

RIVIERA MAYA, MEXICO.



GUEST WELCOME GUIDE

FEBRUARY 16-19, 2023



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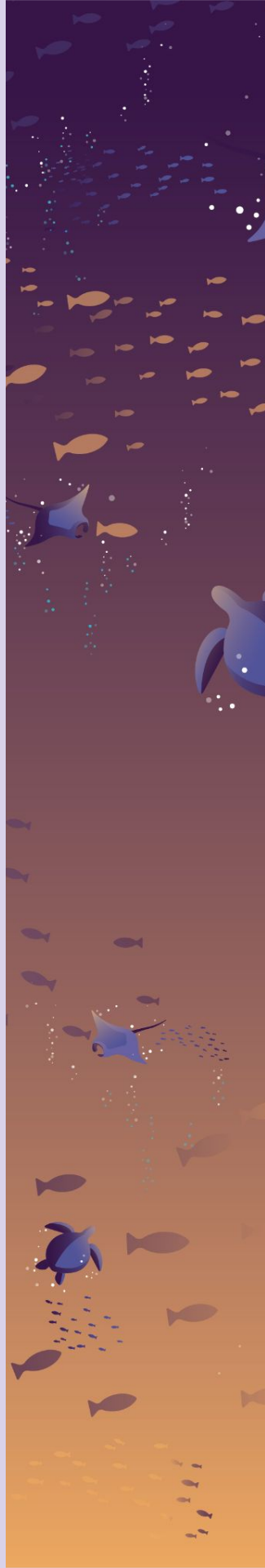
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PERFORMANCE TIMES



DAILY SCHEDULE

February 16-19, 2023

16

Thursday
Welcome Party

CELISSE

8:30 PM

 Nizuc
Outdoor Theatre


VENUE OPENS AT 6PM DAILY

17

Friday


MT. JOY

1:00 PM

 Nizuc Pool

**THE WAR &
TREATY**

7:00 PM

 Beach Stage

**DAVE &
TIM**

8:30 PM


 Beach Stage

18

Saturday


**THE WAR &
TREATY**

1:00 PM

 Nizuc Pool

**KRISTEN RAE
BOWDEN
& JOE LAWLOR**

2:15 PM

 Nizuc Pool

MT. JOY

7:00 PM

 Beach Stage

**DAVE &
TIM**

8:30 PM

 Beach Stage

19

Sunday

**SHOVELS &
ROPE**

1:00 PM

 Nizuc Pool


**SHOVELS &
ROPE**

7:00 PM

 Beach Stage

**DAVE &
TIM**

8:30 PM

 Beach Stage

VENUE INFO

ACCESSIBILITY

The accessible viewing platform is intended for patrons with disabilities and one companion. An accessible wristband is required 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 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](#).

WAREHOUSE FIRST ENTRY

If you purchased a package during one of the Warehouse Pre-Sales, you are eligible for First Entry into the venue each night. Eligible guests will receive an email in the coming weeks with details regarding a new digital lottery process.

