

Backstreet's
BACK AT
BEACH
Cancun
2024



**WELCOME
GUIDE**

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BIENVENIDOS



It's almost time to get this fiesta started! We can't wait to see you all on the beach in Mexico!!

Before you finish packing, make sure you check out this awesome guide that has everything you'll need to know about your upcoming Backstreet's Back at the Beach experience.

Get ready for an epic Cancún trip with so many amigos and even more surprises.

Vamos!!

- AJ, Brian, Howie, Kevin & Nick



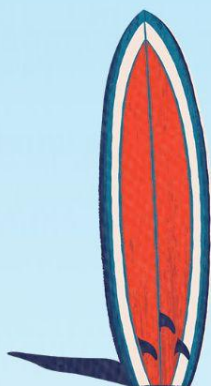
DAILY PERFORMANCE SCHEDULE

THURSDAY 4.18

FRIDAY 4.19

SATURDAY 4.20

SUNDAY 4.21



BACKSTREET BOYS TRIVIA WITH PRIZES

11:30 AM
SUNRISE OUTDOOR THEATRE

DJ YO-O

1:00 PM
SUNRISE POOL

MICROPHONE MADNESS: KARAOKE FIESTA WITH AJ MCLEAN

3:00 PM
SUNRISE OUTDOOR THEATRE

ERIO OUBEECHEE

1:00 PM
SUNRISE POOL

BACKSTREET BOYS PRESENTS SINGLED OUT GAME SHOW

2:00 PM
UNIVERSAL BALLROOM

GUAC & SHOTS WITH HOWIE D

4:00 PM
SUNRISE OUTDOOR THEATRE

SURF & SERVE WITH NICK

11:30 AM
SUNRISE BEACH

DJ YO-O

1:00 PM
SUNRISE POOL

THE LITRELL FAMILY VARIETY SHOW

3:00 PM
GALAOTIO BALLROOM



WHITE NIGHT

DOORS 6:30 PM

DOORS 6:30 PM

DOORS 6:30 PM

THE WHITE SANDS WELCOME PARTY WITH AJ, BRIAN, HOWIE, KEVIN, AND NICK

7:00 PM

FIRE SHOW

7:45 PM

TRIBUTO BACKSTREET BOYS

9:00 PM

WHITE OUT AFTER PARTY HOSTED BY THE BACKSTREET BOYS

SUNRISE OUTDOOR THEATRE

ERIO OUBEECHEE

7:00 PM
MAIN STAGE

BACKSTREET BOYS PRESENTS DNA WORLD TOUR

8:15 PM
MAIN STAGE

DJ YO-O

11:00 PM
SUNRISE OUTDOOR THEATRE

SUNSET VIBES WITH DJ KEVY KEV

7:00 PM
VENUE BEACH

JASON DERULO

8:15 PM
MAIN STAGE

ERIO OUBEECHEE

11:00 PM
SUNRISE OUTDOOR THEATRE

DJ YO-O

7:00 PM
MAIN STAGE

BACKSTREET BOYS (30 FOR 30)

8:15 PM
MAIN STAGE

FIESTA TILL SIESTA PAJAMA PARTY TO FOLLOW HOSTED BY THE BACKSTREET BOYS FT. ERIO OUBEECHEE

SUNRISE OUTDOOR THEATRE



VIEW FULL WEEKEND SCHEDULE

THEME NIGHTS

WHITE OUT

Thursday's White Sands Welcome Party
& White Out After Party

PAJAMA PARTY

Sunday's Fiesta Till You Siesta Pajama Party

Check out the [Activities Schedule](#) for additional daily
themed Happy Hours!

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 Box Office 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.

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!

PROHIBITED ITEMS

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

WRISTBAND HELP & BOX OFFICE

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. Wristband help will also be available on show days at the Box Office.

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, RFID enabled and individually assigned. Wristbands are non-transferable, and cannot be loosened once tightened.

Box Office Hours:

April 19th - 21st: 5:30pm - 10pm

Guests may line up for venue doors starting at 3pm each concert day.



VENUE MAP



GUEST DASHBOARD

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

Log in to the Guest Dashboard [HERE](#)

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.

GUEST NAMES

Please ensure all of the names in your party are up-to-date before traveling! Each name must be registered and accurate in order to check in. The additional guest deadline was extended to March 26th — name changes made after this deadline will be subject to a fee.

