



PUNTA CANA
AN ALL-INCLUSIVE EXPERIENCE

Hard Rock Hotel & Casino Punta Cana

Bldv. Turistico del Este, km 28 #74
Macao, Municipio de Higüey, La Altagracia

Located on one of the most beautiful beaches on the easternmost tip of Dominican Republic, this all-inclusive property is unique in the region with facilities that include a grand casino, theater, full-service spa, lazy river, and swimming pools for children. Guestrooms feature a double whirlpool, LCD flat-panel TV, balcony, and liquor dispenser. The resort features 11 outdoor swimming pools complete with swim-up bars, non-motorized watersports, a sprawling sandy beach, a kids club, several shops and boutiques, plus fine dining at many international restaurants and bars, including a sports bar.

Location/Transportation

On Bavaro Beach

Distance from Airport: 19 miles

Distance from Downtown: 2.5 miles

Distance from Attractions:

- 5.5 miles: Punta Blanca Golf Course
- 7 miles: White Sands Golf Course

Distance from Beach: On the beach

Local Transportation Options: No

Car Rentals at Hotel: Yes

Parking: Yes, plus complimentary valet parking available

Room Information

Hotel Rating: 4.5 (Deluxe)

Number of Rooms: 1787

Room Category Descriptions:

- Caribbean Suite
Spacious, 850 square-foot rooms, located close to the lobby, featuring double whirlpool and private bath with shower; balcony; liquor dispenser containing whiskey, tequila, rum, and vodka; and minibar containing sodas, bottled water, and domestic beer. Also features LCD TV with satellite, Farouk bath amenities, bathrobes and slippers, coffee maker, alarm clock, 24-hour room service, and turn-down service.

Occupancy: 4 adults / 4 total
Bedding: 1 king or 2 double beds

- Caribbean Sand Suite

Spacious, 850 square-foot rooms, located near the beach, featuring double whirlpool and private bath with shower; balcony; liquor dispenser containing whiskey, tequila, rum, and vodka; and minibar containing sodas, bottled water, and domestic beer. Also features LCD TV with satellite, Farouk bath amenities, bathrobes and slippers, coffee maker, alarm clock, 24-hour room service, and turn-down service.

Occupancy: 4 adults / 4 total
Bedding: 1 king or 2 double beds

- Islander Junior Suite

Offers same amenities as the Caribbean Suite, but larger at 895 square feet.

Occupancy: 4 adults / 4 total
Bedding: 1 king bed or 2 double beds

- Family Caribbean Suite

The Hard Rock Family Caribbean Suite offers a tropical view and consists of 2 connecting Hard Rock Caribbean Suites, plus a double whirlpool; private bath with shower only; balcony with 2 chairs and table; minibar with soda, bottled water, and domestic beer; and liquor dispenser containing whiskey, tequila, rum, and vodka. Suite also includes an LCD TV with satellite, bathrobes and slippers, digital safe (laptop size), individually controlled air conditioning, wireless Internet, 24-hour room service and turn-down service. The suite offers special amenities for children including an Xbox 360/DVD player (games for Xbox available upon request and selection of DVD movies on request), Fun in the Sun Bucket Kit, minibar stocked with child-friendly drinks, kids special room service menu, L'Oreal Kids line of bath products, in-room family guide with activities schedule, and bathrobes and slippers for children.

Occupancy: 4 adults / 6 total
Bedding: 1 king bed and 2 double beds

The family room category is available ONLY for families traveling with children. Any reservations made without children will be moved to another room type upon arrival, and guests will not be refunded the difference if room type is a downgrade.

- Concierge Level

Same features as the Caribbean Suite, but larger at 895 square feet, and with the following additional features; DVD player; CD player; upgraded brand liquors; luxury L'Occitane bath amenities; 1 beach bag; 2, 25-minute massages; in-room aromatherapy scent sticks; 24-hour room service from select restaurant menus; 1 private dinner; pillow menu; exclusive concierge phone service; private check-in and check-out; early check-in/check-out based on availability; private beach lounge chair area; and best views and locations.

Occupancy: 2 adults / 2 total
Bedding: 1 king bed

- Signature 1-Bedroom Presidential Suite

This 1-bedroom, 1,715 square-foot suite features a terrace with lounge chairs, chairs and a table, living room, dining room, and bathroom. Also includes all other features available in the Hard Rock Caribbean Suite.