VENUE BOX OFFICE HOURS & LOCATIONS

Beach Box Office

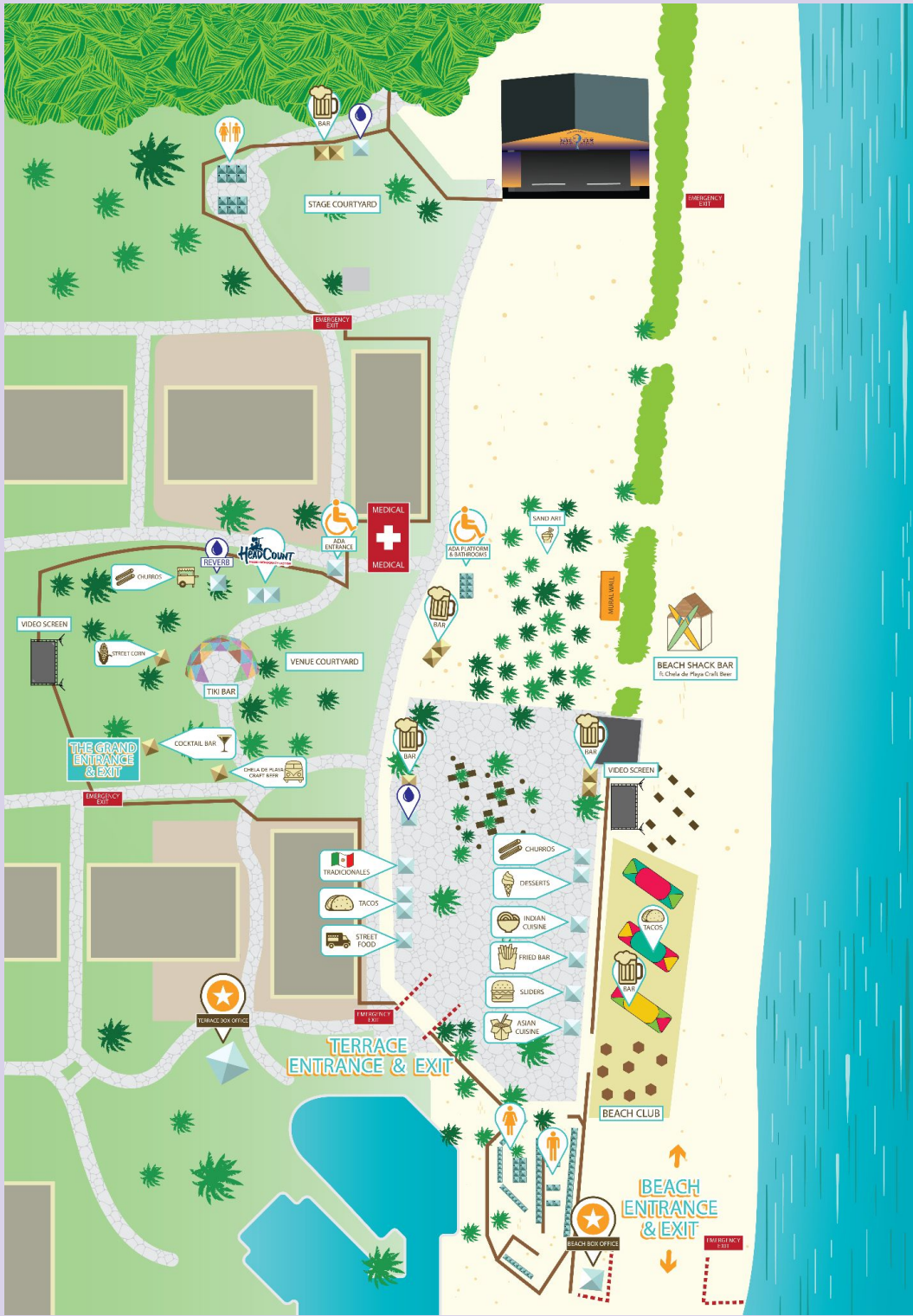
February 17th-19th: 4:00pm - 10:00pm

Terrace Box Office

February 17th-19th: 5:00pm - 11:00pm



VENUE MAP



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 vacation with Dave & Tim: complimentary WiFi is available for all guests throughout your stay!



OFF-SITE ADVENTURES:

Our hand-selected off-site excursions can be purchased through Wednesday, February 8th via the [Guest Dashboard](#) (availability permitting). Adventures can also be reserved 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 adventure reservations and other add-ons - all 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 travelling.

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
 - 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 that number matches your departure date.

EXITING THE AIRPORT

- Go through immigration and proceed through customs
- Exit the airport and look for Edge staff holding *Dave & Tim Riviera Maya* signs

Please find additional information on Page 8.





