



GUEST WELCOME GUIDE

FEBRUARY 23-26, 2023



TABLE OF CONTENTS

INTRODUCTION

Daily Performance Schedule	<u>03</u>
Venue Info	<u>04</u>
Venue Map	<u>05</u>
Featured Art	<u>06</u>
Guest Dashboard & Palace Overview	<u>08</u>

BEFORE YOU GO

Traveling to Mexico (Customs & Immigration)	<u>09</u>
Traveling to Mexico (Shuttles & Resort Arrival)	<u>10</u>
Palace Resorts App & Event Concierges	<u>11</u>

UPON ARRIVAL

Check-In	<u>12</u>
Event Wristband	<u>13</u>
Event Concierges	<u>14</u>
Resort Transportation	<u>15</u>
Sun Palace	<u>16</u>
Hilton Cancun	<u>17</u>
Venue Menu	<u>18</u>
Dining Options	<u>19</u>
Activities Map	<u>21</u>
Featured Activities	<u>22</u>
Activities Schedule	<u>23</u>
Off-Site Adventures	<u>26</u>
Merchandise	<u>27</u>
Sustainability Efforts	<u>28</u>
Departure Information	<u>29</u>
FAQs & Guest Services	<u>30</u>



THURSDAY

7:00PM VENUE OPENS

9:00PM PHISH (ONE SET)

FRIDAY

6:00PM VENUE OPENS

7:30PM PHISH (TWO SETS)

SATURDAY

6:00PM VENUE OPENS

7:30PM PHISH (TWO SETS)

SUNDAY

3:30PM VENUE OPENS

5:00PM PHISH (TWO SETS)

VENUE INFO

ACCESSIBILITY

The accessible viewing platform is intended for patrons with disabilities and one companion. An accessible wristband is needed to access the platform and can be picked up at check-in or outside the accessible venue entrance, which typically opens one hour prior to doors on show days. The platform is first come, first served and saving seats is not permitted.

Please note: the event does not provide personal care assistance, wheelchairs, or push service. As the platform does have a maximum capacity, access to it is not guaranteed with an access wristband. If capacity is reached, companions may be the first to be asked to step aside. With that being said, we will prepare to host as many people as possible.

Please submit an Accessibility Request (if you have not done so already) via the [Guest Dashboard Message Center](#) if you foresee needing to utilize the access platform, accessible transportation, accessible lodging, hearing accommodations, or any other accommodation required by a permanent or temporary disability.

PROHIBITED ITEMS

For a full list of Prohibited Items, please click [HERE](#).

For a full list of Fruits, please click [HERE](#).

FIRST ENTRY

Guests will receive an email in the coming days with details regarding a digital lottery process for First Entry into the venue.

VENUE BOX OFFICE HOURS & LOCATIONS

Beach Box Office

February 23rd: 6pm - 11pm
February 24th: 5pm - 10:30pm
February 25th: 5pm - 10:30pm
February 26th: 2:30pm - 8:15pm

Terrace Box Office

February 23rd: 6pm - 11:15pm
February 24th: 5pm - 11:45pm
February 25th: 5pm - 11:45pm
February 26th: 2:30pm - 9:15pm



VENUE MAP



FEATURED ART



Photo by Lila Barth

STEVE KEENE'S PAINTING STUDIO

Steve is considered America's most prolific living painter with over 300,000 paintings sold or given away. The Brooklyn-based artist has painted and shown his art everywhere from bars to museums - across the US, in Europe and Australia. Steve joins us at Phish: Riviera Maya to create unique paintings of Phish album art and more. Look for Steve's studio in the venue courtyard next to the Tiki Dome. All of the paintings created (and there will be hundreds of them!) are available for sale and 100% of the proceeds benefit the WaterWheel Foundation.



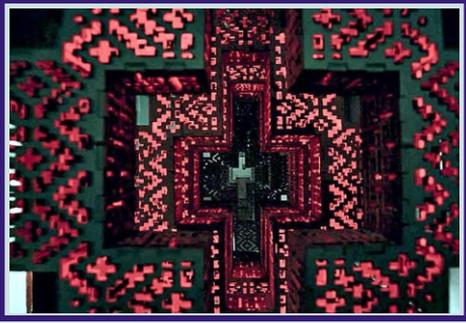
AMIGOS MURAL - VÍCTOR MELÉNDEZ

Originally from Mexico, Víctor Meléndez is a designer and illustrator based in Seattle. His work is a combination of bold lines, vivid colors, and mysterious, spellbinding characters. Victor designed the Phish: Riviera Maya branding for 2020, 2022, and 2023, and he joins us on-site to paint a large mural inside the concert area!

"Amigos" is a colorful representation of friendship and dance. Flamingos are known to gather in big groups and dance around each other, creating a spectacle of color and movement.



FEATURED ART



@sabinoguisu

LAS CRUCES - SABINO GUISU

The work of Mexican artist Sabino Guisu offers a vision of transculturation and spiritual rupture that exists between the individual and his environment, achieving a deep personal reflection. The geometric patterns found in the ruins of Mexican pyramids appear regularly in his work, and are featured in his intricate "Crosses" installation amidst the palms.

CIRCULAR DIMENSIONS X LA PUERTA - CRIS CICHOCKI

Internationally recognized multidisciplinary artist Cristopher Cichocki examines the ever-evolving relationship between humankind, the natural world, and industrial mutation. For Phish: Riviera Maya, Cichocki presents his latest site-specific video environment *Circular Dimensions x La Puerta*. This kinetic gateway leading up to the Terrace venue entrance activates each night with Cichocki's signature video art embedded with planetary interconnections and elemental forces.



@cristophercichocki

JIM & BRIGHTON DENEVAN

Returning after an incredible debut on the beach with us last year, near the venue entrance you will find a new collaboration between artist / photographer Brighton Denevan and his father Jim, a world-renowned American artist, who interacts with the earth's topography to create entirely site-specific works in sand, earth, and ice, which can span miles. Their work is ephemeral in nature; The near meditative practice is the purpose for the Denevans, who rely on intuition and parallax over measurement aids, creating mathematically and geometrically complex compositions and leaving them prone to the tides, winds and seasonal progressions.



@jimdenevan



@brightondenevan

GUEST DASHBOARD & PALACE OVERVIEW

We're almost there! Help us make this trip a smooth sail to paradise!



AIRPORT SHUTTLES:

Make sure you provide all of your flight details in the [Guest Dashboard](#) so we can arrange your shuttles to and from the airport.



ON-SITE WIFI:

Good news for those looking to stay connected with the world during their Phish: Riviera Maya trip: complimentary WiFi is available for all guests throughout your stay! But 56K dial-up modems are \$20/day.



