



CASA GITANO FAQs

1. WHAT TIME IS CHECK-IN / CHECK-OUT?

Check-in time is 3 pm / Check-out time is 11 am.

We do offer the ability to upgrade to a [LATE CHECKOUT UPGRADE](#), where you can request to check out at 2 pm instead of 11 am.

We also offer an [EARLY CHECK-IN UPGRADE](#) where you can arrive before 3pm.

Both upgrades are subject to availability.

2. WHERE IS CASA GITANO LOCATED?

We are located in South Tulum, the most beautiful and exclusive part of Tulum Beach, Boca Paila Km 9.5, the Tulum Beach Road Hotel Zone. We are the last hotel before the Sian Ka'an Nature Reserve.

CASA GITANO ADDRESS:

[Boca Paila, Lote Road-KM 9.5, Zona Hotelera, 77780 Tulum, Q.R., Mexico](#)

3. DO YOU PROVIDE TRANSPORTATION SERVICES, WHAT IS THE CHARGE?

We can organize a private driver for roundtrip transportation to/from both the Cancun and the new Tulum International Airports. You can select which option you prefer, Standard, Luxury and large SUV. We ask that you pay for the transport online then schedule the driver by entering your flight information.

TULUM AIRPORT ROUND TRIP \$400 USD

CANCUN AIRPORT ROUNDTRIP \$560 USD

[BOOK YOUR TRANSPORTATION](#)

4. **WHAT TIME IS BREAKFAST / WHAT IS INCLUDED IN THE ROOM RATE?**

We serve breakfast from 8 am to 11 am in our GITANO Beach Restaurant.

[VIEW BREAKFAST MENU](#)

The CASA breakfast is complimentary with your room rate and includes:

Rustic Toast, Homemade Jam

Coffee or Tea and Fresh Juice

One Breakfast Plate: Tropical Fruit, Avocado Toast, Eggs Any Style, Huevos Rancheros, Chillaquiles, French Toast.

5. **WHAT TIME DOES THE RESTAURANT & BEACH CLUB OPEN**

The Restaurant and Beach Club are open from 8am – 10pm daily.

We serve Breakfast from 8am – 11am. We serve an all day menu from 11am – 9pm when the kitchen closed.

[VIEW GITANO BEACH MENUS](#)

6. **DO I NEED A RESERAVTION AT THE BEACH CLUB, IS THERE A COVER CHARGE?**

GITANO BEACH is open to both Hotel and outside guests. We have a limited number of beach beds and lounge beds so we recommend that you make a reservation if you would like a Beach Bed or Beach Lounge.

On busy days, especially the weekend, there may be a minimum spend requirement of 50 – 100 USD per person. We waive any bed and towel rental fees for our hotel guests.

You can make a reservation online or contact front desk:

[RESERVE A TABLE OR BEACH BED AT GITANO BEACH](#)

7. **DOES CASA GITANO HAVE A SWIMMING POOL**

We are opening CASA GITANO in Phases and do plan to have a dramatic 20M infinity pool for our guests before the end of 2024.

We do also offer Beach Villas with Private Pools.

8. DO YOU HAVE CONSTRUCTION AT THE PROPERTY

We do not currently have any active construction at the Property. We are planning to complete our second phase development of the main Casa, Pool and additional rooms but this is on the far side of the property and should not impact our hotel guests. Any construction would only occur during the daytime hours 9am – 5pm.

9. CAN WE DRINK THE WATER, WASH OUR TEETH WITH THE WATER

We strongly recommend that you do not drink the tap water or use the tap water to wash your teeth. We provide complimentary bottled water in every bathroom and you can request additional water.

Every room has a personal bar and fridge stocked with Agua de Piedra Still and Sparkling water which do incur a charge, listed on the menu.

10. CAN WE FLUSH PAPER DOWN THE TOILET

We are located in a beautiful and fragile natural environment and do ask that you refrain from putting paper or other objects into the toilet.