TRAVELING TO MEXICO

Airport Shuttles & Resort Arrival

AIRPORT SHUTTLES

Transportation between Cancún International Airport and Moon 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 transportation provider. In the days leading up to your arrival in Mexico, you'll receive an email with transportation QR codes. Upon locating the Edge staff 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. Once your bags have been tagged, you then will board the shuttle that will take you and your luggage to the appropriate resort. To avoid 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 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 and traffic.*

PALACE RESORTS APP

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

AVAILABLE ON:

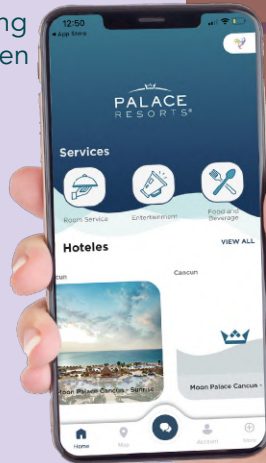


APP FEATURES:

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

Save some time when you arrive at Moon Palace 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 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 guests may download the Palace Resorts mobile app and Pre-Check In to save time! 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 Dave & Tim 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 a Playa Luna Presents Concierge desk located in each Moon Palace lobby to ensure your wristband is valid for concert access!

Please find event check in details for Hilton guests on Page 14.



CHECK-IN LOCATIONS & HOURS

Sunrise, Nizuc + Golf Course: Expo Center

February 15th: 9:00am - 9:00pm

February 16th: 9:00am - 9:00pm

The Grand: The Crystal Ballroom

February 15th: 9:00am - 9:00pm

February 16th: 9:00am - 9:00pm

Hilton: The Groups Lobby

February 16th: 9:00am - 9:00pm



EVENT WRISTBAND

An underwater scene with a dark blue background. Several manta rays are swimming, along with many small fish and bubbles. The scene is illuminated from above, creating a shimmering effect.

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, be sure 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.

LOCATIONS & HOURS

Playa Luna Presents Lobby Concierge Desks

February 15th-19th: 9am - 6pm

Beach Box Office

February 17th-19th: 4pm - 10pm

Terrace Box Office

February 17th-19th: 5pm - 11pm

EVENT CONCIERGES

HOURS

February 15th-19th:
9am - 6pm

February 20th-22nd:
8am - 4pm

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

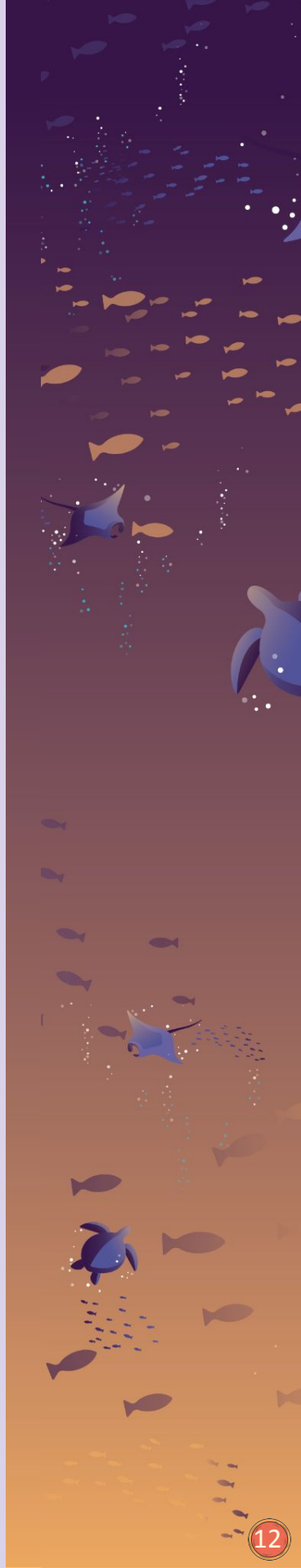
WhatsApp Text Number: +1 (303) 409-0711

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.

