SUNSET WORLD
Resorts & Vacation Experiences

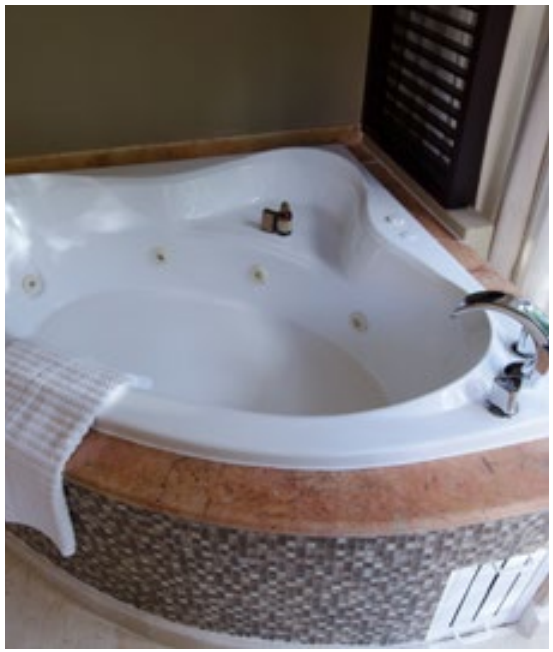
MAINTENANCE, ENERGY EFFICIENCY & REMODELING

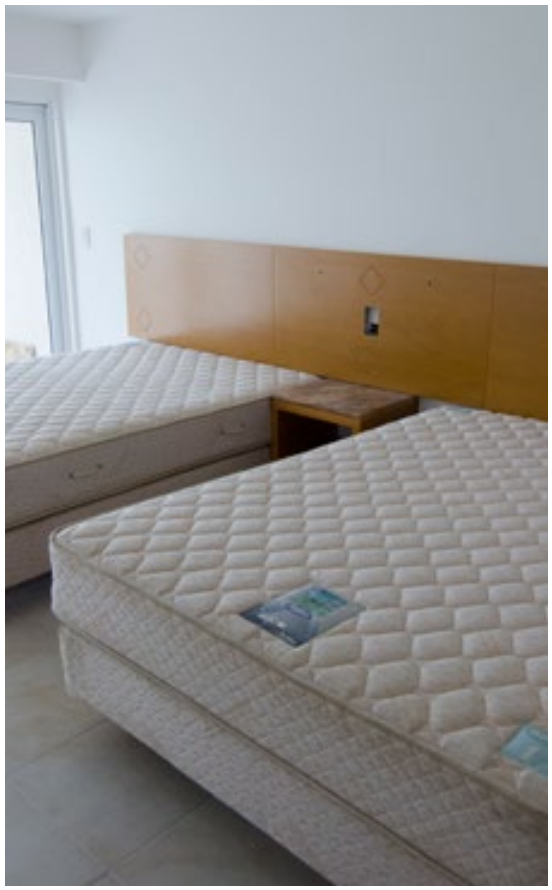
PROGRAMS

MAINTENANCE PROGRAM

An operation like Sunset World's requires constant attention to the hotel infrastructure. Our maintenance program is comprehensive and always aims to optimize resources and improve our members' wellbeing and comfort.

Our yearly maintenance program is known as PROMACO (Corrective Maintenance Program), applied to part of the rooms in Hacienda Tres Ríos, Sunset Royal, Sunset Marina and Sunset Fishermen. The program consists in the following actions.



