

Welcome to Grand Hyatt Baha Mar!

Frequently Asked Questions

What is available in the room?

All of our luxury rooms and suites include Hyatt Grand Beds™ and floor-to-ceiling windows with incredible views of the property, island, ocean or fountain show. Also, all of our guestrooms offer a variety of essential in-room amenities including irons, ironing boards, hairdryers, coffee makers, and in-room safety deposit boxes.

What time is check-in and checkout?

Check-in is at 4:00pm and checkout is at 11:00am. Based on availability, guests can request a late checkout. Feel free to call and inquire the day before your scheduled departure. Please note that fees apply.

What is the incidental hold for?

At check-in you will be asked to provide a credit or debit card for your stay. The card will be authorized for the room rate + taxes and fees + \$200 per night for incidentals. The hold will appear as a pending approval or transaction on your account. We do NOT have the ability to process your debit card as a credit card. We strongly suggest the use of a credit card at check-in as funds authorized on a debit card can take up to 30 days to reappear on your bank statement after checkout. If you exceed the \$200 daily incidental amount, the system will automatically authorize your card to hold what is owed.

When can I expect housekeeping services?

Housekeeping service is daily, between the hours of 9am – 5pm.

Do you have a departure lounge?

In the event late checkout is unavailable, we provide our guests with a luxurious lounge area to accommodate your travel needs. This area is fully equipped with sanitized restrooms, showers and lounge.

Is there a place to print documents or search the web?

The business center is available 24/7 and is fully equipped with a state-of-the-art desktop and printer. It is located in the West Tower adjacent to the Front Desk.

Can I request a refrigerator or microwave?

Coolers are conveniently placed in all guest rooms. Microwaves can be rented at a one-time \$50 charge.

What does the resort fee and service charge cover?

The resort fee and service charge are mandatory fees applicable to each guest room. The resort fee covers a wide range of amenities offered to enhance your stay. Exclusive benefits include complimentary resort-wide Wi-Fi, Baha Bay Water Park access, 2 bottled waters refreshed daily, coffee/tea, local calls, health club/fitness center access, flotation devices, single kayaks, double kayaks, stand up paddle boards and Zayak reef boards. The service charge is a gratuity on the room for select service staff members.

Do you have a gym, and is there a charge to use it?

ESPA Fitness center offers cardio & weight equipment to guests. Our guest must be 13 years or older to use the facility. Showers located in the fitness center are ONLY available to guests who has had a spa service. There is no fee for guests to use the fitness facility.

What time does the pool and beach open/close?

The pool and beach areas open at 9am and close at sunset.

How do I make spa reservations?

To make spa reservations, please visit www.bahamar.com/reservations/spa. For additional questions and reservations, please contact or visit our concierge desk to assist. You can also email espa@bahamar.com.

Do kids eat free?

Yes, they do! Kids 5 and under must be accompanied by an adult with the purchase of a full priced entrée or meal. If there is more than one child five and under per adult, child's meal will be free. This offer is subject to participating restaurants and only items from the children's menu will be honored. More Information: www.bahamar.com/kids-eat-free/

Participating Restaurants: Café Bouloud, Carna, Cinko, Cleo, Costa, Drift, Fi'lia, Katsuya, Marcus, Out Island Bar, The Palms, Regatta Buffet, Stix Noodle Bar

How can I make dinner reservations?

There are a few options available for booking restaurant reservations. The most common options would be to visit the Baha Mar website (www.bahamar.com) or our concierge desk.

How can I book activities?

Feel free to visit our daily activities desk for bookings.

Can I book babysitting services?

Babysitting services can be booked through our daily activities desk. Services can be arranged with a 24-hours notice.

How old must one be to gamble in the casino?

18 years old, unless you are a Bahamian or residing in the Bahamas as it is illegal for residents to gamble.

How can I book transportation to the airport?

Transportation can be booked through our concierge desk. Otherwise, taxis are available 24/7 at the main entrance.

Where can I earn World of Hyatt points? Once you are a member you can receive points from dining at any of our Hyatt outlets.

- Marcus at Baha Mar Fish + Chop House
- Shuang Ba
- The Palms
- Cinko Asian Latino Grill
- Café Madeline
- Stix Noodle Bar
- Jazz Bar
- T2
- Regatta
- Out Island
- Drift Pool Bar and Grill
- El Jefe
- Da Poke Bowl
- Streetbird on The Beach
- Knosh
- DAQ's
- Scoops
- H2O
- Elixir
- Flamingo Beach Service

Is there a clinic available?

Doctor's Hospital is a privately-owned clinic located in the Rotunda. They are available between the hours of 8:00am and 11:00pm daily.

Did we miss a question?

Feel free to download our Baha Mar Experience App to explore all that Baha Mar has to offer.



Dear Mr. Wada,

Welcome to Grand Hyatt Baha Mar! We are thrilled to have you here and hope your stay with us will be **GRAND!**

Enclosed are drink vouchers for your enjoyment.

As a Guest of Honor, you may enjoy breakfast at the Café Madeleine, Knosh, Palms Café or Regatta Buffet for 2 adults and 2 children (11 and under) *.

If there is anything I can do to make your stay an exceptional one, please do not hesitate to contact me directly at alexya.rolle@hyatt.com.

Alexya Rolle
Assistant Guest Experience Manager
World of Hyatt Specialist
Grand Hyatt Baha Mar

*Cost of breakfast for 4 (2 adults and 2 children 11 and under) may not exceed \$145 inclusive of VAT and service charge. Cost of breakfast for 2 adults and 1 child may not exceed \$122.50 inclusive of VAT and service charge. Breakfast for 2 adults may not exceed \$100 inclusive of VAT and service charge. Breakfast for 1 adult may not exceed \$50 inclusive of VAT and service charge.