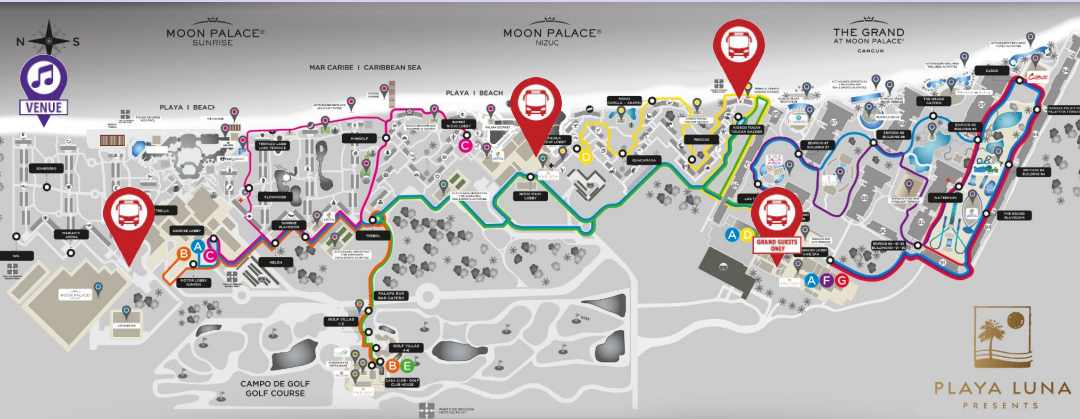
The Route Map (pictured) is also located at all golf cart stops. Please note that there are seven individual and color-associated transportation routes which service various parts of the resort.

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 Arena Lobby each show day starting one hour before venue doors. The Toucan Palapa is located between the Nizuc Toucan building and The Grand Building 85.

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

HILTON CANCÚN

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 *Dave & Tim Riviera Maya* signs and present your personalized arrival QR code. The Edge staff will then be able to tag your bags to go to 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 16th: 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 16th | Welcome Party | 5:30pm - 11pm

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

February 17th-19th | Show Days | 10:30am - 11:30pm

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 11:30pm.

**When exiting the venue terrace, please look for Hilton flags which will direct you back to the Moon Palace Arena for pickup.*

February 17th-19th | Late Night Shuttles | 12am - 1am

From Midnight - 1am, last call shuttles will be departing from the Nizuc Lobby of Moon Palace for returns to Hilton. The last shuttle will leave Moon Palace at 1am 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

VENUE MENU

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

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

LATE NIGHT FOOD & DRINKS

Location: Nizuc Pool

Show Days 1-3: 11pm - 1am



DINING OPTIONS

OPEN TO ALL MOON
PALACE GUESTS

Reservations can be made up to 48hrs in advance. There are three 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 reservation only 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: 4:30pm - 10pm

Mobile Munchies: 12pm - 7pm

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

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

Smoked: 11:30am - 5pm

SUNRISE BAR ONLY OPTIONS

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

Sky Bar: 5pm - 12:30am

Lobby Bar: 10am - 1am

Los Columpios (Swing Bar): 10am - 1:30am

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 - 4:30pm

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

Sweet & Coffee: 6am - 1am

NIZUC BAR ONLY OPTIONS

Lobby Bar: 9am - 1am

Palapa Delfines: 11:30am - 1am

Palapa Pelicanos: 10am - 1am

The Pub: 6pm - 1am

THE GOLF COURSE

19th Hole Snack Bar: 7am - 5pm

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

Trattoria: 4:30pm - 10pm

RESTAURANT TIPS:

Momo - 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 48hrs in advance. There are three 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 reservation only restaurants: Le Château, JC Steakhouse, Cusco Dinner, and Casa Mia. Indoor dining requires casual attire; bare feet, beach attire & wet clothing are not permitted.

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

THE GRAND BAR ONLY OPTIONS

Coco Bar: 12pm - 3pm

Lobby Bar: 9am - 1am

Lounge Bar Caribeno Terrance: 5pm - 1am

Lounge Bar Cusco Terrance: 5pm - 1am

The Library: 6pm - 1am

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



RESTAURANT TIPS:

Habibi - Don't sleep on the Habibi Breakfast.

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?



