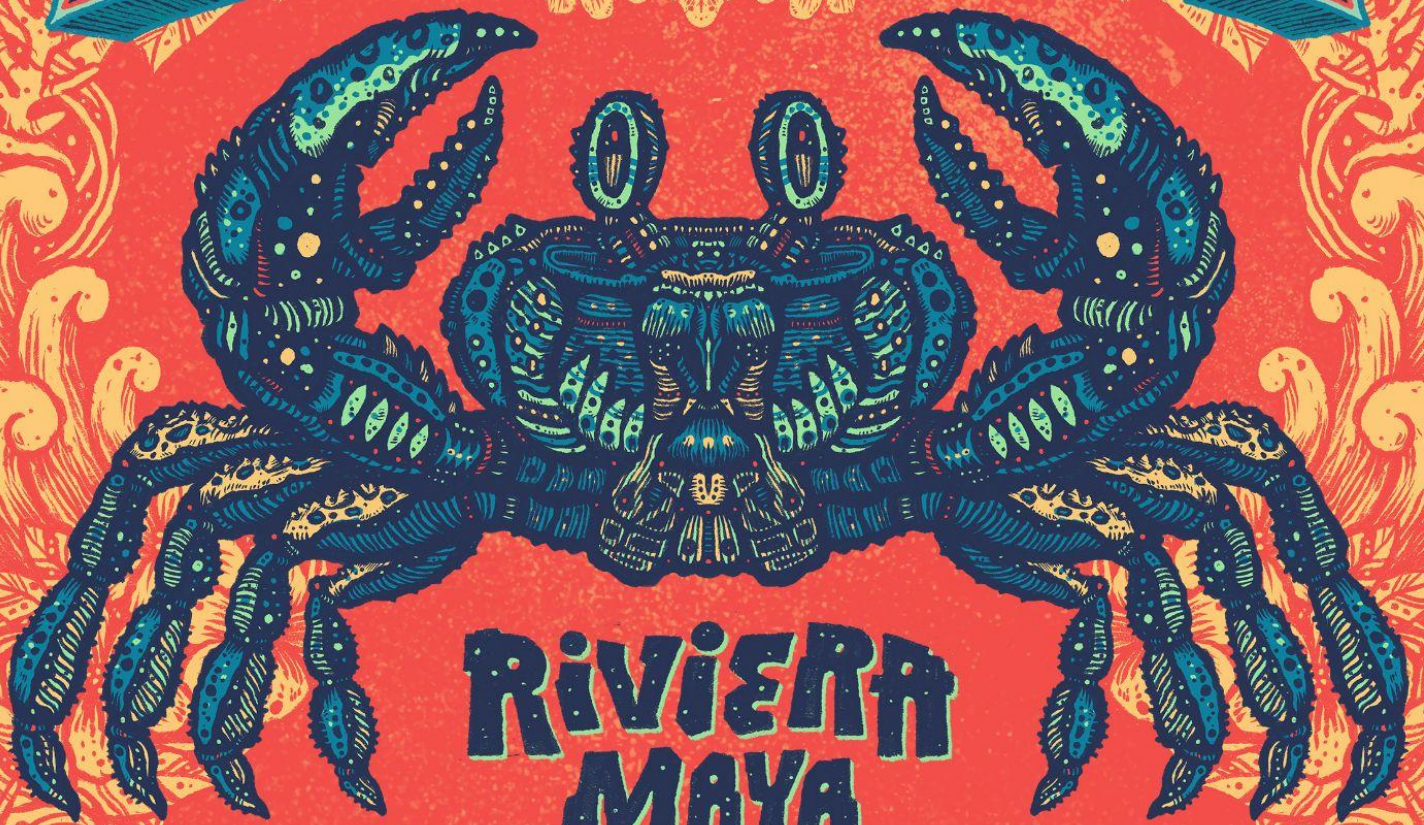


# RHESH



RIVIERA  
MAYA

WELCOME  
GUIDE

JAN 29 - FEB 1, 2025 \* MOON PALACE CANGÚN \* MÉXICO

# TABLE OF CONTENTS

## INTRODUCTION

Daily Set Times	<a href="#"><u>3</u></a>
Venue Info	<a href="#"><u>4</u></a>
Venue Map	<a href="#"><u>5</u></a>
Featured Art	<a href="#"><u>6</u></a>

## BEFORE YOU GO

Guest Dashboard	<a href="#"><u>8</u></a>
Traveling to Mexico	<a href="#"><u>9</u></a>
Traveling to the Resort	<a href="#"><u>10</u></a>

## UPON ARRIVAL

Check-In	<a href="#"><u>11</u></a>
Guest Services	<a href="#"><u>12</u></a>
Resort Transportation	<a href="#"><u>13</u></a>
Activities Map	<a href="#"><u>14</u></a>
Featured Activities	<a href="#"><u>15</u></a>
Activities Schedule	<a href="#"><u>15</u></a>
Adventures	<a href="#"><u>20</u></a>
Merchandise	<a href="#"><u>21</u></a>
Venue Menu	<a href="#"><u>22</u></a>
Dining Options	<a href="#"><u>23</u></a>
Resort Tips	<a href="#"><u>25</u></a>
Sustainability Efforts	<a href="#"><u>26</u></a>
Check Out	<a href="#"><u>27</u></a>
Departure Information	<a href="#"><u>28</u></a>
Secrets to Eternal Life	<a href="#"><u>35</u></a>



# DAILY SET TIMES



## WEDNESDAY

6:00 PM VENUE OPENS

7:30 PM **PHISH**



## THURSDAY

6:00 PM VENUE OPENS

7:30 PM **PHISH**



## FRIDAY

6:00 PM VENUE OPENS

7:30 PM **PHISH**



## SATURDAY

4:30 PM VENUE OPENS

6:00 PM **PHISH**



### 🌸 **DJs AT THE POOL** 🌸 SUNRISE POOL

TUESDAY	<b>DJ RICKSHAW</b> WELCOME PARTY AT SUNRISE THEATRE	8:00 PM
WEDNESDAY	<b>DJ RICKSHAW</b>	12:30 PM
THURSDAY	<b>TAD CAUTIOUS</b>	12:30 PM
FRIDAY	<b>DJ RICKSHAW</b>	12:30 PM
SATURDAY	<b>TAD CAUTIOUS</b>	12:00 PM

### 🌸 **LATE NIGHT DANCE PARTIES** 🌸 SUNRISE POOL

WEDNESDAY	<b>MUSCLE PIZZA</b>
THURSDAY	<b>DJ AIRWOLF</b>
FRIDAY	<b>TAD CAUTIOUS</b>
SATURDAY	<b>DJ AIRWOLF</b>



# VENUE INFO



## ACCESSIBLE VIEWING PLATFORM

The accessible viewing platform is for patrons with disabilities and one companion. An accessible wristband, available at check-in, is required to access the platform. Seating is first come, first served, and saving seats is not allowed.