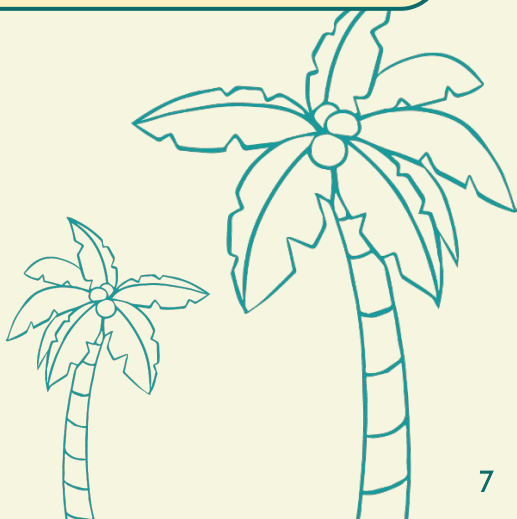
ADVENTURES

Our hand-selected off-site excursions can be reserved through Tuesday, April 9th via the Guest Dashboard (availability permitting).

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.

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



TRAVELING TO MEXICO

SERIOUSLY, DON'T FORGET YOUR 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

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. Next, you will exit the airport, walking past the rental car lobby to the outside area. Look for Edge staff members in dark blue shirts, holding event signage. In the days leading up to your arrival in Mexico, you'll receive an email with transportation QR codes. Please have your arrival transportation QR code ready for scanning. *Find additional information on the next page.*

****Only accept transportation from Edge staff. You will not be required to pay Edge staff for transportation. Please contact our Guest Services team via WhatsApp (see page 11) if you have any questions about locating the Edge team at the airport.***



TRAVELING TO THE RESORT

AIRPORT SHUTTLES

Transportation between Cancún International Airport and Moon Palace is included in your event package. Edge Transportation, Moon Palace's transportation company, will be your transportation provider.

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.

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](#).

QR CODE TRANSPORTATION CHECK-IN

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 be able to tag your bags with your associated check-in location. Once your bags have been tagged, you will board the shuttle that will take you and your luggage to the appropriate check-in location.

RESORT ARRIVAL

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 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 - we recommend taking a photo just in case! 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.

Please note: the time between your flight's arrival and your arrival at your resort can take upwards of two hours, depending on customs wait times and traffic.

CHECK-IN

In order to check in, it's required that every guest's name is registered via the [Guest Dashboard](#) by the lead purchaser. Registered guests in your party will be able to check into their room with or without the lead guest.

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.***

If you arrive before your room is available, the resort will store your luggage and we will be happy to provide you with your resort wristband so that you can enjoy the Moon Palace's many amenities while your room is being prepared. Guests will not be assigned to their specific room or building until check-in.

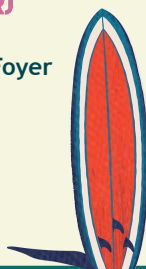
ARRIVAL OUTSIDE OF CHECK-IN HOURS

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

CHECK-IN LOCATIONS & HOURS

Sunrise, Nizuc & Golf Course: Arena Foyer
April 17th - 18th: 8:30am - 8:30pm

The Grand: The Crystal Ballroom
April 17th - 18th: 8:30am - 8:30pm



WELCOME GIFT

All guests will receive a limited edition packable beach bag during check-in!

Crafted with lightweight and durable materials, this bag is a token of our appreciation and the perfect companion for your oceanfront vacation, as well as future trips to the beach. Features include an outside zippered pocket, self-packing inside pocket, carrying straps, and a strap that slides over your carry-on handles for easy traveling.



GUEST SERVICES

CONTACT

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 Guest Dashboard](#) (available to all lead guests)
- [The Playa Luna Contact Form](#)
- Email: bsbatthebeach@playalunapresents.com
- Chat: www.backstreetsbackatthebeach.com

Additional Service During Event

WhatsApp Messaging: +1 (720) 402-0718
April 17th - 22nd, 8am-8pm

Concierge at Check-In:
Arena & The Grand Crystal Ballroom
April 17-18, 9:30am - 6:30pm

Concierge at Sunrise Lobby
April 19-21, 9:30am-6:30pm
April 22, 8am-4pm

FAQ'S

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!

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

**WHATSAPP
AVAILABLE ON:**



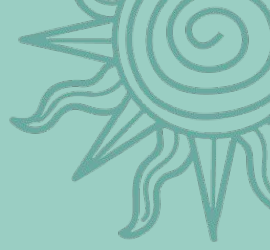
**PALACE
RESORTS APP
AVAILABLE ON:**



APP FEATURES:

- Restaurant & Awe SPA Reservations
- Resort Maps
- Shuttle Maps
- Property Info
- Activity Schedules

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.