OFF-SITE ADVENTURES:

Our hand-selected off-site excursions can be purchased through Tuesday, February 14th via the [Guest Dashboard](#) (availability permitting). Adventures can also be purchased on-site with Moon Palace staff.



WEEKEND ITINERARY:

You can view and print out your full weekend itinerary at any point leading into the event. This way you can see all of your party's info, including reserved adventures and other add-ons in one place. Log-in to the Guest Dashboard [HERE](#).



If you have any questions regarding the Guest Dashboard, please contact our Guest Services team [HERE](#) or via the Dashboard Message Center.

TRAVELING TO MEXICO

Customs & Immigration

SERIOUSLY, DON'T FORGET YOUR PASSPORT

- Please make sure you have two empty pages in your passport.
- US Residents traveling with a Non-USA or UK passport are required to bring a permanent resident card (Green Card).
- Non-US Residents: check your country's international travel policies to make sure you have prepared the necessary documentation before travel.

IMMIGRATION

You will speak with an immigration officer upon arrival and answer a series of questions regarding your visit. Here is the key information you will need to share:

- Purpose of your Trip: Tourism
- State and City Destination in Mexico: Cancun, Quintana Roo
- Address in Mexico:
 - Moon Palace Cancun - Chetumal Km 340, Riviera Maya, 77500 Cancún, Q.R., Mexico
 - Sun Palace Cancun - Blvd. Kukulcan, Zona Hotelera, 77500 Cancún, Q.R., Mexico
 - Hilton Cancun - Carretera Federal Libre 307 Cancun-Tulum Km 248. Cancun, Quintana Roo, Mexico 7758
- Number of Days Staying in Mexico: #

Important: the Immigration Officer will stamp your passport and write the number of days you are staying in Mexico at the top. Please verify this number matches your departure date.

EXITING THE AIRPORT

- Go through immigration and proceed through customs.
- Stop at one of those massage chairs if you have time.
- Exit the airport and look for Edge staff holding Phish: Riviera Maya signs.

Please find additional information on Page 9.



TRAVELING TO MEXICO

Airport Shuttles & Resort Arrival

AIRPORT SHUTTLES

Transportation between Cancún International Airport and Moon Palace, Sun Palace or Hilton Cancun is included in your all-inclusive package.

Please ensure your flight information has been submitted in the [Guest Dashboard](#) prior to arrival. Otherwise, you may be riding on a standby basis and it may be your responsibility to book transportation.

NEW THIS YEAR: Edge Transportation, Moon Palace's transportation company, will be your airport transportation provider. In the days leading up to your arrival in Mexico, you'll receive an email with transportation QR codes. Upon locating Edge staff members outside of the airport, present your personalized arrival QR code. This can be scanned from your digital device or a printed out hard copy. We recommend taking a screenshot of your QR code prior to arrival to ensure it is easily accessible. Once scanned, the Edge staff will then be able to tag your bags with your associated check in location. After your bags have been tagged, you then will board the shuttle that will take you and your luggage to the appropriate resort. To avoid any delays in this process, please have your arrival QR code easily accessible prior to traveling that day.

RESORT ARRIVAL

When you arrive at Moon Palace, Sun Palace or Hilton, locate your bags just outside of the bus. You may want to take a few essentials out of your luggage, such as personal items, swimsuits or medication, as there may be a short wait time for your bags to arrive in your room. Remember to keep your passport on-hand, as you will need it to complete the check-in process.

The bell staff will put a tag on your bag and hand you a luggage ticket. It is very important that you hang on to these tickets! Our team will be present to welcome and guide you to the location where you will check in to your room and receive your event wristband.

**Only accept transportation from Edge staff. You will not be required to pay Edge staff for transportation. Please note: the time between your flight's arrival and your arrival at your resort can take upwards of three hours, depending on customs wait times, traffic, and the line at the massage chairs.*

PALACE RESORTS APP

Download the official Palace Resorts mobile app before you arrive in Mexico!

AVAILABLE ON:

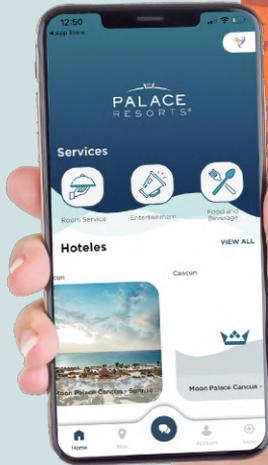


APP FEATURES:

- Restaurant & AWE Spa Reservations
- Resort Maps
- Shuttle Maps
- Property Info
- Activity Schedules
- Pre-Check In

Save time at arrival by using the Palace Resorts app for Pre-Check In! Enter your reservation number (provided in an email closer to arrival) and upload your passport & passport stamp from immigration prior to check-in for an expedited arrival. Pre-Check In can be completed after customs in Cancún, on the bus to Moon Palace or Sun Palace, or while waiting for a resort representative to check you in to the event. We highly recommend completing these steps to get you on to the beach even faster!

Please note: Reservations (including Restaurants and Spa appointments) cannot be made via the app before guests check-in with us. The app may prompt you to enter your room information, but that will not be confirmed or provided to guests until check-in. After checking into your room, enter your room number into the app for full access.



CHECK-IN

Registered guests in your party will be able to check into their room themselves. All guests can check-in with or without the lead guest. Guests must be registered via the [Guest Dashboard](#).

When checking in to the resort, note which page of your passport was stamped by customs. *Please have this stamped page ready for hotel staff at check in.* Moon Palace and Sun Palace guests may download the Palace Resorts mobile app and Pre-Check In to save time! Note that complimentary WiFi will be available across the entire resort.

If you arrive before your room is available, the resort will store your luggage and we will be happy to provide you with your credentials so that you can enjoy the many amenities on property while your room is being prepared.

Guests will not be assigned to their specific room or building until check-in.

OVERNIGHT CHECK-IN

Guests arriving beyond the scheduled Phish: Riviera Maya check-in hours of operation can visit the resort front desk to check into their room reservation upon arrival. The following day, be sure to visit the Playa Luna Presents Concierge desk located in your lobby to ensure your wristband is valid for concert access!

Please find event check in details for Sun Palace guests on Page 16, and Hilton guests on Page 17.