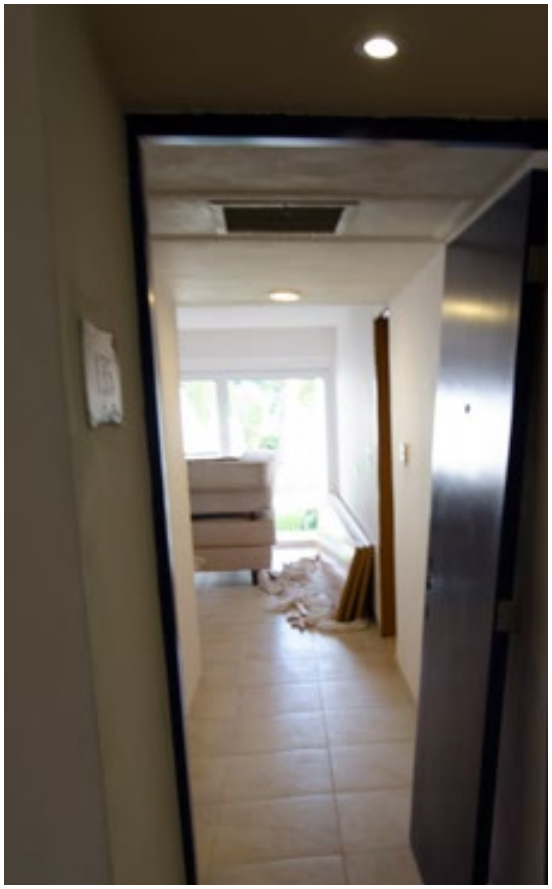


REPLACEMENT

- Replacement of drapes and curtain rods
- Replacement of mattresses, cushions, fabrics and linens
- Replacement of kitchen appliances
- Replacement of jacuzzis and bathroom accessories and plumbing
- Replacement of mirrors in our bathrooms and closet doors

MODERNIZATION

- Change of TVs to digital smart models
- Change of TV system from analog to digital



MAINTENANCE

- Painting of walls and ceilings
- Varnishing of furniture and woodwork maintenance
- Locks, latches and anticyclone curtains
- Terrace doors
- WC and showers

REFINISHING AND POLISHING OF FLOORS

When marble presents one or more of the following characteristics:

- Wear
- Loss of shine
- Scratches
- Corrosion

Then floors are refinished – rough or affected areas are removed and replaced, then polished to a shine.

ENERGY EFFICIENCY

PROGRAM

The impact we have in our environment is also important for Sunset World. We have a commitment to a responsible and smart use of our natural resources. We began the Energy Efficiency program in 2014 identifying the opportunities we have to reduce our energy use as well as our carbon footprint. In 2015, we implemented and installed the systems, equipment and infrastructure needed to carry out the program, including:

- High efficiency lighting
- Chillers and high efficiency air conditioners
- Ice-cold water management
- Presence thermostats and sensors
- High efficiency chiller for heating water
- Solar systems for heating water
- Installment of a system to monitor savings online
- Development of a carbon neutral program for hotels
- Training in energy efficiency

REMODELING

PROGRAM

At Sunset World we always aim to improve the experience of our Vacation Club members and are continually searching for ways to introduce vacation trends in our hotels. These projects are additional to the regular maintenance program.

HACIENDA TRES RÍOS

Se aplicó el programa PROMACO en habitaciones

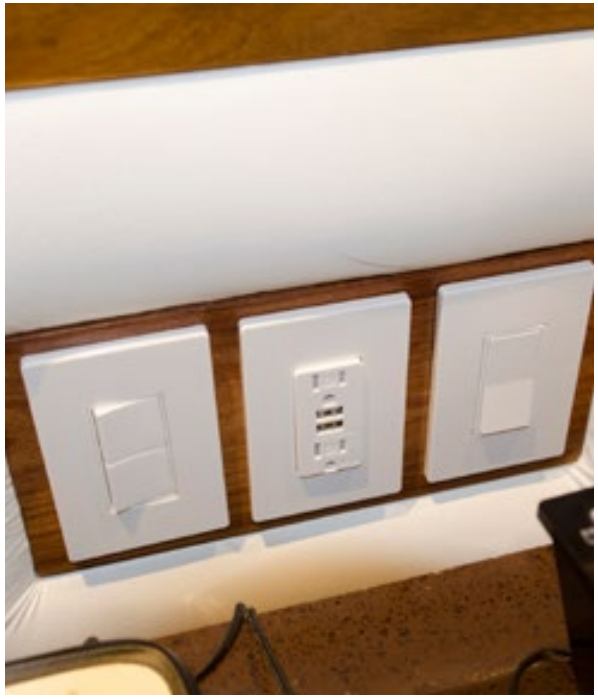
- Solar thermal collectors were installed to heat water, thus drastically reducing fuel use and carbon emissions.
- A tank was installed to store water previously heated by the solar thermal collector panels and to keep it at a minimum of 122° F. This water is destined for room and kitchen use
- Regular bulbs were replaced by LED bulbs, which besides being ecological, their life span is longer than a conventional bulb

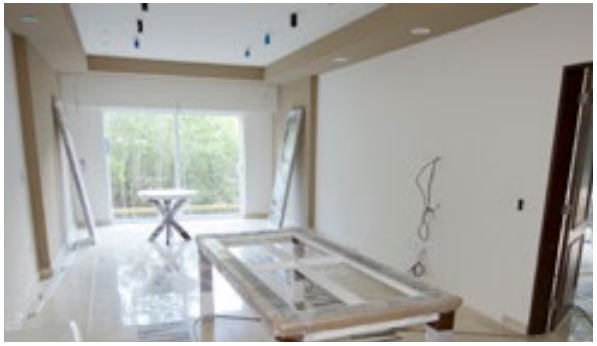
Kakao Beach Club

Kakao Beach Club was introduced at Hacienda Tres Ríos. It is a beach club with personalized service, beach concierge and a special menu.