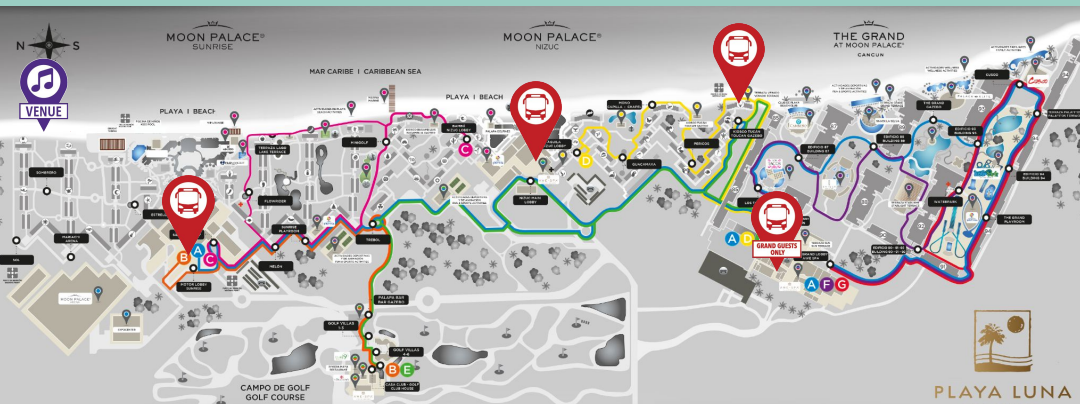
The Route Map (pictured) is also located at all golf cart stops. Please note that there are seven individual and color-associated transportation routes which service various parts of the resort.

You can dial Ext *2111 or *2120 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 throughout the day from The Grand lobby and Toucan Palapa to Sunrise lobby. 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.

Lobby-to-Lobby shuttles will be running consistently between 6am and 3am and will make stops at The Grand, Nizuc and Sunrise properties. When exiting the venue each night, head to the Sunrise lobby 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

FEATURED ACTIVITIES

All guests will have the opportunity to enter to participate on-site.
Keep an eye out on your email for more details!

BACKSTREET BOYS PRESENT: SINGLED OUT

Get ready for a blast from the past during this year's Gameshow! Join us for a nostalgic journey inspired by Singled Out where you can compete for the coveted title of King & Queen of the Beach, alongside AJ, Brian, Howie, Kevin & Nick.



MICROPHONE MADNESS KARAOKE FIESTA WITH AJ

Join us for an electrifying experience as the Backstreet Boys' own AJ McLean takes the stage for an interactive and entertaining karaoke event.

THE LITTRELL FAMILY VARIETY SHOW

Join us for an unforgettable experience at Littrell's Variety Show, featuring a mix of music, comedy, and surprise guest performances, all curated by Brian himself.

GUAC & SHOTS WITH HOWIE D

Savor the flavor and toast to good times at Guac and Shots with Howie D - an exclusive culinary experience. Join Howie Dorough for a unique pairing event where the guacamole is as fresh as the beats!

SUNSET VIBES WITH DJ KEVY KEV

Make sure you pack your dancing shoes! Before Jason Derulo takes the stage on April 20th we'll be grooving on the beach with a special performance by DJ Kevy Kev as the sun goes down...is this real life?!

SURF & SERVE WITH NICK

Dive into the ultimate beach bash with Surf and Serve, hosted by none other than Nick Carter! Join us for a thrilling volleyball tournament where the sun, sand, and spikes come together for a day of fun in the sun.

FEATURED ACTIVITIES

BACKSTREET BOYS DANCE SERIES

Step back in time and onto the dance floor with our Backstreet Boys-themed dance class series! All levels welcome as expert instructors guide you through iconic moves from the band's greatest hits. Master the moves, build up the excitement, and join fellow fans for the grand finale on Sunday - the Rock Your Body Flash Mob at 7:45pm on the Venue Terrace.



FRIENDS OF BILL

Friends of Bill is designed for those seeking a haven of support and connection during their time in Mexico. Embrace the rhythm of recovery and the beat of a sober lifestyle amidst the vibrant energy of this extraordinary trip.