Please note: the event does not provide personal care assistance, wheelchairs, or push service. Access is not guaranteed with a wristband, as the platform has a maximum capacity. If full, companions may need to step aside. We will accommodate as many people as possible.

If you need to use the accessible platform, accessible transportation, lodging, hearing accommodations, or any other assistance, please submit an Accessibility Request through the [Guest Dashboard Message Center](#).

## SEATING

If you need a break from dancing, there will be ample seating available in the Venue Courtyard, food & beverage area, and on the beach with views of the stage!

## WRISTBAND HELP

The lobby front desk is available at any time to assist you with fixing or replacing the event wristband that you receive at check-in.

If a new wristband is needed, bring an ID and the original wristband for a replacement. Lost wristbands are subject to a replacement fee starting at \$150-\$250, depending on the remaining days and room type.

*Important:* Event wristbands are durable, waterproof, and individually assigned. Wristbands are non-transferable, and cannot be loosened once tightened.



***Nightly concerts  
are on the beach,  
pack a light  
jacket!***

## FOOD & BEVERAGE

Our one-of-a-kind venue menu has something for everyone, with numerous vegan, vegetarian, and gluten-free options prepared fresh each night! Detailed allergy information will be posted at every food station in the venue.

Non-alcoholic beer will be available at bars within the venue. Servers wearing colored sweatbands will be serving non-alcoholic beverages. Servers wearing colored non-sweatbands will be serving alcoholic non-beverages. A juice-only bar is also available!

## PROHIBITED ITEMS

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

## FIRST ENTRY

For details regarding entry into the venue each night, please click [HERE](#). First Entry on Friday, January 31st is exclusive to guests attending the WaterWheel Foundation Lounge. Applicable guests will receive an email regarding the first entry process!

# VENUE MAP



# FEATURED ART



## THE SQUIRMING COIL DAN BORTZ

Dan Bortz, the creative force behind indie fashion label Time Change Generator, is an artist and designer whose work explores the intersections of waking life and the subconscious, encouraging viewers to discover personal meaning in vibrant, surreal environments.

Standing at 24-feet tall and covered in Bortz's signature patterns, the shell of *The Squirming Coil* features custom seating elements crafted from Time Change Generator's textiles.

 [@jbecauze](#)

## X'AMANEJ EL OCOTE

El Ocote is a Mexican street artist whose work blends ancient Mexican culture and its mysticism with technology. His large-scale murals and illustrations take his ancestral roots and transform them into futuristic visions, offering mystical experiences that linger in the mind long after viewing.

*X'amanaj* reimagines pre-Columbian and Mayan statues from the 21st century as a captivating light sculpture. The title, *X'amanaj*, is a Mayan term that translates to a shaman, one who acts as a channel of communication between the gods and men. Using flex neon LEDs, this sculpture glows with fluorescent energy, invoking a harmonious blend of the ancient and the modern.




 [@el\\_ocote](#)



## PIÑATAYADAYADA MUGAK

Juan Pablo Lascurain, known as Mugak, draws inspiration from the traditional piñata, an object steeped in celebration, destruction, and rebirth. Mugak transforms this childhood symbol into dazzling, floating sculptures, honoring tradition while reimagining its role in contemporary art.

*PIÑATAYADAYADA* is a large-scale installation of piñata-inspired forms suspended overhead. Shimmering with metallic foil, these sculptures evoke nostalgia and joy, connecting festival-goers to cultural roots and collective memories.

 [@muga\\_k](#)

# FEATURED ART

## TUCANOIDES PELUCAS PILAS BUBBLES

Pelucas Pilas Bubbles, a surrealist artist from Spain, uses painting, sculpture, and installations to craft fantastical dreamscapes. His work is deeply inspired by nature and rooted in the observation of everyday life, transforming these influences into his own vibrant mythology.

*Tucanoides* is a Spanish compound of Toucan and Androids, a sculptural installation representing the artist's desire for metamorphosis or eternal happy change as he calls it. Composed of a dream-like assemblage of diverse forms inspired by the tropical setting of Phish: Riviera Maya. Kinetic and lighting elements bring his fantastical creation to life.



 [@pelucaspilasbubbles](https://www.instagram.com/pelucaspilasbubbles)

## MURAL ALEX LECHUGA

Cancún-based artist Alex Lechuga infuses his murals with joy, vibrancy, and a nod to Mexican culture. His bold, comic book-inspired style invites viewers to explore every corner of his colorful worlds.

The mural captures the spirit of Phish: Riviera Maya through a vibrant, immersive scene. While purely visual, Lechuga's mural is filled with Easter eggs waiting to be uncovered by curious viewers.

 [@alex.lechugx](https://www.instagram.com/alex.lechugx)

## PHISH ALEBRIJES DANIEL PACHECO AND COPAL MAGICO

Originating in Oaxaca, alebrijes are fantastical, hand-carved copal wood creatures brought to life through vivid patterns and colors. Daniel Pacheco created six different alebrijes, based on animals from Phish lore: Antilope (*Antelope*), Lagartija (*Lizard*), Sinsonte (*Mockingbird*), Tlacuache (*Possum*), Perezoso (*Sloth*) and Llama (*Llama*). In addition, we are joined by artisans Roxana and Jesus Hernandez of Copal Magico in Oaxaca, who will be painting custom Fishman alebrijes onsite. All proceeds from alebrijes sales benefit The WaterWheel Foundation.



# GUEST DASHBOARD

We're almost there - follow these dashboard tips to ensure a smooth sail to paradise!

All Lead Guests can log in to the Guest Dashboard [HERE](#)



## AIRPORT SHUTTLES

Make sure all flight details are provided for your party so we can arrange airport transportation.



## GUEST NAMES

Ensure all guest names match their passports and are registered by the lead guest before traveling. Any changes made after December 20th are subject to a fee.