CHECK-IN LOCATIONS & HOURS

Sunrise, Nizuc + Golf Course: Expo Center

February 21st: 2:00pm - 8:00pm

February 22nd: 9:00am - 9:00pm

February 23rd: 9:00am - 9:00pm

The Grand: The Crystal Ballroom

February 21st: 2:00pm - 8:00pm

February 22nd: 9:00am - 9:00pm

February 23rd: 9:00am - 9:00pm

Sun Palace: The Groups Lobby

February 22nd: 9:00am - 9:00pm

Hilton Cancun: The Groups Lobby

February 23rd: 9:00am - 9:00pm



EVENT WRISTBAND

WRISTBAND HELP

Having issues with your wristband? The front desk of the hotel lobby you're staying in is available at any time to assist you with fixing or replacing your wristband. Be sure to have your ID with you to make this process as easy as possible!

It's important to note that if you replace your wristband, you'll need to check in with our Wristband Help team located at the Playa Luna Presents concierges within each hotel lobby at Moon Palace or at one of our box office locations to ensure you don't have any issues getting into the concert venue.

Please note: event wristbands are durable, waterproof, RFID enabled and individually assigned. Wristbands are non-transferable. If a wristband is lost, guests may be subject to additional fees. Do not antagonize the wristband.

LOCATIONS & HOURS

Playa Luna Presents Lobby Concierge Desks

February 23rd-25th: 9am- 6pm

February 26th: 9am - 4pm

Beach Box Office

February 23rd: 6pm - 11pm

February 24th: 5pm - 10:30pm

February 25th: 5pm - 10:30pm

February 26th: 2:30pm - 8:15pm

Terrace Box Office

February 23rd: 6pm - 11:15pm

February 24th: 5pm - 11:45pm

February 25th: 5pm - 11:45pm

February 26th: 2:30pm - 9:15pm



EVENT CONCIERGES

HOURS

February 21st -25th:
9am - 6pm

February 26th:
9am - 4pm

February 27th-28th:
8am - 4pm

March 1st:
8am - 2pm

LOCATIONS

Sunrise - Sunrise Lobby
near Front Desk

Nizuc - Nizuc Lobby near
Front Desk

The Grand – Groups
Lobby near 'Boulangerie'
(Coffee Shop)

CONTACT INFORMATION

24-Hour On-Site Concierge Contact

WhatsApp Text Number: +1 (303) 409-0711

Moon Palace Direct Dial: +52 (998) 881-6033

Moon Palace Extension: 4533

KEEPING KIDS IN SCHOOL SCHOOL SUPPLIES DONATION DRIVE:

We will be collecting school supplies at our Playa Luna Presents Lobby Concierge Desks every day in collaboration with local non-profit, Keeping Kids in School. Please join us in supporting education for students in Mexico! You can find recommended school supplies which easily fit in your backpack or suitcase, as well as additional information on KKIS' mission and their impact [HERE](#).

RESORT TRANSPORTATION

For your convenience, a golf cart shuttle system is in place to ensure navigating the resort is a tropical breeze.

With over 30 golf cart stops throughout Sunrise, Nizuc, Golf Course & The Grand running from 6am to 3am, you won't have a problem getting around Moon Palace.

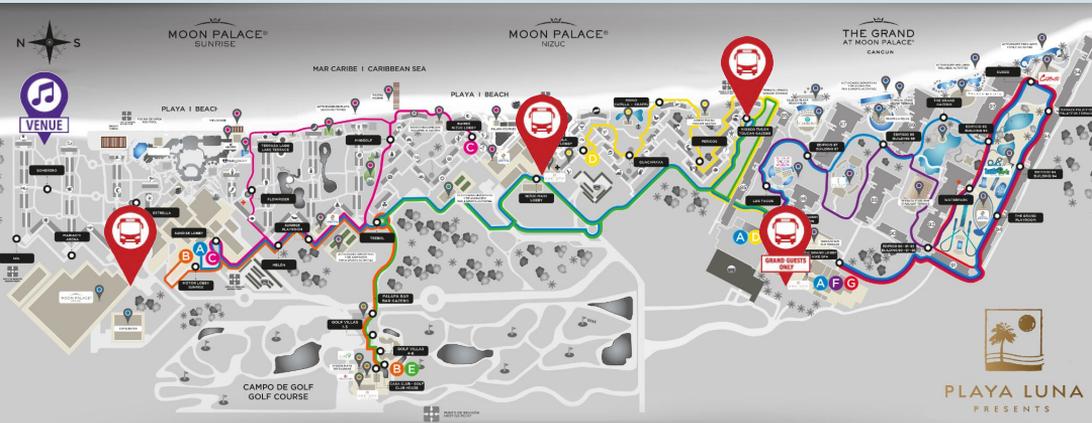
The Route Map (pictured) is also located at all golf cart stops. Please note that there are seven individual and color-associated transportation routes which service various parts of the resort.

You can Ext *2111 or *2120 from your room phone to request wheelchair accessible golf cart pickup.

GRAND TO VENUE TRANSPORTATION

The Venue Express shuttle will be running from The Grand lobby and Toucan Palapa to the Arena Lobby each show day starting one hour before doors. The Toucan Palapa is located between the Nizuc Toucan building and Building 85 (The Grand).

Lobby to lobby shuttles will be running consistently between 6am and 3am and will make stops at The Grand, Nizuc and Sunrise properties.



- A** **SUNRISE – NIZUC – THE GRAND**

MOON PALACE ARENA, EXPO CENTER, SUNRISE, NIZUC & THE GRAND PLAYROOM, WATERPARK
- E** **CLUB HOUSE – NIZUC – THE GRAND**

GOLF COURSE, AWE SPA, TRATTORIA RIVIERA MAYA, THE GRAND LOBBY
- B** **SUNRISE – CLUB HOUSE**

SUNRISE PLAYROOM, TRATTORIA, RIVIERA MAYA, GOLF COURSE, AWE SPA
- F** **THE GRAND**

LOBBY, LOS TACOS, CARIBENO, CUSCO, UNIQUE DAY CLUB, WATERPARK, THE GRAND PLAYROOM
- C** **SUNRISE – NIZUC**

SUNRISE LOBBY, MARINE NIZUC LOBBY, MINIGOLF, NIZUC PLAYROOM
- G** **CUSCO EXPRESS**

THE GRAND LOBBY SOUTH, THE GRAND PLAYROOM, WATERPARK, CUSCO
- D** **NIZUC– THE GRAND**

NIZUC LOBBY, CATHOLIC CHAPEL, TOUCAN GAZEBO, THE GRAND LOBBY
-  **PLP CONCERT SHUTTLE STOPS**

SUN PALACE

ARRIVAL

In the days leading up to your arrival in Mexico, you'll receive an email with a QR code. Upon exiting the airport, look for Edge staff members holding *Phish: Riviera Maya* signs and present your personalized arrival QR code. This can be scanned from your digital device or a printed out hard copy. We recommend taking a screenshot of your QR code prior to arrival to ensure it is easily accessible. Once scanned, the Edge staff will then be able to tag your bags with your associated check in location. You then will board the shuttle that will take you and your bags to Sun Palace.