THEME NIGHTS

It's time to start planning your outfits for Mexico! We've got a white-out themed Welcome Party on April 18th, nightly themed happy hours: Fiesta Friday, Safari Saturday, and Disco Domingo, and a Fiesta til Siesta Pajama Party after the Backstreet Boys' 30-For-30 performance on April 21st! We encourage you to dive into each theme, get creative with your fits, and make the weekend a celebration of your unique style!

PALACE FOUNDATION WORKSHOPS

Embark on a cultural and artistic journey with our daily Palace Foundations Workshops, celebrating traditional Mexican crafts. Join us for an immersive experience as you craft your own floral headbands and design exquisite jewelry using beads and gems.



BSB TRADING POST

Dive into a world of nostalgia as you trade classic BSB memorabilia, from retro tour shirts to rare collectible items. Whether you're searching for that exclusive piece to complete your collection or looking to share your love for the Boys with fellow enthusiasts, The Trading Post is your ultimate destination.

[illegible]

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- 15



ACTIVITIES SCHEDULE

Activities are included in your event package and there are no advance sign-ups prior to arriving on-site. Please note, all guests will receive activity ticket cards during check-in with instructions on how to enter to participate in activities hosted by the Backstreet Boys.

While we will have ample space for all other activities, we recommend arriving early if there is an activity you are excited for! Activity descriptions and capacities are available [HERE](#).

THURSDAY, APRIL 18

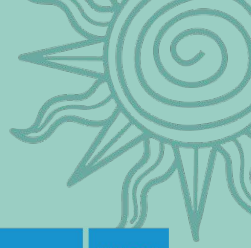
START TIME	END TIME	ACTIVITY	LOCATION	MAP #
9:00 AM	5:00 PM	Non-Motorized Water Sports	Sunrise Beach	12
9:00 AM	5:50 PM	FlowRider Open Surf	Sunrise Pool	9
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Beach	12
4:00 PM	5:00 PM	Resort Bike Tour	Mini Golf Course	15
5:00 PM	7:00 PM	Resort Bar Crawl	Sunrise Lobby Bar	8
7:00 PM	10:30 PM	Welcome Party	Sunrise Outdoor Theater	3
10:30 PM	12:30 AM	White Out After Party	Sunrise Outdoor Theater	3

FRIDAY, APRIL 19

START TIME	END TIME	ACTIVITY	LOCATION	MAP #
8:00 AM	9:00 AM	HIIT	Sunrise Gym	10
9:00 AM	5:00 PM	Non-Motorized Water Sports	Sunrise Beach	12
9:00 AM	5:50 PM	FlowRider Open Surf	Sunrise Pool	9
9:30 AM	10:00 AM	Morning Meditation	Sunrise Beach	12
10:00 AM	11:00 AM	Resort Bike Tour	Mini Golf Course	15
10:00 AM	11:00 AM	Full Body Dumbbell Workout	Sunrise Gym	10
10:00 AM	11:00 AM	Dance Class	Galactic Ballroom	6
10:30 AM	11:00 AM	Friends of Bill	Meditation Garden	13
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Beach	12
11:30 AM	12:30 PM	Backstreet Boys Trivia	Sunrise Outdoor Theater	3
1:00 PM	3:00 PM	DJ Yo-C	Sunrise Pool	9
1:00 PM	3:00 PM	Palace Foundations' Beads + Gems Workshop	North Solarium	2
1:30 PM	2:30 PM	Beach Volleyball	Sunrise Beach	12
2:00 PM	3:00 PM	Spikeball Tournament	Sunrise Beach	12
3:00 PM	4:00 PM	Microphone Madness - Karaoke Fiesta with AJ	Sunrise Outdoor Theater	3
4:00 PM	6:00 PM	Fiesta Friday Happy Hour	Sunrise Beach Bar	11
10:30 PM	12:00 AM	Live Music in the Lobby	Skybar	7
11:00 PM	12:30 AM	Live Music in the Lobby	Sunrise Lobby Bar	8