Occupancy: 2 adults / 2 total
Bedding: 1 king bed

- Signature 2-Bedroom Presidential Suite

2-bedroom suite featuring a terrace with lounge chairs, chairs and a table, living room, dining room, and 2 bathrooms. Also includes all other features available in the Hard Rock Caribbean Suite.

Occupancy: 6 adults / 6 total
Bedding: 1 king bed and 2 double beds

- Signature 2-Bedroom Family Suite

2-bedroom family suite featuring a terrace with lounge chairs, chairs and a table, living room, dining room, 2 bathrooms, 1 master bedroom with king bed and 1 adjacent kids room with 2 double beds. The suite offers special amenities for children including an Xbox 360/DVD player (games for Xbox available upon request and selection of DVD movies on request), Fun in the Sun Bucket Kit, minibar stocked with child-friendly drinks, kids special room service menu, L'Oreal Kids line of bath products, in-room family guide with activities schedule, and bathrobes and slippers for children. Also includes all other features available in the Hard Rock Caribbean Suite.

Occupancy: 4 adults / 6 total
Bedding: 1 king bed and 2 double beds

- Signature 3-Bedroom Family Suite
3-bedroom family suite featuring a terrace with lounge chairs, chairs and a table, living room, dining room, 3 bathrooms, 1 master bedroom with king bed, adjacent kids room with 2 double beds and a connecting door to a second bedroom. The suite offers the same special amenities for children featured in the Signature Presidential 2-Bedroom Family Suite. Also includes all other features available in the Hard Rock Caribbean Suite.
Occupancy: 6 adults / 10 total
Bedding: 2 king beds and 2 double beds

Rock Star Level - All Rock Star room categories include the following additional amenities to make you feel like a rock star:

- 24-hour butler service
- Private VIP check-in and express luggage delivery
- Exclusive room amenities
- Pillow menu and aromatherapy
- Exclusive room service menu
- Packing and unpacking luggage service
- Dinner reservations at signature restaurants
- Exclusive lounge
- Private pool and beach concierge with drink service
- Whirlpool prepared by butler (request 24 hours in advance)
- In-room iDock music system
- Couples massage at Rock Spa (couples only, taxes and fees apply)
- Complimentary ironing service
- Guaranteed late check-out at 3pm
- Caribbean Sand Rock Star Suite
850 square-foot rooms featuring the Rock Star Level amenities above, located near the beach, featuring a double whirlpool and private bath with shower; balcony; liquor dispenser containing whiskey, tequila, rum, and vodka; and minibar containing sodas, bottled water, and domestic beer. Also features LCD TV with satellite, Farouk bath amenities, bathrobes and slippers, coffee maker, alarm clock, 24-hour room service, and turn-down service.
Occupancy: 4 adults / 4 total
Bedding: 1 king or 2 double beds
- 2-Bedroom Presidential Rock Star Suite
2-bedroom suite featuring the Rock Star Level amenities above, along with a terrace with lounge chairs, chairs and a table, livingroom, dining room, and 2 bathrooms. Also includes all other features available in the Hard Rock Caribbean Suite.
Occupancy: 6 adults / 6 total
Bedding: 1 king bed and 2 double beds
- Hard Rock Villa
This 4-bedroom, 7,744 square-foot oceanfront villa featuring the Rock Star Level amenities above, along with 2 bedrooms with double whirlpool, in-room bottle of wine, private bath with double showers, living room and dining room and bar area, and terrace with a table, chairs, and lounge chairs. Also includes all other features available in the Hard Rock Caribbean Suite.
Occupancy: 10 adults / 12 total
Bedding: 2 king beds and 4 double beds
- Rock Star Suite
This 3-bedroom, 7,744 square-foot oceanfront villa features 3 bedrooms with double whirlpools, in-room bottle of wine, private bath with double showers, living room and dining room decorated with memorabilia such as electric guitars and drum sets, kitchen and bar area, and terrace with a table, chairs, lounge chairs and a private pool. Also includes all other features available in the HardRock Caribbean Suite.
Occupancy: 6 adults / 6 total
Bedding: 3 king beds

Room Details:

- Adjoining Rooms: No
- Air Conditioning: Yes
- Bathroom Amenities: 2-head shower, Farouk bath amenities, hair dryer, bathrobes, and slippers
- Balcony / Patio: Yes
- Cribs: Yes, included in room rate
- Internet Access: Yes, no charge when guest uses their own computer
- Iron / Ironing Board: Yes / Yes
- Kitchen Facilities: No
- Non-Smoking Rooms: Yes, all rooms non-smoking
- Rollaway Beds: Yes, included in room rate
- Safe Deposit Boxes: Yes, digital safe, large enough for laptop, no charge
- Smoke Alarm / Sprinklers: No
- Telephone: Yes
- Television / Radio: LCD TV with satellite service / Radio alarm clock

Hotel Details:

- Babysitting Service: No
- Check-in / Check-out: 3:00pm / 12:00 noon
- Child Ages: Children 3 years of age and under stay free with adult when using existing bedding
- Concierge: Yes
- Courtesy Room / Day Room: No
- Elevators: 4
- Housekeeping Service: Daily
- Luggage Check / Storage: Yes
- Luggage Porter / Bellhop: Yes
- Number of Floors: 4 floors
- Other Guest Services: Bell staff, car rental, travel agency, doctor on call 24 hours, taxis available 24 hours, dry cleaning and laundry services, currency exchange, ATM machine, wireless Internet, business center, convention center, spa services, and kids club.

Accessibility

Details on hotel facilities for the physically challenged are available through our reservations sales staff. All ADA handicap room requests must be processed through our reservations center on a special request basis with the hotels to confirm availability of rooms prior to arrival. Please call for details.

Handicapped rooms: Yes

Preconfirmed handicapped rooms: No

TDD rooms: No

Wheelchair accessible: Yes

Wheelchairs available at hotel: No

Handrails in bathroom: Yes

Roll-in showers: No

Bars in shower/chair: Yes

Shower lift: No
Alert Plus - audio/visual alert system: No
Smoke detectors with flashing light: No
Lamps that flash on/off if phone rings: No
Shake alarms/pillows: No
Closed-captioned TV: No
Braille: No
Seeing eye dogs allowed: No

Dining/Entertainment

Dining Facilities:

- The Market - International cuisine for breakfast, lunch, and dinner
- Zen - Tepanyaki style for dinner only. A la carte.
- Cio - Dinner only. Italian a la carte specialties
- Los Gallos - Dinner only. Mexican a la carte specialties
- Simon Mansion Supper Club - Dinner only. American cuisine. Not included in all-inclusive plan; additional fees apply.
- Toro - International buffet for breakfast and lunch, a la carte steakhouse for dinner
- Ipanema - International buffet for breakfast and lunch, a la carte Brazilian for dinner
- Isla Restaurant - A la carte restaurant offering Caribbean gourmet cuisine for dinner
- Cafetto - American a la carte for breakfast, lunch, and dinner
- Pizzeto - Brick oven pizza for dinner
- Café - 2 cafes
- Room Service – Yes, 24 hours

Cocktail Lounges or Bars:

- Asia Lounge
- Blue Bar – Located in the lobby
- Sun Bar – Located in the lobby
- Pool snack bars - 3
- ORO Nightclub

Entertainment:

- Disco
- Casino

Activities

- Pool: 8 outdoor pools toward the ocean, 3 outdoor pools overlooking the lagoon, 3 kids pools, lazy pool, and 4 swim up bars, along with a sunbathing area.
- Whirlpool: Yes, 1 indoor
- Beach: On the beach
- Watersports: Yes
- Spa: With its exclusive treatment rooms and co-ed facilities the 65,000 square-foot spa provides the ideal setting for the complete restoration of all your senses. The clay hammam, ice room, steam room with chromo-therapy, and the Swiss showers are just some of the hydrotherapy facilities.
- Fitness Center: Yes
- Golf: Yes, an 18-hole Jack Nicklaus designed golf course (additional fees apply)
- Tennis: Yes, 2 courts
- Shopping: Yes
- Other: Casino, theater, miniature golf, billiards, ping pong, table games, and daily activities

All-Inclusive

All-Inclusive Plan Rating: Standard All-Inclusive

All-Inclusive Features Include:

- Breakfast, lunch, dinner, and snacks
- Alcoholic and non-alcoholic beverages
- Activities
- 24-hour room service
- Non-motorized watersports
- Entertainment
- Wireless Internet
- All taxes and gratuities

Dining Details:

Breakfast Options:

- The Market - International buffet
- Isla - Caribbean buffet
- Ciao - Buffet
- Torro - Buffet
- Zen - Buffet
- Samba - International buffet
- Cafetto - American a la carte

Lunch Options:

- The Market - International buffet
- Isla - Caribbean buffet
- Ciao - Buffet
- Torro - Buffet
- Zen - Buffet
- Pizzeto - Brick oven pizza
- Samba - International buffet
- Cafetto - American a la carte

Dinner Options:

- The Market - International buffet
- Toro - Steakhouse, a la carte
- Ipanema - Brazilian, a la carte
- Simon Mansion Supper Club - American, a la carte
- Zen - Tepanyaki style
- Ciao - Italian specialties, a la carte
- Isla - Caribbean a la carte
- Los Gallos - Mexican specialties, a la carte
- Pizzeto - Brick oven pizza
- Cafetto - American a la carte

Room Service: Yes

In-room Food Options: No

Restaurant Reservations Required: No

Dining Restrictions or Limitations: Yes, Simon Mansion Supper Club isn't part of the all-inclusive plan; additional fees apply

Dining Surcharges: No

Beverage Details:

Drinks Included:

- Non-alcoholic soft drinks, juice, coffee, tea, bottled water
- Domestic and imported beer
- Unlimited wine by the bottle
- Premium brand liquor
- In-room minibar
- Soft drinks
- Bottled water
- Domestic Beer

Beverage Restrictions or Limitations: No

Beverage Surcharges: No

Entertainment Details:

Children's Activity Program: Yes, Kids club (ages 4 – 12)

Activity Details:

Daytime Activity Options:

- Beach volleyball and beach soccer
- Tennis
- Bicycles
- Ping pong and table games
- Daily activities
- Non-motorized watersports
- Mini Golf

Evening Activity Options:

- Daily and nightly activities, including theme parties, contests, singers, and live performances.

Activity Restrictions or Limitations: No

Activity Surcharges: No

Other Services or Amenities Included:

- Gratuities, taxes and fees
- Wireless Internet
- Telephone service to USA

Hotel Services or Amenities NOT Included in the All-Inclusive Program:

- Spa services
- ORO Nightclub beverages and cover charge
- Mini Golf
- Simon Mansion Supper Club

Policies

- Minimum check-in age: 18
- Credit Card Deposit Required Upon Check In: Yes

- Springbreak Restrictions: Spring break students are not allowed
 - For travel over February 12 - 16, 2014, groups of 10 or more rooms are available for shorter length of stay upon request.
-

Construction

- Year Built: 2008
- Current Construction:

Updated August 19, 2013: The Hard Rock Golf Club will be closed on November 4 and 7, 2013.

Updated May 1, 2013: Hard Rock Punta Cana will be hosting the PGA Tour Latin America from May 26 - June 1, 2013. Due to this, the golf course will not be available for hotel guests. Hard Rock will accommodate guests at nearby Iberostar Resorts Golf Course for the same prices.

Updated September 12, 2012: A small portion of the beach will be closed for the creation of a waver breaker, which will provide a calm and safe ocean area for guests with younger children who choose to take advantage of going into the ocean. A perimeter will be clearly marked to ensure guests safety. The rest of the beach, in addition to the resort poolscape, will still be accessible to all guests. Please note the beach is expansive and guest will still have ample space to use the beach and ocean. This project is expected to be completed by the end of February, 2013 (currently not complete).

Good to Know

- Spacious suites and junior suites
 - Wide variety of a la carte restaurants
 - Many activities for adults and children
 - Golf course, spa, and casino
 - 24-hour room service
 - Features a 14,000 square-foot two level ORO Nightclub
 - Perfect resort for upscale clients who travel with their families.
 - Remote setting, so no tourist activities or shopping located immediately outside hotel grounds
 - ORO Nightclub is not part of the All-Inclusive offering; guests are required to pay cover charge and for beverages
-

Family Program

- Child Ages: Children 3 years of age and under stay free with adult when using existing bedding
- Children's Activity Program: Kid's club for ages 4-12
- Babysitting Service: No
- Children's Amenities: 3 kids pools with water toys, video game center, and miniature golf.

Link to resort photos: <http://vacationagent.smugmug.com/CaribbeanFamilyVacations/Hard-Rock-Hotel-Punta-Cana>