## ADVENTURES & CUSTOM EXPERIENCES

Reserve our hand-selected off site excursions and personalized services through January 19th via the Guest Dashboard (availability permitting).



## WEEKEND ITINERARY

View and print your full weekend itinerary anytime before the event to access your party's info, including adventure reservations and add-ons, all in one place.

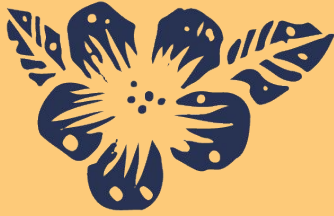
Only lead guests have full access to the Guest Dashboard. If you have any questions regarding the Guest Dashboard, please [contact Guest Services](#) or send us a note via the Dashboard Message Center.

## KEEPING KIDS IN SCHOOL DONATIONS

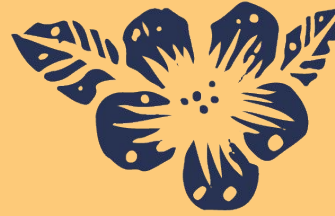
We're partnering with Keeping Kids in School to collect school supply donations at the Sunrise lobby concierge desk! Support education for students in Mexico by bringing recommended supplies that fit in your backpack or suitcase. Learn more about KKIS' mission and impact [HERE](#).



# TRAVELING TO MEXICO



**SERIOUSLY,  
Don't forget  
Your passport!**



## PASSPORT

- Please make sure you have at least two empty pages in your passport.
- US Residents traveling with a Non-US 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 traveling.

## IMMIGRATION

Upon arrival, you will have the option of proceeding through automated immigration machines, or speaking with an immigration officer. An officer will ask a short series of questions regarding your visit. Here is the key information you will need to share:

- Purpose of Your Trip: Tourism
- Where You Are Staying: Moon Palace Cancún
- Number of Days Staying in Mexico: Length of your stay
- What Is Depicted on Mexico's Coat of Arms: A Golden Eagle Eating a Snake on Top of a Cactus

**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 is correct. If you proceed through the automated machines, you will receive a paper receipt that reads "Welcome to Mexico Important and Mandatory Notice." Please double check that all dates listed are correct and keep this receipt with you until you return home.

## EXITING THE AIRPORT

You will proceed through immigration, pick up your luggage, and then go through customs. You will go to the bathroom if you feel pressure on your bladder. Next, you will exit the airport by walking past the rental car lobby to the outdoor pickup area. Edge Transportation, Moon Palace's transportation company, will be your transportation provider. Look for Edge staff members in dark blue shirts, holding event logo signage.

*\*Only accept transportation from Edge staff, who will never ask for payment and will match the uniform description. Be cautious of other ride offers - rest assured, Edge transportation will be waiting as planned. If you're unsure about your transportation, we're just a quick call away (see [page 12](#))!*



# TRAVELING TO THE RESORT



## AIRPORT SHUTTLES

Transportation between Cancún International Airport and Moon Palace is included in your event package. If your flight information has not been submitted in the [Guest Dashboard](#), you may be riding on a standby basis and it may be your responsibility to book transportation.



Click [here](#) for a terminal meeting points map. Guests arriving in Terminal 2 must exit the airport through the doors labeled "Tour Operator Transfers," not the "Friends and Family" doors.

Looking for your terminal? Check out the airline list [here](#).

## TRANSPORTATION QR CODES

**PRO TIP: SCREENSHOT YOUR QR CODE BEFORE YOU TRAVEL!**

In the days leading up to your arrival in Mexico, you'll receive an email with your transportation QR codes. Everyone must have a QR code to board the shuttle. Simply present your QR code to Edge staff outside the airport - either on your phone or as a printed copy. Once scanned, the Edge staff will tag your bags and guide you onto a shuttle that will take you to event check-in.

## RESORT ARRIVAL

**PRO TIP: TAKE A PICTURE OF YOUR LUGGAGE TAG! OR MAKE A PHOTOREALISTIC DRAWING!**

When you arrive at Moon Palace, 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 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! From here, you will be guided to the location where you will check in to your room and receive your event wristband.

*Please note: It may take up to two hours from your flight's arrival time to reach the resort, depending on customs, luggage wait times, and local traffic.*



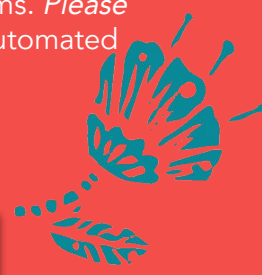
# CHECK-IN

## GUEST NAMES

Every guest's name must be registered via the [Guest Dashboard](#) by the lead guest. Anyone who is registered can seamlessly complete check-in and access the room, with or without the lead guest.

## PASSPORT STAMP

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.* If you proceeded through the automated immigration machines, *please have your paper receipt ready.*



## CHECK-IN LOCATIONS & HOURS

Sunrise, Nizuc & Golf Course: Universal Ballroom  
January 28th - 29th: 8:30am - 8:30pm

The Grand: The Crystal Ballroom  
January 28th - 29th: 8:30am - 8:30pm

*Guests arriving on January 27th will either be dropped off at The Grand Lobby or the Sunrise Lobby and will be able to check in at the front desk.*

## NEED ACCESSIBLE ASSISTANCE?

After completing event check-in, proceed to the Arena Foyer concierge desk for further assistance. Here, staff can provide a venue platform wristband and assist with questions to make your stay as comfortable as possible. Staff will also be available outside the accessible venue entrance on show days, one hour before doors open.

## EARLY ARRIVAL

Rooms are typically ready by 4pm. If you arrive before your room is ready, the resort will store your luggage. In the meantime, we'll provide your resort wristband so you can enjoy the Moon Palace amenities while your room is being prepared. Guests will not be assigned to their specific room or building until check-in.

## ARRIVAL AFTER HOURS

Guests arriving beyond the scheduled Phish: Riviera Maya check-in hours of operation will be dropped off at their resort lobby and can visit the front desk to check in to their room reservation upon arrival.



