and donations for Maya rural children's education, nutritional needs, or personal use.

Check our sustainable incentives and community projects dedicated to the welfare of Maya Children living in rural local communities nearby the Hacienda Chichen.



## Please remember

- ✘ All our room rates and services are USD currency based. You may pay:
  - 1) in cash with USD, Euros, or Mexican pesos at the announced exchange rate at check-out, or
  - 2) with your Visa, MasterCard, or American Express credit card exclusively in Mexican Pesos at the announced exchange rate, in accordance with Mexican banking policy.
- ✘ All above room prices are for solo or double occupancy.
- ✘ Extra guest fee, same room: \$40 USD per night \*\*
- ✘ Maximum occupancy per room is three adult guests.
- ✘ For [rooms'](#) detailed information please [contact us](#).
- ✘ Mexican sales taxes will be added to the above rates, if guests choose to pay directly to the hotel at check out time.
- ✘ All No-Show reservations will be fully charge - so please read our Cancellation Policies below this note.
- ✘ Save 10% off total booking by prepaying reservations.
- ✘ Please ask us about our Dog-Friendly room policy and fee.
- ✘ Courtesy baby crib subject to availability, book in advance.
- ✘ Kindly [reserve](#) your arrival dates with our online form.

## Reservation Center

Open Monday to Friday 9 AM to 7 PM (Mexican local time or -6 UTC)  
Saturday 9 AM to Noon

USA & Canada Toll Free: 1-877-631-4005  
Mexico Office Phone: +52-999-920-8407



*Hacienda Chichen & Yaxkin Spa*  
Wellness Resort & Maya Spa Destination