To avoid delays in this process, please have your arrival QR code easily accessible prior to traveling that day. If you have not already uploaded your flight information to the [Guest Dashboard](#), please do so as soon as possible!

CHECK IN

When you arrive at Sun Palace, our team will guide you to the Groups Check-In desk to check in with the hotel. Check In will be open on February 22nd from 9am - 9pm.

TRANSPORTATION

Shuttles will be running on loops between the Sun Palace Lobby and Moon Palace on the following schedule:

February 22nd | Welcome Party | 5:30pm - 11:30pm

Starting at 5:30pm, Vans will be departing from the Sun Palace lobby to the Moon Palace Welcome Party. Rides back to Sun Palace will also be available during this time and be picking up from the Nizuc Lobby. The last van will leave Moon Palace at 11:30pm.

February 23rd-26th | Show Days | 8:00am - 12:30am

Starting at 8:00am Shuttles will be departing from The Sun Palace Hotel Lobby to The Moon Palace Arena. Rides back to Sun Palace will also be available during this time and be picking up from the Moon Palace Arena. The last shuttle will leave Moon Palace Arena at 12:30am.

When exiting the venue terrace, please follow the hanging lantern lit path which will direct you back to the Moon Palace Arena for pickup.

February 23rd-26th | Late Night Shuttles | 1am - 3am

From 1am - 3am, shuttles will be departing from the [Nizuc Lobby](#) of Moon Palace for returns to the Sun Palace. The last shuttle will leave Nizuc Lobby at 3am sharp.

DINING OPTIONS

Sun Palace restaurants are all walk-in seating only. Casual attire is required for indoor dining; bare feet, beach attire, and wet clothing are not permitted.

Aurora: 7am - 11:30am, 12:30pm - 4:30pm, 6pm - 11pm

Fuego: 7am - 11am, 12pm - 4:30pm, 6pm - 10:30

La Trattoria: 6pm - 11pm

Thai: 6pm - 11pm

Sweet & Coffee: 6am - 11pm

Late Night Lobby Snacks available post-show.

HILTON CANCUN

ARRIVAL

In the days leading up to your arrival in Mexico, you'll receive an email with a QR code. Upon exiting the airport, look for Edge staff members holding *Phish: Riviera Maya* signs and present your personalized arrival QR code. We recommend taking a screenshot of your QR code prior to arrival to ensure it is easily accessible. The Edge staff will then be able to tag your bags to go to the Hilton. If you have not already uploaded your flight information to the [Guest Dashboard](#), please do so as soon as possible!

When you arrive at Hilton Cancún, locate your bags outside of the shuttle. Our team will guide you to the Groups Check In desk within Foyer Azul to check in to the hotel. After you've checked in, return to the bell boys to either pick up your luggage or inform them of your room number for them to bring your bags to your room. Please note: for larger groups, it may take time for the bags to reach your room. Be sure to unpack any essentials that you may need during that time (bathing suit, medication, etc.).

CHECK IN

HOTEL CHECK IN

February 23rd: 9am - 9pm
Hilton Convention Center
Groups Check In Desk
Foyer Azul

EVENT CHECK IN

Please bring a photo ID with you when taking your first trip to Moon Palace from the Hilton. The shuttle will drop guests off at the Sunrise Lobby, where you will proceed to the front desk to register and receive your event wristband.

TRANSPORTATION

Shuttles will be running on loops between the Hilton Convention Center Motor Lobby and Moon Palace on the following schedule:

February 23rd-26th | Show Days | 10:30am - 12:30am

Starting at 10:30am, Shuttles will be departing from the [Tour's Door](#) of Hilton's Convention Center. Rides back to Hilton will also be available during this time and will be picking up from the Moon Palace Arena. The last shuttle will leave Moon Palace Arena at 12:30am.

When exiting the venue terrace, please follow the hanging lantern lit path which will direct you back to the Moon Palace Arena for pickup.

February 23rd-26th | Late Night Shuttles | 1am - 3am

From 1am - 3am, shuttles will be departing from the [Nizuc Lobby](#) of Moon Palace for returns to Hilton. The last shuttle will leave Moon Palace at 3am sharp.

MOON PALACE ACCESS

Hilton Cancún package purchasers will have complimentary access to Moon Palace Cancún's Sunrise & Nizuc properties during official event pool parties, main stage performances, and late night activities including all-inclusive food and beverage provided in those areas.

Please note: access to Moon Palace restaurants and bars outside of event activation areas is not included.

HILTON CANCÚN DINING OPTIONS

Auma (Steakhouse): 6pm - 11pm

Maxal (Mexican Cuisine): 6pm - 11pm

La Lulce (Italian Cuisine): 6pm - 11pm

Sunan (Asian Cuisine): 11am - 4pm, 6pm - 11pm

Vela (Buffet): 7am - 11am, 12pm - 5pm, 6pm - 11pm

Maxal Taqueria: 11am - 6pm

Azulinda Market & Cafe: 6am - 11am

WEREWOLVES

Rumors of Werewolves at Hilton Cancun are unfounded!

VENUE MENU

Our one of a kind venue fare includes fresh food, snacks and desserts prepared nightly. Numerous Vegetarian and Vegan options are also provided.

DAY 1 & 3

Tacos: Al Pastor / Grilled Chicken / Fried Fish / Grilled Veggie & Bean

Tradicionales: Beef Flautas / Vegan Flautas / Chicken Budin Azteca / Vegan Budin Azteca

Indian Cuisine: Ground Beef Samosa / Veggie Samosa / Tikka Chicken with Jasmine Rice

Asian Cuisine: Chicken Fried Rice / Veggie Fried Rice / Thai Salad

Sliders: Cheeseburger / Beef Burger / Vegan Burger / Fried Chicken

Fried Bar: Chicken Tenders / Cauliflower Bites / French Fries / Curly Fries / Nachos

Street Food: Choripan / Chicharrón con Carnitas / Vegan "Chicharrón"

Street Corn: Street Corn on the Cob / Esquites

Dessert: Churros / Waffle Pops / Soft Serve Ice Cream / Popsicles / Fresh Fruit

DAY 2 & 4

Tacos: Al Pastor / Grilled Beef / Fried Fish / Grilled Veggie & Bean

Tradicionales: Chicken Sope / Vegan Sope / Tacos de Canasta / Vegan Tacos de Canasta