HACIENDA TRES RÍOS

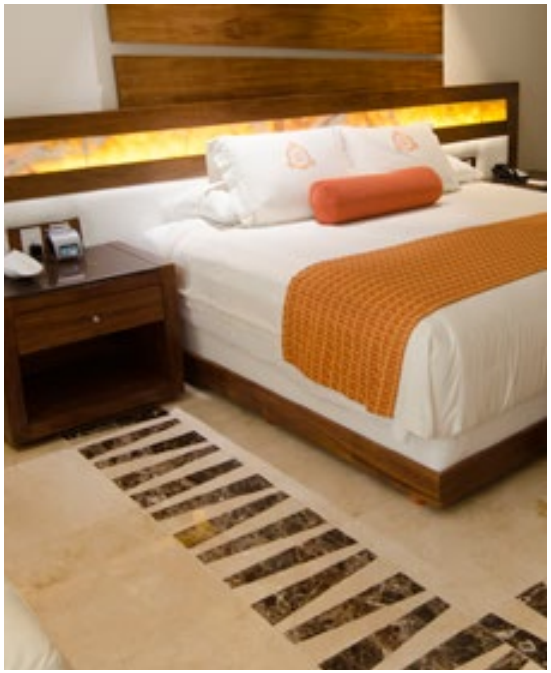
Remodeling Program 2015





Due to the demand, an expansion took place for more La Herencia rooms at Hacienda Tres Ríos:

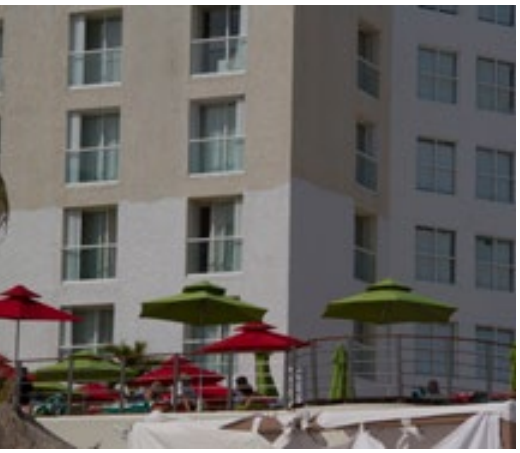
- Square footage was increased making them more roomy
- Veracruz marble floors were changed to ivory cream marble and the trims to Emperor Brown marble
- Rooms were painted and colors changed in walls and ceilings
- Woodwork and furniture were renewed in Caribbean Walnut
- Wooden ceilings were installed in dining areas
- Electrical appliances were changed and they now include a USB port
- Switches and lamps were relocated
- TVs were changed to 60" and 80" models
- Kitchenettes were incorporated and include sink, grill and extractor hood
- New microwave ovens were put into place
- New mini bars were brought in



- New Nespresso style coffee makers were added
- New mattresses were installed
- New white Silestone kitchen worktops were installed
- Terraces were expanded with wooden decks and Brazilian teak hardwood flooring
- Hallways were re-carpeted
- Apple TV was installed in TV screens
- Curtains and linens were changed
- An area was set up for butlers to use

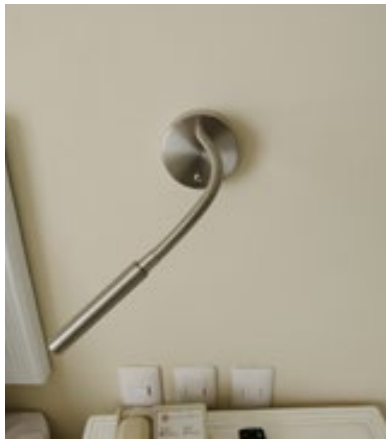
SUNSET ROYAL

PROMACO Maintenance Program applied, as well as extraordinary maintenance to levels 1 to 6: change from normal to marble flooring and change of wall and ceiling texture from rough to fine.