ACTIVITIES MAP



ACTIVITY LOCATIONS

- 1** PLP DISC GOLF COURSE
 Disc Golf Tournaments
- 2** EXPO CENTER
 Steady As We Go 3K Race
- 3** SUNRISE LOBBY BAR
 Band Trivia
- 4** GALACTIC BALLROOM
 A Dream So Real - Rodrigo Simas'
 Journey with Dave Matthews Band
- 5** NORTH SOLARIUM
 Guacamole Class
 Mezcal Tasting
- 6** SUNRISE POOL
 Curated Music at the Pool
- 7** BEACH ACTIVITIES HUB
 Beach Clean Up
 Jam Sessions
 Tie Dye
 Beach Sports Tournaments
- 8** SUNRISE BEACH
 Non-Motorized Water Sports
 (Kayaks, Windsurfers, Sailboats)
 Sailboat Lessons
- 9** MINI GOLF COURSE
 18 Hole Mini Golf Tournament
 Resort Bike Tour
- 10** SUNRISE SPORTS ACTIVITIES CENTER
 Open Sports Play
 Pickleball Tournament
- 11** DOLPHIN GAZEBO
 Craft Beer Exchange
 Craft Beer Tasting
- 12** NIZUC OUTDOOR THEATER
 Morning Yoga
 Late Night Karaoke
 Silent Disco
 Welcome Party
- 13** NIZUC POOL
 Pool Parties
 Curated Music at the Pool
- 14** GOLF COURSE
 Golf Outing
 3 Hole Golf Tournament
- 15** SKYBAR
-  MAIN MERCHANDISE
-  MEDICAL
 Book an IV at our medical
 clinic for \$99 [HERE](#).

FEATURED ACTIVITIES

BEACH JAM SESSIONS

Guests will have the chance to participate in a beachside jam session while singing along to their favorite DMB songs. Playa Luna will provide a variety of instruments, however, guests are encouraged to bring their own!



A Dream So Real - Rodrigo Simas' Journey with Dave Matthews Band

Join us in the Galactic Ballroom (Sunrise) on Friday, February 17th at 2PM for an exclusive presentation by Rodrigo Simas (Dave Matthews Band Tour Photographer) detailing his experience touring the globe and shooting for Dave over the past decade and a half.

MOON PALACE CULINARY EXPERIENCES

Guacamole Classes, Mezcal Tastings, Craft Beer Exchanges and more! Join Moon Palace Chefs and local experts who will guide your taste buds through exciting culinary experiences all weekend long! Guests who participate in activities will be eligible to receive exclusive Dave & Tim branded giveaways.



HEADCOUNT CHARITY AUCTION

Our friends at HeadCount are back on the playa with a one-of-a-kind auction featuring a custom acoustic D'Angelico guitar, Remo drumhead and event poster - all signed by Dave & Tim! Proceeds from the auction will support HeadCount and The Nature Conservancy. These items will be on display and up for bid during check-in as well as inside of the venue each night during the show.

ACTIVITIES SCHEDULE

WEDNESDAY, FEBRUARY 15TH

START TIME	END TIME	ACTIVITY	LOCATION	MAP #
8:00 AM	3:00 PM	Open Sports Games	Sunrise Sports Activity Center	10
9:00 AM	5:00 PM	Water Sports	Sunrise Beach	8
4:00 PM	5:00 PM	Resort Bike Tour	Mini Golf Course	9

THURSDAY, FEBRUARY 16TH

START TIME	END TIME	ACTIVITY	LOCATION	MAP #
8:00 AM	3:00 PM	Open Sports Games	Sunrise Sports Activity Center	10
9:00 AM	10:00 AM	Morning Yoga	Nizuc Outdoor Theater	12
9:00 AM	5:00 PM	Water Sports	Sunrise Beach	8
10:00 AM	11:00 AM	Resort Bike Tour	Mini Golf Course	9
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Beach	8
11:00 AM	12:00 PM	Disc Golf Singles	PLP Disc Golf Course	1
12:00 PM	1:30 PM	Beach Volleyball Tournament	Beach Activities Hub	7
1:30 PM	2:30 PM	Cornhole Tournament	Beach Activities Hub	7
2:00 PM	2:30 PM	Guacamole Class	North Solarium	5
3:00 PM	4:00 PM	Craft Beer Tasting	Dolphin Gazebo	11
3:30 PM	5:00 PM	Mini Golf Tournament	Mini Golf Course	9
4:00 PM	6:00 PM	Jam Session	Beach Activities Hub	7
6:00 PM	11:00 PM	Welcome Party	Nizuc Outdoor Theater	12
10:00 PM	11:30 PM	Live Lobby Music	Sunrise & Nizuc Lobby Bars	
10:00 PM	11:30 PM	Live Lobby Music	Skybar	15