Indian Cuisine: Chicken Tikka Naan / Veggie Tikka Naan / Hummus Naan Wrap

Asian Cuisine: Chicken Lo Mein / Veggie Lo Mein / Asian Salad

Sliders: Cheeseburger / Beef Burger / Vegan Burger / Fried Chicken

Fried Bar: Chicken Tenders / Cauliflower Bites / French Fries / Curly Fries / Nachos

Street Food: Picadilla Empanada / Vegan Picadilla Empanada / Al Pastor Burrito Bowl

Street Corn: Street Corn on the Cob / Esquites

Dessert: Churros / Sopapillas / Sopapilla Sundae / Soft Serve Ice Cream / Popsicles / Fresh Fruit

Fresh Ceviche Pop Up *(Day 4 Only)*



LATE NIGHT FOOD & DRINKS

Location: Nizuc Pool

Show Days 1-3: 11:30pm - 2am

Show Day 4: 9:30pm - 2am

DINING OPTIONS

OPEN TO ALL MOON PALACE
& SUN PALACE GUESTS

Reservations can be made up to 48 hours in advance. There are 3 convenient ways to make a reservation:

- Reserve via the Palace Resorts App
- Dial "0" on the phone in your room and allow the resort staff to assist you
- Visit the Moon Palace staff in your hotel lobby

Reservations are only required for the following restaurants: Agra, Momo Teppanyaki, Riviera Maya, and Trattoria. Indoor dining requires casual attire; bare feet, beach attire & wet clothing are not permitted.

SUNRISE

Agra: 4pm - 10pm

Bugambilias Buffet: 6:45am - 11am, 12pm - 6:30pm, 7:30pm - 1:30am

Cafe Bistro: 24 Hours

La Gondola: 7am - 1:30pm, 4:30pm - 10pm

Momo: 4pm - 10pm

Momo Teppanyaki: 4:30 - 10pm

Mobile Munchies: 12pm - 7pm

Palapa Asadero: 11:30am - 4:30pm, 5:30pm - 10pm

Pepe's Pizza: 12:30pm - 10pm

Smoked: 11:30am - 5pm

BAR ONLY

Noir Nightclub: Thursday & Saturday Only
11:30pm - 3am

Sky Bar: 5pm - 12:30am

Lobby Bar: 10am - 2am
(closes at 1am on 2/26)

Los Columpios (Swing Bar): 10am - 1:30am
(closes at 12:30am on 2/26)

Sunrise Beach Bar: 10am - 10pm

NIZUC

Arrecifes: 7am - 12pm, 4pm - 10pm

Burguería: 11:30am - 6pm

Los Caporales: 7am - 12:30pm,
5pm - 10pm

El Manglar Buffet: 6:30am - 11:30am,
12:30pm - 6:30pm, 7:30pm - 10pm

Mobile Munchies: 12pm - 6pm

Palapa Delfines: 11:30am - 6pm

Palapa Pelicanos: 11:30am - 4:30pm

Sweet & Coffee: 6am - 1am

BAR ONLY

The Pub: 6pm - 1am

Lobby Bar: 9am - 2am
(closes at 1am on 2/26)

THE GOLF COURSE

19th Hole Snack Bar: 7am - 5pm

Riviera Maya: 7am - 11:30am, 12:30pm - 11pm

Trattoria: 4:30pm - 10pm

RESTAURANT TIPS:

Momo - A Playa Luna staff favorite, open earlier this year for your convenience.

Agra - Delicious vegetarian options - you might even catch a live sitar performance!

Los Caporales - Enjoy a traditional Mexican breakfast!

Palapa Asadero - Dine beachside while basking in the Caribbean breeze.

Arrecifes - Carnivores rejoice and enjoy an endless supply of grilled delights!

Riviera Maya - Don't miss out on handmade tortillas and regional cuisine!



DINING OPTIONS

OPEN TO GRAND GUESTS ONLY

Reservations can be made up to 48 hours in advance. There are 3 convenient ways to make a reservation:

- Reserve via the Palace Resorts App
- Dial "0" on the phone in your room and allow the resort staff to assist you
- Visit the Moon Palace staff in your hotel lobby

Reservations are only required for the following restaurants: Le Château, JC Steakhouse, Cusco Dinner, and Casa Mia.

***Indicates dress code: slacks and closed shoes required*

THE GRAND

9th Pin Bowling & Snack Bar: 11am - 10pm

Beach Club: Bar - 9am - 6pm, Snacks - 11am - 5pm

Boulangerie: 24 hours

Caribeno: 7am - 11:30am, 12:30pm - 4:30pm, 6pm - 11pm

Casa Mia: 5pm - 11pm

Cusco: 7am - 11am, 12:30pm - 4:30pm, 6pm - 11pm

Habibi: 7am - 11am, 12:30pm - 4pm,
6pm - 11pm

Jade: 5:30pm - 11pm

JC Steakhouse: 5pm - 11pm

La Cantina: 5pm - 11pm

La Selva: Snacks - 11am - 4:30pm, Bar 9am - 6pm

Le Château: 6pm - 11pm

Los Tacos: 11am - 6pm

The Grand Buffet: 6:30am - 11:30am,
12:30pm - 5pm, 6pm - 11pm

The Grill: 11am - 4:30pm, 6pm - 11pm

Tapas y Vino: 7am - 11am, 6pm - 1am

Tavola: 12pm - 11pm

RESTAURANT TIPS:

Habibi - Don't sleep on the Habibi Breakfast. Literally, it would be rude to sleep on it.

Casa Mia - An amazing experience for vegetarians!
Order it all!

Tavola - Great lunch or dinner option with all the Italian classics...and pizza!

Los Tacos - Tacos, Cabanas, Margaritas...need we say more?

THE GRAND BAR ONLY OPTIONS

Coco Bar: 12pm - 3pm

Lobby Bar: 9am - 2am
(closes at 1am on 2/26)