- 15 new palm roofs were built at the beach
- The Snack Bar building was rebuilt
- Chillers for the A/C system were changed
- 90 A/Cs were replaced
- The theater's roof was replaced
- New light and sound equipment was installed in the theater
- The sofas at the lobby, floors 1-9 and the Sky Lounge were re-upholstered
- Jacuzzi heaters were replaced
- More modern elevators were put in
- Hallway, room and terrace lighting was standardized
- Security cameras are being set up

- Light switches were relocated
- TV screens were placed on the walls and connections were relocated
- Walls were smoothed out with deluxe plaster and finishes
- Ceilings were smoothed out with deluxe plaster and finishes
- Walls were painted
- Doors were trimmed as they were relocated
- Marble flooring and baseboards were installed in rooms
- Adjoining-room, closets, air conditioning and entrance doors were painted
- Generally all hotel facilities were repainted



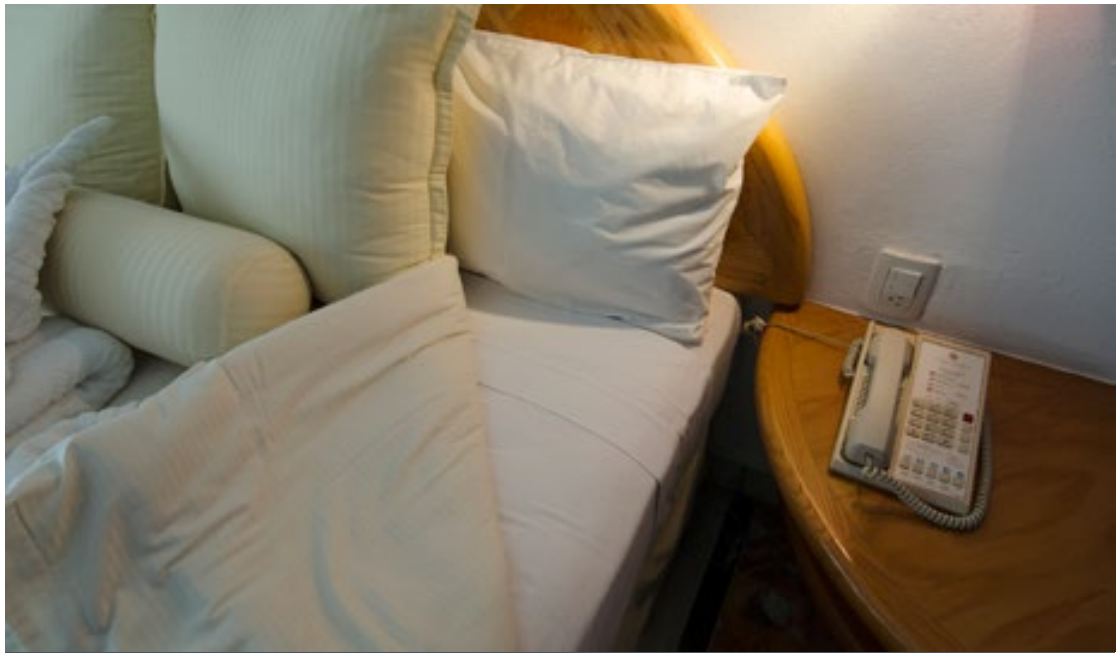
- 90 fan & coil AC systems were changed in rooms
- 200 intelligent thermostats were set up to control the air conditioning system, adjusting the temperature in thirty minutes in case no movement is perceived inside the room
- Regular bulbs were replaced by LED bulbs, which besides being ecological, their life span is longer than a conventional bulb
- The energy saving high efficiency chiller was changed, it is used to supply ice-cold water to the different air conditioning systems in rooms and general areas in the hotel