FRIDAY, FEBRUARY 17TH

START TIME	END TIME	ACTIVITY	LOCATION	MAP #
8:00 AM	3:00 PM	Open Sports Games	Sunrise Sports Activity Center	10
9:00 AM	10:00 AM	Morning Yoga	Nizuc Outdoor Theater	12
9:00 AM	5:00 PM	Water Sports	Sunrise Beach	8
10:00 AM	11:00 AM	Resort Bike Tour	Mini Golf Course	9
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Beach	8
11:00 AM	12:00 PM	Disc Golf Doubles	PLP Disc Golf Course	1
12:00 PM	12:45 PM	Tie Dye Event Session 1	Beach Activities Hub	7
12:00 PM	3:00 PM	Bottle Bash	Beach Activities Hub	7
12:00 PM	4:00 PM	Music @ The Pool	Sunrise & Nizuc Pools	6 & 13
12:30 PM	1:30 PM	Spikeball Tournament	Beach Activities Hub	7
1:00 PM	1:45 PM	Pool Party: Mt. Joy	Nizuc Pool	13
1:00 PM	1:45 PM	Tie Dye Event Session 2	Beach Activities Hub	7

ACTIVITIES SCHEDULE

FRIDAY, FEBRUARY 17TH - CONTINUED

START TIME	END TIME	ACTIVITY	LOCATION	MAP #
1:30 PM	2:30 PM	Cornhole Tournament	Beach Activities Hub	7
1:30 PM	2:30 PM	Mezcal Tasting	North Solarium	5
2:00 PM	2:45 PM	Tie Dye Event Session 3	Beach Activities Hub	7
2:00 PM	3:30 PM	Pickleball Tournament	Sunrise Sports Activity Center	10
2:00 PM	3:00 PM	Rodrigo Simas' Journey with Dave Matthews Band	Galactic Ballroom	4
3:00 PM	3:45 PM	Tie Dye Event Session 4	Beach Activities Hub	7
11:00 PM	12:30 AM	Fireside Jam Session	Beach Activities Hub	7
11:30 PM	1:00 AM	Late Night Karaoke	Nizuc Outdoor Theater	12
11:30 PM	1:00 AM	Live Lobby Music	Sunrise & Nizuc Lobby Bars	
11:30 PM	1:00 AM	Live Lobby Music	Skybar	15

SATURDAY, FEBRUARY 18TH

START TIME	END TIME	ACTIVITY	LOCATION	MAP #
8:00 AM	3:00 PM	Open Sports Games	Sunrise Sports Activity Center	10
8:15 AM	9:00 AM	Steady As We Go 3K	Expo Center	2
9:00 AM	10:00 AM	Morning Yoga	Nizuc Outdoor Theater	12
9:00 AM	5:00 PM	Water Sports	Sunrise Beach	8
9:30 AM	11:30 AM	Beach Clean Up	Beach Activities Hub	7
10:00 AM	11:00 AM	Resort Bike Tour	Mini Golf Course	9
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Beach	8
11:00 AM	12:00 PM	Beach Volleyball Tournament	Beach Activities Hub	7
11:00 AM	12:00 PM	Disc Golf Singles	PLP Disc Golf Course	1
12:00 PM	1:30 PM	3 Hole Golf Tournament	Golf Course	14
12:00 PM	1:30 PM	Cornhole Tournament	Beach Activities Hub	7
12:00 PM	3:00 PM	Bottle Bash	Beach Activities Hub	7
12:00 PM	4:00 PM	Music @ The Pool	Sunrise & Nizuc Pools	6 & 13
1:00 PM	1:45 PM	Pool Party: The War & Treaty	Nizuc Pool	13
1:00 PM	2:30 PM	Craft Beer Exchange	Dolphin Gazebo	11
2:00 PM	2:30 PM	Guacamole Class	North Solarium	5
2:00 PM	4:00 PM	Jam Session	Beach Activities Hub	7
2:15 PM	2:50 PM	Kristen Rae Bowden & Joe Lawlor	Nizuc Pool	13
3:00 PM	4:00 PM	Band Trivia	Sunrise Lobby Bar	3
11:30 PM	1:00 AM	Silent Disco	Nizuc Outdoor Theater	12
11:30 PM	1:00 AM	Live Lobby Music	Sunrise & Nizuc Lobby Bars	
11:30 PM	1:00 AM	Live Lobby Music	Skybar	15