Lounge Bar Caribeno Terrace: 5pm - 1am

Lounge Bar Cusco Terrace: 5pm - 1am

The Library: 6pm - 1am

Unique Nightclub: Monday, Wednesday & Friday Only 10:30pm - 3am

ACTIVITIES MAP



ACTIVITY LOCATIONS

- 1 PLP DISC GOLF COURSE
Disc Golf Tournaments
 - 2 EXPO CENTER
Donut Dash 3K Race
 - 3 JUPITER BALLROOM
Sound Healing Experience
 - 4 SUNRISE LOBBY BAR
Band Trivia
 - 5 NORTH SOLARIUM
Guacamole Class
Mezcal Tasting
Mixology Class
 - 6 SUNRISE OUTDOOR THEATER
Ceramic Painting Workshop
Dream Catcher Workshop
Peter Walters' Yoga Experience
 - 7 SUNRISE POOL
Flowrider Contest
DJs at the Pool
 - 8 BEACH ACTIVITIES HUB
Beach Sports Tournaments
Cacao Ceremony
Jam Sessions
 - 9 SUNRISE BEACH
Sailboat Lessons
Non-Motorized Water Sports
(Sailboats, Kayaks, Windsurfers)
 - 10 MINI GOLF COURSE
18 Hole Mini Golf Tournament
Resort Bike Tour
 - 11 SUNRISE SPORTS ACTIVITY CENTER
Pickleball Tournament
Open Sports Play
 - 12 DOLPHIN GAZEBO
Craft Beer Exchange
Craft Beer Tasting
 - 13 NIZUC POOL
Welcome Party
DJs at the Pool
Late Night DJs
 - 14 THE GRAND GAZEBO
Peter Walters' Yoga Experience
 - 15 GOLF COURSE
3 Hole Golf Tournament
Golf Outing
 - 16 SKYBAR
 - 17 JUST GREEN STUFF OVER HERE
-  MAIN MERCHANDISE
 -  MEDICAL
Book an IV at our medical clinic for \$99 [HERE](#).

FEATURED ACTIVITIES

PETER WALTERS' YOGA EXPERIENCE

Join others while becoming a grateful, wakeful student of Yoga & Life! What can you expect from one of Peter's classes? Don't "expect" anything! Come open and curious and maybe a little ready to get sweaty. Let's celebrate the gift of being together in a spacious, present moment of awareness.



CRAFT BEER TASTING AND EXCHANGE

Our local craft brewer, Chela de Playa, will be on hand to assist guests in sampling new beers. Guests are invited to bring a 6-pack of their favorite local beer to exchange and share with others! Guests who BYOB will receive an Phish: Riviera Maya branded beer glass as a reward for participation.

Chela de Playa will also be serving their craft beer in the venue each night and will feature an exclusive Phish: Riviera Maya Heady Things Hazy IPA.



WATERWHEEL & HEADCOUNT CHARITY AUCTION

WaterWheel and HeadCount return to Riviera Maya this year with a special charity auction. WaterWheel will be hosting a raffle of Phish memorabilia; and Headcount will be auctioning a custom D'Angelico guitar, Remo drumhead and limited-edition event poster signed by the band! These items will be on display and up for bid inside of the venue each night during show. Additionally, you can bid on the Headcount items during check-in!



BEACH JAM SESSIONS

Guests will have the chance to participate in a beachside jam session while singing along to their favorite Phish tunes. Playa Luna Presents will provide a variety of instruments but guests are encouraged to bring their own! Even flügelhorns.



ACTIVITIES SCHEDULE

WEDNESDAY, FEBRUARY 22

START TIME	END TIME	ACTIVITY	LOCATION	MAP #
8:00 AM	3:00 PM	Open Sports Games	Sunrise Sports Activity Center	11
9:00 AM	5:00 PM	Water Sports	Sunrise Beach	9
9:00 AM	5:50 PM	Flowrider Open Surf	Sunrise Pool	7
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Beach	9
4:00 PM	5:00 PM	Resort Bike Tour	Mini Golf Course	10
6:00 PM	11:00 PM	Welcome Party	Nizuc Pool	13
8:00 PM	11:00 PM	Hikuri Roots DJ Set	Nizuc Pool	13

THURSDAY, FEBRUARY 23

START TIME	END TIME	ACTIVITY	LOCATION	MAP #
8:00 AM	9:00 AM	Peter Walters' Yoga Experience	Sunrise Outdoor Theater	6
8:00 AM	3:00 PM	Open Sports Games	Sunrise Sports Activity Center	11
9:00 AM	5:00 PM	Water Sports	Sunrise Beach	9
9:00 AM	5:50 PM	Flowrider Open Surf	Sunrise Pool	7
10:00 AM	11:00 AM	Peter Walters' Yoga Experience	The Grand Gazebo	14
10:00 AM	11:00 AM	Resort Bike Tour	Mini Golf Course	10
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Beach	9
11:00 AM	12:00 PM	Disc Golf Doubles	PLP Disc Golf Course	1
11:00 AM	12:30 PM	3 Hole Golf Tournament	Golf Course	15
12:00 PM	1:30 PM	Cornhole Tournament	Beach Activities Hub	8
12:00 PM	4:00 PM	Hikuri Roots DJ Set	Sunrise Pool	7
12:00 PM	4:00 PM	Tad Cautious DJ Set	Nizuc Pool	13
1:00 PM	2:00 PM	Beach Volleyball Tournament	Beach Activities Hub	8
1:00 PM	2:00 PM	Flowrider Contest	Sunrise Pool	7
2:00 PM	3:00 PM	Craft Beer Tasting	Dolphin Gazebo	12
2:00 PM	3:30 PM	Pickleball Tournament	Sunrise Sports Activity Center	11
2:00 PM	4:00 PM	Dream Catcher Workshop	Sunrise Outdoor Theater	6
4:00 PM	6:00 PM	Jam Session	Beach Activities Hub	8
11:30 PM	2:00 AM	Late Night Set: Uncle Jesse	Nizuc Pool	13

Open Sports Games

Open Sports Games are located at the Sunrise Sports Activities Center from 8am-3pm daily! Guests are welcome and encouraged to use our [sign up platform](#) to find teams or partners to play with.



ACTIVITIES SCHEDULE

FRIDAY, FEBRUARY 24

START TIME	END TIME	ACTIVITY	LOCATION	MAP #
8:00 AM	9:00 AM	Peter Walters' Yoga Experience	The Grand Gazebo	14
8:00 AM	3:00 PM	Open Sports Games	Sunrise Sports Activity Center	11
9:00 AM	5:00 PM	Water Sports	Sunrise Beach	9
9:00 AM	5:50 PM	Flowrider Open Surf	Sunrise Pool	7
10:00 AM	11:00 AM	Peter Walters' Yoga Experience	Sunrise Outdoor Theater	6
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Beach	9
11:00 AM	12:00 PM	Disc Golf Singles	PLP Disc Golf Course	1
11:00 AM	11:30 AM	Guacamole Class	North Solarium	5
11:00 AM	12:30 PM	Sound Healing Session 1	Jupiter Ballroom	3
12:00 PM	1:30 PM	Spikeball Tournament	Beach Activities Hub	8
12:00 PM	2:00 PM	Ceramic Painting Workshop	Sunrise Outdoor Theater	6
12:00 PM	4:00 PM	Tad Cautious DJ Set	Sunrise Pool	7
12:00 PM	4:00 PM	DJ Freeworm & Franky Selector	Nizuc Pool	13
12:30 PM	1:30 PM	Mixology Class	North Solarium	5
1:30 PM	3:00 PM	Sound Healing Session 2	Jupiter Ballroom	3
2:00 PM	3:00 PM	Craft Beer Exchange	Dolphin Gazebo	12
3:00 PM	5:00 PM	Jam Session	Beach Activities Hub	8
11:30 PM	2:00 AM	Late Night Set: Mitch Please	Nizuc Pool	13