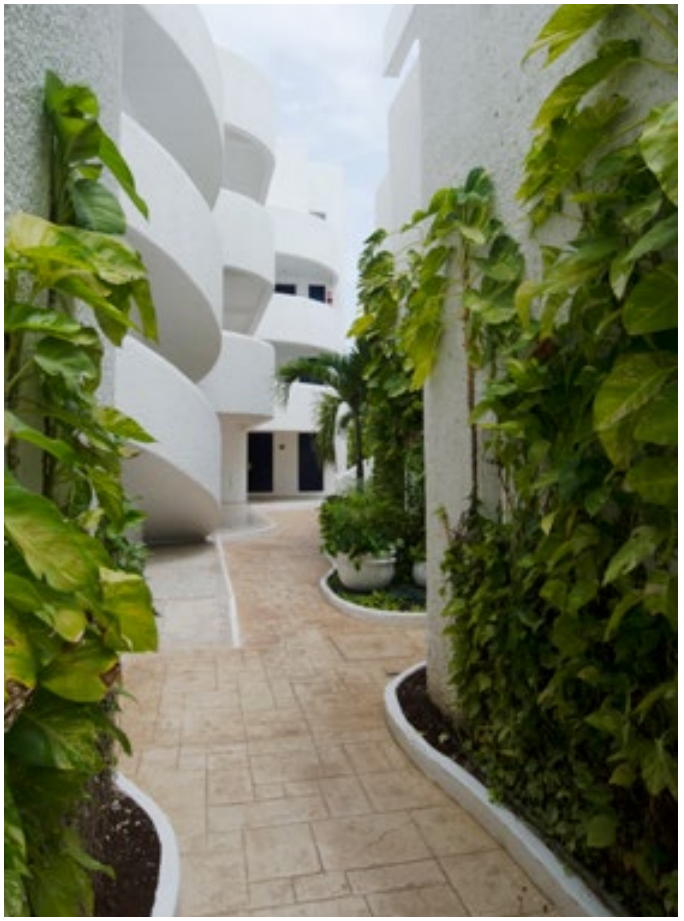
Kakao Beach Club

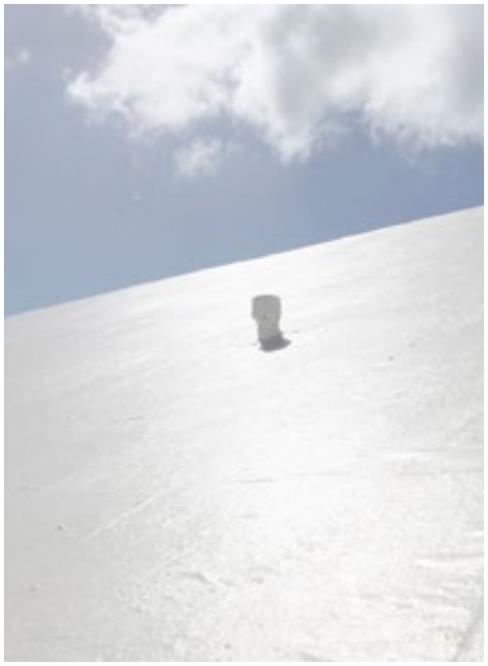
Kakao Beach Club was introduced at Sunset Royal. It is a beach club with personalized service, beach concierge and a special menu.

SUNSET MARINA

PROMACO Maintenance Program applied to rooms







- New textiles were set up in 78 rooms
- The cement walkway between the lobby and rooms was changed
- 12 new beach umbrellas were installed
- Buildings 1 to 5 were waterproofed
- Sand was added to Kakao Beach

- The chairs at La Vela restaurant were refurbished
- Jacuzzi heaters were changed
- Hallways and stairways were painted white
- Signage was renewed
- Hallway lighting was standardized
- Safety cameras are being installed
- A playground was set up for the kids area

- 118 inverter air conditioning systems were changed

SUNSET FISHERMEN

PROMACO Maintenance Program applied to rooms

- In lobby restrooms, urinals were changed to the waterless kind to save water
- Lobby restroom faucets were changed to sensor style
- Lobby restroom ceilings were fixed

- 100 direct-expansion inverter AC systems were changed
- Intelligent thermostats were set up to control the air conditioning system, adjusting the temperature in thirty minutes in case no movement is perceived inside the room
- Regular bulbs were replaced by LED bulbs, which besides being ecological, their life span is longer than a conventional bulb
- The 300 kva electric transformer was changed. The transformer guarantees stable energy supply without magnetic resonance, and it also decreases the use of electricity.

GENERAL IMPROVEMENTS IN ALL 6 HOTELS

- From December 2015 free Internet is a reality in all Sunset World hotels. Thanks to a higher bandwidth, our members will have the possibility of using up to 5 devices with two different passwords and regular guests a maximum of 3 devices with a single password.
- Starting on December 2015, 10 news English channels were added to our TV programming: CNN Headline News, ABC, CBS, Fox 2 Sports, ESPN Sports, Disney Jr., Cartoon Network and 3 movie channels.

MAINTENANCES, ENERGY EFFICIENCY & REMODELING

PROGRAMS

SUNSET
Royal Beach Resort
Cancún, México

SUNSET
Marina Resort & Yacht Club
Cancún, México

SUNSET
Fishermen Beach Resort
Riviera Maya, México

HACIENDA
TRESRIOS
Resort, Spa & Nature Park

2015