ACTIVITIES SCHEDULE

SUNDAY, FEBRUARY 19TH

START TIME	END TIME	ACTIVITY	LOCATION	MAP #
8:00 AM	3:00 PM	Open Sports Games	Sunrise Sports Activity Center	10
9:00 AM	10:00 AM	Morning Yoga	Nizuc Outdoor Theater	12
9:00 AM	5:00 PM	Water Sports	Sunrise Beach	8
10:00 AM	11:00 AM	Resort Bike Tour	Mini Golf Course	9
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Beach	8
11:00 AM	12:00 PM	Disc Golf Doubles	PLP Disc Golf Course	1
12:00 PM	12:45 PM	Tie Dye Event Session 5	Beach Activities Hub	7
12:00 PM	3:00 PM	Bottle Bash	Beach Activities Hub	7
12:00 PM	4:00 PM	Music @ The Pool	Sunrise & Nizuc Pools	6 & 13
12:30 PM	1:30 PM	Cornhole Tournament	Beach Activities Hub	7
1:00 PM	1:45 PM	Pool Party: Shovels & Rope	Nizuc Pool	13
1:00 PM	1:45 PM	Tie Dye Event Session 6	Beach Activities Hub	7
1:30 PM	2:30 PM	Spikeball Tournament	Beach Activities Hub	7
2:00 PM	2:45 PM	Tie Dye Event Session 7	Beach Activities Hub	7
2:00 PM	3:30 PM	Pickleball Tournament	Sunrise Sports Activity Center	10
3:00 PM	3:30 PM	Group Aerial Photo	Nizuc Beach	
3:00 PM	3:45 PM	Tie Dye Event Session 8	Beach Activities Hub	7
3:00 PM	4:00 PM	Craft Beer Tasting	Dophin Gazebo	11
11:30 PM	1:00 AM	Fireside Jam Session	Beach Activities Hub	7
11:30 PM	1:00 AM	Live Lobby Music	Sunrise & Nizuc Lobby Bars	
11:30 PM	1:00 AM	Live Lobby Music	Skybar	15

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.



OFF-SITE ADVENTURES

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



Booking Adventures

Pre-Event:

If you'd like to reserve an off-site adventure, your lead guest can do so via the [Guest Dashboard](#) by clicking the "ADVENTURES" button on the left-hand side. Please note the deadline is Wednesday, February 8th, 2023.

On-Site:

There are no on-site adventure sales through Playa Luna Presents. If you miss the cutoff date of February 8th, you may book an excursion directly with the Moon Palace once you arrive. Please note: any excursions booked with Moon Palace are not affiliated with Playa Luna Presents or your Dave & Tim 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.