SATURDAY, FEBRUARY 25

START TIME	END TIME	ACTIVITY	LOCATION	MAP #
8:00 AM	9:00 AM	Peter Walters' Yoga Experience	Sunrise Outdoor Theater	6
8:00 AM	3:00 PM	Open Sports Games	Sunrise Sports Activity Center	11
8:15 AM	9:00 AM	Donut Dash 3K Race	Expo Center	2
9:00 AM	5:00 PM	Water Sports	Sunrise Beach	9
9:00 AM	5:50 PM	Flowrider Open Surf	Sunrise Pool	7
10:00 AM	11:00 AM	Peter Walters' Yoga Experience	The Grand Gazebo	14
10:00 AM	11:00 AM	Resort Bike Tour	Mini Golf Course	10
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Beach	9
11:00 AM	12:00 PM	Disc Golf Doubles	PLP Disc Golf Course	1
12:00 PM	1:30 PM	Cornhole Tournament	Beach Activities Hub	8
12:00 PM	4:00 PM	DJ Freeworm & Franky Selector	Sunrise Pool	7
12:00 PM	4:00 PM	Tad Cautious DJ Set	Nizuc Pool	13
1:00 PM	2:00 PM	Flowrider Contest	Sunrise Pool	7
1:30 PM	3:30 PM	Jam Session	Beach Activities Hub	8
2:00 PM	3:00 PM	Craft Beer Tasting	Dolphin Gazebo	12
2:00 PM	3:30 PM	Pickleball Tournament	Sunrise Sports Activity Center	11
3:00 PM	4:00 PM	Mezcal Tasting	North Solarium	5
4:00 PM	5:30 PM	Cacao Ceremony	Beach Activities Hub	8
11:30 PM	2:00 AM	Late Night Set: Uncle Jesse	Nizuc Pool	13

ACTIVITIES SCHEDULE

SUNDAY, FEBRUARY 26

START TIME	END TIME	ACTIVITY	LOCATION	MAP #
8:00 AM	9:00 AM	Peter Walters' Yoga Experience	The Grand Gazebo	14
8:00 AM	3:00 PM	Open Sports Games	Sunrise Sports Activity Center	11
9:00 AM	5:00 PM	Water Sports	Sunrise Beach	9
9:00 AM	5:50 PM	Flowrider Open Surf	Sunrise Pool	7
10:00 AM	11:00 AM	Peter Walters' Yoga Experience	Sunrise Outdoor Theater	6
10:00 AM	11:00 AM	Resort Bike Tour	Mini Golf Course	10
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Beach	9
11:00 AM	11:30 AM	Guacamole Class	North Solarium	5
11:00 AM	12:00 PM	Disc Golf Singles	PLP Disc Golf Course	1
11:00 AM	12:30 PM	Mini Golf Tournament	Mini Golf Course	10
12:00 PM	3:00 PM	Mitch Please DJ Set	Sunrise Pool	7
12:00 PM	3:00 PM	Uncle Jesse DJ Set	Nizuc Pool	13
12:30 PM	1:30 PM	Spikeball Tournament	Beach Activities Hub	8
1:00 PM	2:30 PM	Beach Volleyball Tournament	Beach Activities Hub	8
2:00 PM	3:00 PM	Band Trivia	Sunrise Lobby Bar	4
9:00 PM	12:00 AM	DJ Freeworm & Franky Selector	Nizuc Pool	13



DJs BY THE POOL

NIZUC POOL

2 / 22	Hikuri Roots	8 PM - 11 PM
2 / 23	Tad Cautious	12 PM - 4 PM
2 / 24	DJ Freeworm & Franky Selector	12 PM - 4 PM
2 / 25	Tad Cautious	12 PM - 4 PM
2 / 26	Uncle Jesse	12 PM - 3 PM

SUNRISE POOL

2 / 23	Hikuri Roots	12 PM - 4 PM
2 / 24	Tad Cautious	12 PM - 4 PM
2 / 25	DJ Freeworm & Franky Selector	12 PM - 4 PM
2 / 26	Mitch Please	12 PM - 3 PM

LATE NIGHT DANCE PARTIES

NIZUC POOL

2 / 23	Uncle Jesse	11:30 PM - 2 AM
2 / 24	Mitch Please	11:30 PM - 2 AM
2 / 25	Uncle Jesse	11:30 PM - 2 AM
2 / 26	DJ Freeworm & Franky Selector	9 PM - 12 AM

OFF-SITE ADVENTURES

Explore the best of Mexico's stunning coastline, vibrant culture and rich ancient history during your vacation with Phish!

Booking Adventures

Pre-Event:

If you'd like to reserve an off-site adventure, your lead guest can do so through the [Guest Dashboard](#) via the "ADVENTURES" button on the left-hand side. Please note the deadline for reservations is Tuesday, February 14th, 2023.

On-Site:

There are no on-site adventure sales through Playa Luna Presents. If you miss the cutoff date of February 14th, you may book an excursion directly with the Moon Palace once you arrive. Please note: Any excursions booked directly with Moon Palace are not affiliated with Playa Luna Presents or your Phish: Riviera Maya package. You will be picked up from your hotel lobby for your scheduled adventure. Note: Golf Course guests will be picked up from the Sunrise Lobby.



RIO SECRETO PLUS



ANCIENT THERAPY & CHAAK TUN (TEMAZCAL)



CENOTES & PARADISE LAGOON



ISLA MUJERES CATAMARAN



CENOTES., TURTLES & BEACH CLUBS



TULUM EXTREME



YOGA EXTREME



CHICHEN ITZA



ATV & ZIPLINES

MERCHANDISE

PRE-ORDER

Browse and order exclusive event merchandise online [HERE](#) before your trip begins! Online pre-order will begin on February 15th at 1PM ET and close on February 18th at 11:59 PM ET. The website link will not be live until the pre-order begins. Please note: quantities are limited for pre-order. Additional inventory will be available on-site during the event.

Stop by these locations during Check-In to pick up your pre-ordered items:

Merch Will Call: Expo Center

February 21st: 2pm - 8pm

February 22nd - 23rd: 9am - 9pm

Merch Will Call: The Grand Crystal Ballroom

February 21st: 2pm - 8pm

February 22nd - 23rd: 9am - 9pm



ON-SITE

Visit our Main Merchandise store at Lagos Terrace, located in the Sunrise section of the resort, or our Grand Merchandise store located in the Crystal Ballroom, to browse official Phish: Riviera Maya apparel and products.