# GUEST SERVICES

## CONTACT

We're here to make sure you have the time of your life! Our Guest Services team is standing by to help and can be contacted via:

- [The Guest Dashboard](#) (available to all lead guests)
- [The Playa Luna Contact Form](#)
- Email: [phishrivieramaya@playalunapresents.com](mailto:phishrivieramaya@playalunapresents.com)
- Chat: Visit [Event Website](#) and click the chat button at the bottom of the screen



## CONCIERGE SERVICES

Concierge at Expo Center Check-In:

- January 28th - 29th, 8:30am - 8:30pm

Concierge at Sunrise Lobby:

- January 27th - February 1st, 9:30am - 6:30pm
- February 2nd, 8am - 4pm
- February 3rd, 8am - 2pm

Concierge at Grand Check-In:

- January 28th, 8:30am - 8:30pm

Phone Support (Call or Text):

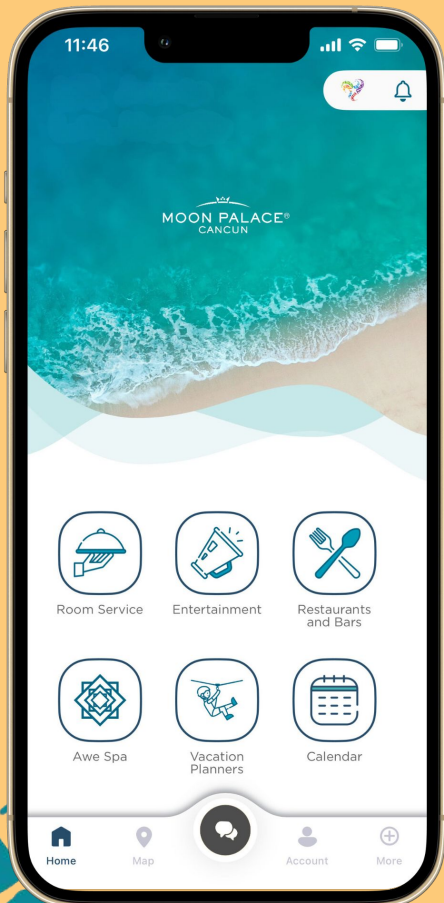
- [WhatsApp Number](#): +1 445-234-0707
- January 27th - February 2nd: 24hrs

## FAQS

Have a quick question? If so, our [FAQs](#) should be able to answer it for you.

## PALACE RESORTS APP

Download the official Palace Resorts mobile app before you arrive in Mexico! If you already have the app, remove and re-download for the latest version.



PALACE RESORTS APP  
AVAILABLE ON:



APP FEATURES:

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

Please refer to page [23](#) & [24](#) for restaurant hours on show days - the app will not reflect these.

*Restaurant reservations and spa appointments are only available through the app after check-in. While the app may ask for your room information beforehand, it won't be confirmed until you arrive. Once checked in, simply enter your room number to access all features.*



# RESORT TRANSPORTATION



## GOLF CART TRANSPORTATION

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, and 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 dial Ext \*2111 or \*2103 from your room phone to request a wheelchair accessible golf cart pickup.

## VENUE TRANSPORTATION (THE GRAND)

In addition to golf carts, Moon Palace Lobby-to-Lobby buses will be running consistently between 6am and 3am and will make stops at The Grand, Nizuc, and Sunrise lobbies as well as Toucan Palapa. The Toucan Palapa is located between the Nizuc Toucan building and The Grand Building 85.

The Sunrise lobby drop off is approximately a 6 minute walk from the Venue entrance. When exiting the venue each night, head to the Arena to catch the shuttle back to The Grand.



**A** SUNRISE – NIZUC – THE GRAND  
MOON PALACE ARENA, EXPO CENTER, SUNRISE, NIZUC & THE GRAND PLAYROOM, WATERPARK

**B** SUNRISE – CLUB HOUSE  
SUNRISE PLAYROOM, TRATTORIA, RIVIERA MAYA, GOLF COURSE, AWE SPA


**C** SUNRISE – NIZUC  
SUNRISE LOBBY, MARINE NIZUC LOBBY, MINIGOLF, NIZUC PLAYROOM

**D** NIZUC– THE GRAND  
NIZUC LOBBY, CATHOLIC CHAPEL, TOUCAN GAZEBO, THE GRAND LOBBY

**E** CLUB HOUSE – NIZUC – THE GRAND  
GOLF COURSE, AWE SPA, TRATTORIA RIVIERA MAYA, THE GRAND LOBBY

**F** THE GRAND  
LOBBY, LOS TACOS, CARIBENO, CUSCO, UNIQUE DAY CLUB, WATERPARK, THE GRAND PLAYROOM

**G** CUSCO EXPRESS  
THE GRAND LOBBY SOUTH, THE GRAND PLAYROOM, WATERPARK, CUSCO

 LOBBY-TO-LOBBY SHUTTLE STOPS



# ACTIVITIES MAP



MOON PALACE®  
SUNRISE

MOON PALACE®  
NIZUC

THE GRAND  
AT MOON PALACE®  
CANCUN



[DOWNLOAD MAP HERE](#)

- 1** VENUE COURTYARD  
Jam Session  
Mezcal Tasting  
The Trading Post  
Guacamole Class  
Craft Beer Tasting  
Craft Beer Exchange
- 2** DISC GOLF COURSE  
Disc Golf Basics  
Disc Golf Singles  
Disc Golf Doubles  
Putting Clinic & Contest  
Beginners Disc Golf Clinic  
Advanced Disc Golf Clinic
- 3** EXPO CENTER  
Donut Dash 3k Race
- 4** SUNRISE OUTDOOR THEATER  
Welcome Party  
Yoga
- 5** SUNRISE LOBBY BAR  
Band Trivia
- 6** JUPITER BALLROOM  
Sound Healing
- 7** SUNRISE GYM  
HIIT  
Kickboxing  
Cardio & Abs  
Cross Training Workout
- 8** SUNRISE POOL  
AquaSpin  
Water Aerobics  
Water Volleyball  
FlowRider Contest  
FlowRider Open Surf
- 9** SUNRISE BEACH BAR  
Late Night Cacao Ceremony
- 10** SUNRISE BEACH  
Beach Soccer  
Beach Volleyball  
Cacao Ceremony  
Cornhole Tournament  
Sandcastle Building Contest
- 11** SUNRISE MARINA  
Sailboat Lessons  
Non-Motorized Water Sports
- 12** MEDITATION GARDEN  
The Phellowship  
Meditation & Breathwork
- 13** MINI GOLF COURSE  
Resort Bike Tour  
18-Hole Mini Golf Tournament
- 14** SUNRISE TENNIS COURTS  
Pickleball Tournament
- 15** PLAYROOM  
Kids Activities
- 16** PALAFITOS TERRACE  
Yoga
- 17** GOLF COURSE  
3 Hole Golf Tournament
- +** MEDICAL  
*Book an IV at our medical clinic for \$99 [HERE](#).*
- 👕** MERCHANDISE



# FEATURED ACTIVITIES

Keep this guide handy during your trip! All activities are included in your package with no sign-ups needed. We recommend arriving early to ensure a spot in popular activities!