CENOTES & PARADISE LAGOON



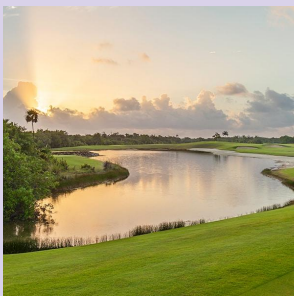
TIE DYE



RIO SECRETO PLUS



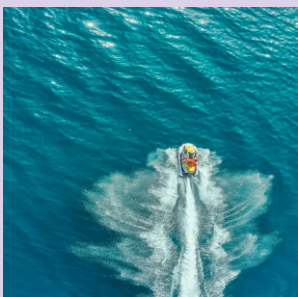
ISLA MUJERES CATAMARAN



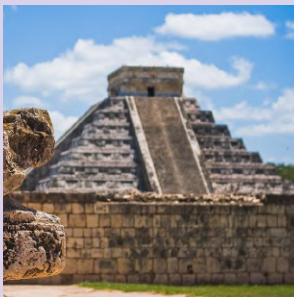
GOLF OUTING



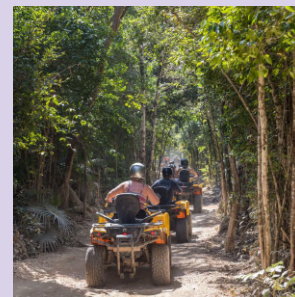
TULUM CENOTES



WAVERUNNERS



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 7th 1PM ET and close on February 10th at 11:59 PM ET. The link will not be live until pre-order begins. Please note: Quantities are limited for pre-order. Additional inventory will be available at merchandise locations during the event.

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

Merch Will Call: Expo Center

February 15th & 16th: 9am - 9pm

Merch Will Call: The Grand Crystal Ballroom

February 15th & 16th: 9am - 9pm

ON-SITE

Visit our Main Merchandise store at the Lagos Terrace, located in the Sunrise section of the resort, or our Grand Merchandise store located in the Crystal Ballroom, to browse official Dave & Tim apparel and products.

MERCH HOURS

Main Merchandise

February 17th-19th: 10am - 6pm

The Grand Crystal Ballroom

February 17th: 10am - 6pm



SUSTAINABILITY EFFORTS

Playa Luna Presents, along with Dave & Tim, 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 the Moon Palace property offer guests a carbon-free transportation option throughout the resort.

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.
- 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 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 do not provide your flight details in advance, or 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.

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 11AM 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.



FAQS & GUEST SERVICES

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

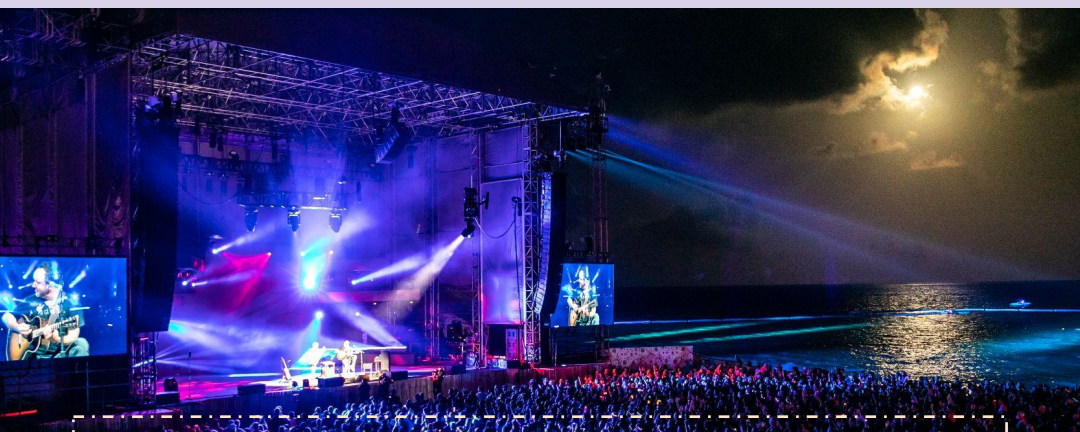
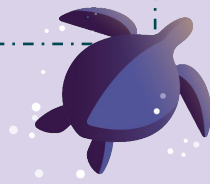
If so, our [FAQs](#) should be able to answer them for you. If you still can't find what you're looking for, we have a full-time guest services team available both onsite in Mexico and back in the states to answer any question you have, no matter how big or small.

We're here to make sure you have the best time of your life! 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)
- Our onsite event concierge desks at Moon Palace
- 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 (WiFi is available and free at all resorts!)

*This service is available 24 hours a day onsite starting February 15th, 2023



FOLLOW ALONG

We'll be documenting this special vacation with Dave & Tim on social media, and we hope that you'll join in on the fun by sharing your pictures and videos with us throughout the weekend.



RIVIERA MAYA, MEXICO.

DAVE  **TIM**
MATTHEWS **REYNOLDS**



PLAYA LUNA
PRESENTS