MERCH HOURS

Main Merchandise

February 23rd - 26th: 10am - 6pm

The Grand Crystal Ballroom

February 23rd: 9am - 9pm

February 24th: 10am - 6pm



SUSTAINABILITY EFFORTS

Playa Luna Presents and Phish believe climate change is an issue all fans, attendees, and staff have a responsibility to address. As industry leaders, we've set ambitious targets to reduce our carbon footprint with the ultimate goal of producing zero waste events in Mexico.



RESORT INITIATIVES

- Every piece of waste discarded throughout the resort is sorted and diverted from landfill.
- All rooms in Moon Palace and The Grand are equipped with sensors which optimize energy saving, including automatically deactivating AC when balcony doors open and turning off lights when no movement is detected for long periods of time.
- 90% of the resort's energy is produced by a third party which uses carbon credits to support clean energy. A portion of the resort, including the Arena, is also powered by solar energy.
- 150 tons of organic waste is composted each month at the Moon Palace and used in gardening activities, Golf Course maintenance, and ornamental plant production.
- The Organic Nursery Garden on-site at Moon Palace serves as the point of departure for plant-to-table microgreens in each kitchen. In 2020, almost 700 lbs of microgreens were harvested on the property, including 12 different species of vegetables.
- Using oil collected from its kitchens, Moon Palace produces nearly 3,000 liters of organic biodiesel fuel per month. This fuel is used to power various vehicles throughout the property.
- Palace Resorts patrols 9.3km of beach in Quintana Roo & Benito Juarez for sea turtle conservation. To date, over 2 million turtle hatchlings have been protected, incubated and released into the wild; the majority of which are white turtles (*Chelonia mydas*).
- The resort has implemented a system to prevent beach erosion and sargassum without polluting or harming the coastal environment. You will notice biodiesel-powered vehicles sweeping the beach in addition to a sargassum barrier placed offshore which is capable of collecting 150 tons of seaweed daily.
- Complimentary bike rentals throughout Moon Palace provide guest with a carbon-free transportation option.

VENUE INITIATIVES

- All trash produced in the venue is sorted post-show with proceeds from recycled materials donated to the Palace Resorts Foundation.
- Plates, bowls, cutlery, cups, and napkins are compostable and made from bamboo, sugar cane, or cornstarch. You can eat the plates, but why would you do that.
- In addition to reducing the amount of meat-based options available on our nightly menus, numerous vegetarian and vegan offerings are provided.
- As part of REVERB's [RockNRefill](#) campaign, reusable Nalgene water bottles will be gifted to all event guests during check-in for use throughout the weekend.
- Water Refill Stations will be located inside the venue offering guests the opportunity to fill their water bottles with filtered water each night.

[MORE LOW CARBON TOURISM EFFORTS](#)

The Moon Palace beach is part of a natural protected area called the National Reef Park of Puerto Morelos.

The National Park includes a set of incredible ecosystems like mangroves, seagrasses, beaches, and reefs. It has a total extension of 22,403.57 acres. The coral reef of the marine park is part of the Mesoamerican Reef system, the second largest barrier reef in the world.

You might be wondering, why is this important for humans? The main functions of corals are to serve as a defense against hurricanes. They absorb around 50% of the carbon released into the atmosphere, helping to purify the air that we breathe.

Corals are also a habitat for fish, sharks, and sea turtles, and mangroves are home to crocodiles and herons. Like other wetlands, it prevents coastal erosion and is a source of breeding and feeding for fish in the area.

It has a biodiversity of 940 species, and among the most outstanding are the green turtle, loggerhead turtle, hawksbill turtle, and elkhorn coral, which are all endangered species.



DEPARTURE INFORMATION

Shuttle transportation from Moon Palace, Sun Palace or Hilton back to Cancún International Airport is included in your package. While you don't need to be worrying about leaving just yet, we want to prepare you for a smooth departure back home.

Your lead guest should submit final flight information through the [Guest Dashboard](#) if they have not already done so. If the flight and pick up information in your Guest Dashboard is inaccurate, you can contact Playa Luna Presents Guest Services via the Message Center in the Guest Dashboard or [HERE](#) for assistance.

We will provide shuttle departure times for all guests whose flight information is registered in the Guest Dashboard. These times can vary, but we advise preparing to depart 4 hours before your flight. Stay tuned for an email during the event with your departure voucher and shuttle time. Please note: There is currently construction along the route to the airport causing delays. If you arrive after your scheduled shuttle time or did not provide your flight details in advance, you made ride on a stand-by basis but transportation is not guaranteed.

Guests will depart from their respective lobby. All guests will be required to scan their departure QR code to board their airport shuttle. This QR code can be scanned from your digital device or a printed out hard copy. Once your departure QR code has been scanned, Edge staff will guide you to the correct bus based on your departure terminal.

If you find yourself at the wrong terminal, please note that there is a free terminal to terminal shuttle that runs every 10 minutes.

CHECK OUT:

- You must check out before noon on the day of your departure.
- Please allow enough time to check out with the resort before your scheduled airport shuttle departure.
- The Moon Palace staff will slip a colored sheet of paper under your door that can be used as your checkout pass to board transportation. A white slip of paper indicates you have charges to settle at the front desk in order to check out. A blood-red slip of paper indicates you have been selected by the council of sacrifice.



FAQS & GUEST SERVICES

Did we miss anything? Do you still have a question?

If so, our [FAQs](#) should be able to answer them for you. If you still can't find what you're looking for, we have a full-time guest services team available both on-site in Mexico and back in the states to answer any question you have, no matter how big or small.

Our Guest Services team is standing by to help and can be contacted via:

- [The Playa Luna Presents Contact Form](#)
- [The Guest Dashboard](#) (available to all lead guests)
- Event concierge desks on-site at Moon Palace
- Just yelling "A little help?"
- Moon Palace Direct Dial & Extension*
+52 (998) 881-6033 / EXT 4533 (call from any resort phone)
- WhatsApp Text Number*: +1 (303) 409-0711

WhatsApp is a FREE messaging app that uses your phone's internet connection (complimentary WiFi is available at all resorts!)

*This service is available 24 hours a day starting February 21st, 2023

FOLLOW ALONG

We'll be documenting this special vacation with Phish on social media, and we hope that you'll join in on the fun by sharing your pictures and videos with us by using the hashtag #PhishRivieraMaya





The answer to the riddle on page 43 is BLUEBERRY.



PLAYA LUNA
PRESENTS