## BALCONY DECORATING CONTEST

Thursday, January 30th  
Submit by 12pm

Get ready to showcase your creativity and turn your balcony into the talk of the town! Submit a photo of your outdoor oasis via [this form](#) by noon on January 30th. The balcony with the most votes will not only be crowned the decorating champion, but will also enjoy the privilege of early entry on the final night of the show!

## THE TRADING POST

Thursday, January 30th  
Venue Courtyard  
1pm - 2pm

Bring an item to share and exchange with fellow fans at The Trading Post! Celebrate the spirit of community and connection and walk away with a unique keepsake.

## CRAFT BEER EXCHANGE

Thursday, January 30th  
Venue Courtyard  
2pm - 3pm

Pack your suitcase with a 6-pack of your favorite craft beer from home — swap your beer bounty with fellow guests and receive an event-branded glass in return! Quantities are limited and are given on a first-come first-served basis.

# ACTIVITIES SCHEDULE

## TUESDAY, JANUARY 28TH

START TIME	END TIME	ACTIVITY	LOCATION
9:00 AM	5:00 PM	Non-Motorized Water Sports	Sunrise Marina
9:00 AM	5:50 PM	FlowRider Open Surf	Sunrise Pool
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Marina
6:00 PM	11:00 PM	Welcome Party	Sunrise Outdoor Theater


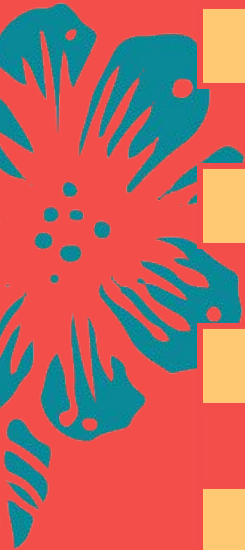

# ACTIVITIES SCHEDULE

WEDNESDAY, JANUARY 29TH

START TIME	END TIME	ACTIVITY	LOCATION
8:00 AM	9:00 AM	HIIT	Sunrise Gym
8:00 AM	9:00 AM	Sunrise Yoga	Sunrise Outdoor Theater
9:00 AM	10:00 AM	AquaSpin	Sunrise Pool
9:00 AM	10:00 AM	Disc Golf Basics	Disc Golf Courtyard
9:00 AM	5:00 PM	Non-Motorized Water Sports	Sunrise Marina
9:00 AM	5:50 PM	FlowRider Open Surf	Sunrise Pool
10:00 AM	10:30 AM	The Phellowship	Meditation Garden
10:00 AM	11:00 AM	Resort Bike Tour	Mini Golf Course
10:00 AM	11:00 AM	Morning Yoga	Palafitos Terrace
10:30 AM	12:00 PM	Pickleball Tournament	Sunrise Tennis Courts
10:50 PM	11:50 PM	Sailboat Lessons	Sunrise Marina
11:00 AM	12:00 PM	Disc Golf Doubles	Disc Golf Courtyard
11:30 AM	12:00 PM	Guacamole Class	Venue Courtyard
1:00 PM	2:00 PM	Beach Volleyball	Sunrise Beach
2:00 PM	2:30 PM	Mezcal Tasting	Venue Courtyard
2:00 PM	3:00 PM	Craft Beer Tasting	Venue Courtyard
2:00 PM	4:00 PM	Jam Session	Venue Courtyard
2:30 PM	3:30 PM	Cornhole Tournament	Sunrise Beach
3:00 PM	3:30 PM	Meditation & Breathwork	Meditation Garden
TBD	TBD	Pickleball Tasting	Venue Courtyard

# ACTIVITIES SCHEDULE

THURSDAY, JANUARY 30TH



START TIME	END TIME	ACTIVITY	LOCATION
8:00 AM	9:00 AM	Sunrise Yoga	Palafitos Terrace
8:00 AM	9:00 AM	Kickboxing	Sunrise Gym
9:00 AM	10:00 AM	Beginner's Disc Golf Clinic	Disc Golf Courtyard
9:00 AM	5:00 PM	Non-Motorized Water Sports	Sunrise Marina
9:00 AM	5:50 PM	FlowRider Open Surf	Sunrise Pool
10:00 AM	11:00 AM	Resort Bike Tour	Mini Golf Course
10:00 AM	10:30 AM	The Phellowship	Meditation Garden
10:00 AM	11:00 AM	Morning Yoga	Sunrise Outdoor Theater
10:50 AM	11:50 PM	Sailboat Lessons	Sunrise Marina
11:00 AM	12:00 PM	Water Volleyball	Sunrise Pool
11:00 AM	12:00 AM	Disc Golf Singles	Disc Golf Courtyard
11:30 AM	12:30 PM	Sound Healing Session 1	Jupiter Ballroom
12:30 PM	1:00 PM	Guacamole Class	Venue Courtyard
1:00 PM	2:00 PM	Sandcastle Building Contest	Sunrise Beach
1:00 PM	2:00 PM	The Trading Post	Venue Courtyard
1:30 PM	2:30 PM	Sound Healing Session 2	Jupiter Ballroom
2:00 PM	3:00 PM	Craft Beer Exchange	Venue Courtyard
2:00 PM	4:00 PM	Jam Session	Venue Courtyard
3:00 PM	4:00 PM	3 Hole Golf Tournament	Golf Course
4:00 PM	5:00 PM	Vow Renewal + Commitment Ceremony	Sunrise Beach
11:30 PM	12:30 AM	Late Night Cacao Ceremony with Stephen Brooks	Venue Courtyard

# ACTIVITIES SCHEDULE

FRIDAY, JANUARY 31TH

START TIME	END TIME	ACTIVITY	LOCATION
8:00 AM	9:00 AM	Sunrise Yoga	Sunrise Outdoor Theater
8:00 AM	9:00 AM	Cardio & Abs Workout	Sunrise Gym
8:30 AM	9:00 AM	Donut Dash 3k	Expo Center
9:00 AM	10:00 AM	Water Aerobics	Sunrise Pool
9:00 AM	10:00 AM	Disc Golf Putting Clinic & Contest	Disc Golf Courtyard
9:00 AM	5:00 PM	Non-Motorized Water Sports	Sunrise Marina
9:00 AM	5:50 PM	FlowRider Open Surf	Sunrise Pool
10:00 AM	11:00 AM	Resort Bike Tour	Mini Golf Course
10:00 AM	10:30 AM	The Phellowship	Meditation Garden
10:00 AM	11:00 AM	Morning Yoga	Palafitos Terrace
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Marina
11:00 AM	12:00 PM	Disc Golf Doubles	Disc Golf Courtyard
2:00 PM	3:00 PM	Band Trivia	Sunrise Lobby Bar
2:30 PM	3:30 PM	Beach Soccer	Sunrise Beach
4:00 PM	5:00 PM	Cacao Ceremony	Meditation Garden
TBD	TBD	Pickleball	Venue Courtyard

# ACTIVITIES SCHEDULE

SATURDAY, FEBRUARY 1ST

START TIME	END TIME	ACTIVITY	LOCATION
8:00 AM	9:00 AM	Sunrise Yoga	Palafitos Terrace
8:00 AM	9:00 AM	Cross Training Workout	Sunrise Gym
9:00 AM	10:00 AM	Advanced Disc Golf Clinic	Disc Golf Courtyard
9:00 AM	5:00 PM	Non-Motorized Water Sports	Sunrise Marina
9:00 AM	5:50 PM	FlowRider Open Surf	Sunrise Pool
10:00 AM	11:00 AM	Resort Bike Tour	Mini Golf Course
10:00 AM	10:30 AM	The Phellowship	Meditation Garden
10:00 AM	11:00 AM	Morning Yoga	Sunrise Outdoor Theater
10:30 AM	12:00 PM	Pickleball Tournament	Sunrise Tennis Court
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Marina
11:00 AM	12:00 PM	Disc Golf Singles	Disc Golf Courtyard
12:30 PM	1:00 PM	Guacamole Class	Venue Courtyard
2:00 PM	3:00 PM	18 Hole Mini Golf Tournament	Mini Golf Course
2:00 PM	3:00 PM	Cornhole Tournament	Sunrise Beach
2:30 PM	3:30 PM	FlowRider Contest	Sunrise Pool
10:00 PM	11:00 PM	Late Night Cacao Ceremony with Stephen Brooks	Terrace Entrance
TBD	TBD	Non-Motorized Pickleball	Sunrise Marina

# ADVENTURES

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

## Booking Adventures

### Pre-Event:

If you'd like to reserve an 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 Sunday, January 19th, 2025.

### Transportation:

You will be picked up from your hotel lobby for your scheduled adventure. Golf Course guests will be picked up from the Sunrise lobby.

### On-Site:

There are no on-site adventure sales through Playa Luna. If you miss the cutoff date of January 19th, you may book an excursion directly with the Moon Palace once you arrive.



GOLF OUTING



CENOTES, TURTLES & BEACH CLUB



RIO SECRETO PLUS



ISLA MUJERES CATAMARAN



WAVERUNNERS



CHICHEN ITZA

# MERCHANDISE

## PRE-SALE

Online merchandise store opens [HERE](#) on Monday, January 20th at 4pm ET and closes on Wednesday, January 22nd at 11:59pm ET. Quantities are limited for pre-order. Additional inventory will be available at merchandise locations during the event.

Sunrise, Nizuc and Golf Course guests must pick up pre-ordered items during check-in at the Expo Center on January 28th or 29th.

For Grand guests, pre-ordered items will be available for pickup at the Crystal Ballroom on January 28th or 29th.

## ON-SITE

### MERCH HOURS

Main Merchandise

Location: Venue Courtyard

January 29th & 30th

10am - 4pm & Doors - End of Show

January 31st & February 1st

10am - 2pm & Doors - End of Show

The Grand

Location: The Crystal Ballroom

January 29th - January 31st

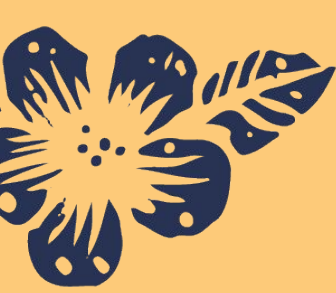
10am - 2pm

February 1st

10am - 12pm

Only credit cards and tap-to-pay will be accepted.





# VENUE MENU



Detailed allergy information will be posted at every food station in the venue!



vegetarian



vegan



gluten-free

## DAY 1 & 3

\* Day 1 only \*\*Day 3 only

### TACOS & BOWLS

- Al Pastor
- Chicken Tinga
- Cochinita Pibil
- Lentil\*
- Veggie & Bean\*\*
- Mexican Rice & Black Beans

### TORTA GRILL

- Bacon Cheeseburger Sliders
- Veggie & Hummus Wrap\*
- Fried Chicken Sliders\*
- Falafel Hummus Wrap\*\*
- Chorizo Sliders\*\*

### MUNCHIES

- Chicken Tenders
- Cauliflower Bites
- French Fries
- Chicken Tinga Nachos\*
- Cochinita Pibil Nachos\*\*
- Chips & Guacamole

### ASIAN CUISINE

- Asian Salad
- Veggie Lo Mein
- Chicken Dumpling
- Veggie Dumpling

### ISLAND BBQ\*

- Hawaiian BBQ Chicken Skewers
- Hawaiian Mac Salad
- White Sticky Rice

### BBQ\*\*

- Beef Brisket Quesadilla
- Pulled Pork Sliders
- Jackfruit BBQ Sliders

### STREET FOOD

- Choripan
- Chicken Gyro
- Greek Salad
- Esquites

### SWEETS

- Churros
- Waffle Pops
- Soft Serve Ice Cream
- Popsicles

### JUICE & FRESH FRUIT

- Horchata
- Jamaica
- Lemonade
- Flavor of the Day

## DAY 2 & 4

\* Day 2 only \*\*Day 4 only

### TACOS & BOWLS

- Al Pastor
- Birria Beef
- Grilled Fish
- Poblano & Potato\*
- Lentil\*\*
- Mexican Rice & Pinto Beans

### TORTA GRILL

- Bacon Cheeseburger Sliders
- Vegan Burger
- Chicken Banh Mi\*
- Veggie Banh Mi\*
- Chorizo Sliders\*\*

### MUNCHIES

- Popcorn Chicken
- Pakora Veggies
- Curly Fries
- Al Pastor Nachos\*
- Birria Beef Nachos\*\*
- Chips & Guacamole

### ASIAN CUISINE

- Teriyaki Chicken & Broccoli
- Udon Noodle Bowl
- Veggie Fried Rice

### CEVICHE\*\*

- Shrimp Ceviche
- Mixed Ceviche
- Vegan Ceviche

### STREET FOOD\*

- Beef Empanada
- Chaya Empanada
- Elote

### TASTE OF INDIA

- Chicken Tikka Naan\*
- Chana Masala\*
- Basmati Rice\*
- Chicken Samosa\*\*
- Potato Samosa\*\*
- Red Curry Vegetables\*\*
- Jasmine Rice\*\*

### SWEETS

- Churros
- Soft Serve Ice Cream
- Banana Split
- Popsicles

### JUICE & FRESH FRUIT

- Horchata
- Jamaica



# DINING OPTIONS

**OPEN TO ALL MOON  
PALACE GUESTS**

Restaurant menus can be found in the Palace Resorts App. Check out the Resort Tips on [page 25](#) for details on making a reservation and dress codes! Please note the hours listed below are specially adjusted for show days only.



reservation required for dinner hours or related activities


## SUNRISE

-  **Agra:** ..... 4pm - 10pm  
Indian
- Bugambilias:** ..... 6:45am - 11:30am  
Buffet  
12:30pm - 6:30pm  
7:30pm - 1am
- Cafe Bistro:** ..... 24 Hours  
Cafe / Sandwiches / Sweets
- La Gondola:** ..... 7am - 1:30pm  
Breakfast Buffet / Italian  
4:30pm - 10pm
- Momo:** ..... 4pm - 10pm  
Asian
-  **Momo Teppanyaki:** ..... 4pm - 10pm  
Hibachi
- Mobile Munchies:** ..... 12pm - 7pm  
American
- Palapa Asadero:**  
Lunch Buffet ..... 11:30am - 5pm  
Steakhouse ..... 6pm - 11pm
- Pepe's Pizza:** ..... 12:30pm - 10pm
- Smoked:** ..... 11:30am - 5pm  
BBQ
- Poolside Pizza:** ..... 12pm - 4pm

## NIZUC

- Carvao:**  
Brazilian Steakhouse ..... 5:30pm - 11pm
- Burguería:** ..... 11:30am - 4:30pm  
Snacks / Grill
- Los Caporales:** ..... 6:30am - 11:30am  
Traditional Mexican  
6pm - 11pm
- El Manglar:** ..... 6:30am - 11:30am  
Buffet  
12:30pm - 11pm
- Mobile Munchies:** ..... 12pm - 6pm  
American
- Palapa Delfines:** ..... 11:30am - 7pm  
Grill
- Palapa Pelicanos:**  
Snacks ..... 11:30am - 7pm
- Sweet & Coffee:** ..... 6am - 1am  
Cafe / Sandwiches / Sweets

## THE GOLF COURSE

-  **Riviera Maya:** ..... 7am - 11:30am  
Traditional Mexican  
12:30pm - 4:30pm  
6pm - 11pm
-  **Trattoria:** ..... 5pm - 10pm  
Italian

## BAR OPTIONS

### SUNRISE:

- Noir Nightclub: Thursday & Saturday only 11:30pm - 3am
- Sky Bar: 5pm - 12:30am
- Lobby Bar: 10am - 1am
- Los Columpios (Swing Bar): 10am - 2am
- Sunrise Beach Bar: 10am - 10pm

### NIZUC:

- Lobby Bar: 10am - 1am
- The Pub: 6pm - 1am



## LATE NIGHT SNACKS & REFRESHMENTS

### Sunrise Outdoor Theatre Food & Drinks:

Open until 2am

**Bugambilias Buffet:**

Open until 1am

**Sunrise Lobby Bistro:**

Open 24 hours





# DINING OPTIONS

**OPEN TO ALL GRAND GUESTS ONLY**

Restaurant menus can be found in the Palace Resorts App. Check out the Resort Tips on [page 25](#) for details on making a reservation and dress codes! Please note the hours listed below are specially adjusted for show days only.

 reservation required for dinner hours or related activities

## THE GRAND

Boulangerie: ..... Cafe / Sandwiches / Sweets	24 hours	 JC Steakhouse: ..... La Cantina: International Buffet..... Mexican Street Food..... Huateque Taco (Tuesday Only)....	5:30pm - 11pm 7am - 11am 6pm - 11pm 6pm - 11pm
Caribeño: Breakfast Buffet..... Caribbean.....	7am - 11:30am 12:30pm - 4:30pm 6pm - 11pm	Le Château: ..... French	6pm - 10pm
 Casa Mía: ..... Modern Mexican	6pm - 11pm	Los Tacos: ..... The Grand Buffet: .....	11am - 6pm 6:30am - 11:30am 12:30pm - 4:30pm 6pm - 11pm
 Cusco: ..... Peruvian	7am - 11am 12:30pm - 4:30pm 6pm - 11pm	The Grill: ..... Argentinian	12pm - 4:30pm 6pm - 11pm
Dreamery Circus: ..... Kid-Friendly	6pm - 11pm	Tapas y Vino: ..... Small Plates	7am - 11am 6pm - 1am
Habibi: ..... Lebanese	7am - 11am 12:30pm - 4pm 6pm - 10pm	Tavola: ..... Italian	12pm - 11pm
Jade: ..... Asian	5:30pm - 11pm	Unique Day Club:..... Snack Bar - Adults Only	10am - 6pm
 9th Pin Bowling & Snack Bar:.. Snack bar	11am - 10pm	Water Park Snack Shack: ... Snacks	11am - 5pm
Joe's Deck: ..... Snack bar	11am - 5pm		
La Selva: ..... Snacks	11am - 5pm		



## THE GRAND BAR OPTIONS

Beach Club Bar: 9am - 6pm  
 Coco Bar: 12pm - 3pm  
 La Selva: 9am - 6pm  
 Lobby Bar: 10am - 1am  
 Lounge Bar Caribeño Terrace: 5pm - 6pm  
 Lounge Bar Cusco Terrace: 5pm - 6pm  
 The Library: 6pm - 1am  
 Unique Nightclub: Monday, Wednesday & Friday only  
 10:30pm - 3am



# RESORT TIPS



## ON-SITE WIFI

Good news for those looking to stay connected with the world during their vacation: complimentary WiFi is available for all guests throughout your stay! Includes access to rec.arts.anime!

## MEDICAL RESOURCES

A 24/7 clinic will be available exclusively for Phish: Riviera Maya guests, located in the lower level of the Expo Center. During show hours, you may also visit the Medical Tent inside the venue. Please alert any resort or Playa Luna staff for assistance if medical attention is needed anytime during your stay.

## AGUA & ADULT BEVERAGE REFILLS

Bring a reusable water bottle to refill at our filtered Water Refill Stations in the venue & refill your drinks at any bar all weekend long!

Note: You can drink water at any restaurant (poured from bottled water), but not from sinks in the resort. No worries for teeth brushing, but avoid tap water for drinking. Also no toilet water, Geoff.

## RESTAURANT RESERVATIONS & DRESS CODE

Reservations can be made up to 48 hours in advance. There are three 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



Indoor dining requires casual attire, but bare feet, beach attire & wet clothing are not permitted.

## RESORT CREDIT

Each package includes a resort credit of \$250 that can be spent on spa, golf, or adventures. Only \$100 can be applied per spa reservation. This credit cannot be used to purchase adventures in advance via the Guest Dashboard. In order to activate this \$250 resort credit, you must speak with the Moon Palace Guest Services team after you complete event check in. The Moon Palace Guest Service desk will be available in each lobby.

## ROOM SERVICE

Heading out for an excursion or getting up for Sunrise Meditation? You can pre-order room service breakfast on the Palace Resorts app the evening before.

## TIPPING

Pack some \$1 bills to tip the wonderful Moon Palace staff as you please. Pesos are even more appreciated! You can exchange USD to Pesos prior to your departure at your local bank, or at the Moon Palace exchange booth located in the lobby upon arrival.



# SUSTAINABILITY EFFORTS

Together with Phish, Playa Luna believes climate change is an issue that all fans, attendees, and crew have a responsibility to address. In order to do so, we've set ambitious targets to reduce our carbon footprint with the ultimate goal of producing zero waste events.

## PLAYA LUNA INITIATIVE HIGHLIGHTS

- 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, sugarcane, or cornstarch.
- All staff are provided with MiiR Climate+ Water Bottles, made with 25% less stainless steel and no new plastic. This bottle's carbon footprint is not only offset by 110%, but also allows us to reduce single use plastics by refilling at our Water Refill Stations. Guests are encouraged to use their own reusable water bottles to refill at these stations, any bar, or by handing them to a roaming server.
- Merchandise store display hangers are manufactured from 100% recycled plastics gathered from the oceans or intercepted in estuaries. Broken hangers are re-ground and made into replacement hangers.
- All guest wristbands are made with recycled PET material and can be taken home as an event souvenir.



## RESORT INITIATIVE HIGHLIGHTS

- 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 Expo Center, 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.
- 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, such as the tractors necessary for beach-cleaning.
- 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*).
- Palace Resorts focuses not only on reducing their carbon footprint, but mitigating its effects to protect the incredible ecosystems that it is a part of. [Click here](#) to learn more about Moon Palace's low carbon tourism efforts.



# CHECK OUT



## GENERAL CHECK OUT INFORMATION

- We wish you could stay in paradise forever, but you must check out by 11am on the day of your departure.
- Each individual guest will be required to check out prior to leaving the resort. Please allow enough time to check out with the resort before your scheduled airport shuttle departure.
- Moon Palace staff will slip a colored sheet of paper under your door which indicates the room is clear for express checkout. A purple slip of paper indicates the Joker is back in town.. A white slip of paper indicates you have charges to settle at the front desk before checking out. Please bring the paper with you.
- Settling room charges with the resort can be done anytime prior to checkout at the lobby front desk. Settling these charges prior to checkout will expedite your departure.
- Guests checking out of The Grand and Nizuc must check out from the main lobby of your resort property.



## SUNRISE & GOLF COURSE CHECK OUT

- If checking out of Sunrise or Golf Course on *Sunday, February 2nd* or *Monday, February 3rd*, your departure QR code may list Sunrise lobby, however, you will be directed down to the Arena to check out and load your shuttle between the hours of 8am - 4pm.
- Once you're checked out, you will receive a check out card. If you are leaving at a later time, this card allows you to enjoy the luxuries of the resort as you wait for your departure. You are welcome to leave your luggage with the bellman outside of the Expo Center until it's time to head to the airport.
- Sunrise and Golf Course guests departing before 8am or after 4pm on February 2nd or 3rd must check out by 11am and board their shuttle outside of the Sunrise main lobby as listed on the QR code. This also applies to those leaving on a different date.



# DEPARTURE INFORMATION

## AIRPORT TRANSPORTATION

Shuttle transportation from Moon Palace 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 Guest Services via the Message Center in the Guest Dashboard or [HERE](#) for assistance.

## SHUTTLE TIMES

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 3 to 4 hours before your flight. Stay tuned for an email during the event with your departure voucher and shuttle time. If you do not provide your flight details in advance, or if you arrive after your scheduled shuttle time, you may ride on a stand-by basis but transportation is not guaranteed.

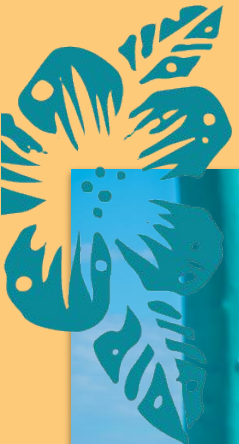
## TRANSPORTATION QR CODES

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.



## AIRPORT TERMINALS

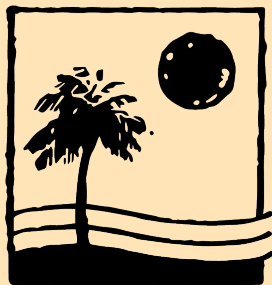
If you find yourself at the wrong terminal, please note that there is a free terminal-to-terminal shuttle that runs every 10 minutes.



# PHISH

## FOLLOW ALONG

We'll be documenting this special vacation with Phish on social media. Join the fun by sharing your photos and videos with us all week long!



### PLAYA LUNA