ACTIVITIES SCHEDULE

SATURDAY, APRIL 20



START TIME	END TIME	ACTIVITY	LOCATION	MAP #
8:00 AM	9:00 AM	Cardio / Abs	Sunrise Gym	10
8:30 AM	9:00 AM	Sunrise Meditation	Sunrise Beach	12
9:00 AM	5:00 PM	Non-Motorized Water Sports	Sunrise Beach	12
9:00 AM	5:50 PM	FlowRider Open Surf	Sunrise Pool	9
9:30 AM	11:00 AM	Mimosa Paint & Sip	Saturn Ballroom	5
10:00 AM	11:00 AM	Kickboxing	Sunrise Gym	10
10:30 AM	11:00 AM	Friends of Bill	Meditation Garden	13
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Beach	12
11:00 AM	1:00 PM	BSB Trading Post	Sunrise Outdoor Theater	3
11:30 AM	12:30 PM	Dance Class	Galactic Ballroom	6
1:00 PM	2:00 PM	Eric Cubeechee	Sunrise Pool	9
2:00 PM	3:30 PM	Backstreet Boys Presents: Singled Out	Universal Ballroom	16
4:00 PM	5:00 PM	Guac + Shots with Howie D	Sunrise Outdoor Theater	3
5:00 PM	6:30 PM	Safari Saturday Happy Hour	Skybar	7
7:00 PM	8:00 PM	Sunset Vibes with DJ Kevy Kev	Venue Beach	1
10:30 PM	12:00 AM	Live Music in the Lobby	Skybar	7
11:00 PM	12:30 AM	Live Music in the Lobby	Sunrise Lobby Bar	8

SUNDAY, APRIL 21

START TIME	END TIME	ACTIVITY	LOCATION	MAP #
8:00 AM	9:00 AM	Cross Training Workout	Sunrise Gym	10
9:00 AM	10:30 AM	Pickleball Tournament	Sunrise Tennis Courts	14
9:00 AM	5:00 PM	Non-Motorized Water Sports	Sunrise Beach	12
9:00 AM	5:50 PM	FlowRider Open Surf	Sunrise Pool	9
9:30 AM	10:00 AM	Morning Meditation	Sunrise Beach	12
10:00 AM	11:00 AM	Functional Training Workout	Sunrise Gym	10
10:00 AM	11:00 AM	Resort Bike Tour	Mini Golf Course	15
10:00 AM	11:00 AM	Dance Class	Star Ballroom	4
10:30 AM	11:00 AM	Friends of Bill	Meditation Garden	13
10:50 AM	11:50 AM	Sailboat Lessons	Sunrise Beach	12
11:30 AM	1:00 PM	Surf + Serve with Nick	Sunrise Beach	12
1:00 PM	1:30 PM	Margarita Mixology Class	North Solarium	2
1:00 PM	3:00 PM	Palace Foundations' Floral Headband Workshop	Sunrise Outdoor Theater	3
1:00 PM	3:00 PM	DJ Yo-C	Sunrise Pool	9
1:30 PM	2:30 PM	Cornhole Tournament	Sunrise Beach	12
2:00 PM	2:30 PM	FlowRider Contest	Sunrise Pool	9
3:00 PM	4:00 PM	The Littrell Family Variety Show	Galactic Ballroom	6
4:00 PM	6:00 PM	Disco Domingo Happy Hour	Sunrise Lobby Bar	8
7:45 PM		Rock Your Body Flash Mob	Venue Terrace	
10:30 PM	12:00 AM	Live Music in the Lobby	Skybar	7
11:00 PM	12:30 AM	Live Music in the Lobby	Sunrise Lobby Bar	8

ADVENTURES

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

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 **Tuesday, April 9th, 2024**.

On-Site:

There are no on-site adventure sales through Playa Luna. If you miss the cutoff date of **April 9th**, 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 or your Backstreet's Back at the Beach 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



CENOTES, TURTLES &
BEACH CLUB



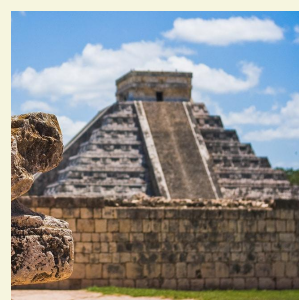
RIO SECRETO PLUS



ISLA MUJERES CATAMARAN



WAVERUNNERS



CHICHEN ITZA

MERCHANDISE

PRE-ORDER

Browse and order exclusive event merchandise online [HERE](#) before your trip begins! Online pre-order is now open and will close on April 13th at 11:59 PM ET. Please note: quantities are limited for pre-order. Additional inventory will be available at merchandise locations during the event.

Stop by Merchandise Will Call during check-in (April 17th & 18th) at the Arena or The Grand Crystal Ballroom to pick up your pre-ordered items.

ON-SITE

Visit our Main Merchandise stores in the Galactic Ballroom (Sunrise, 2nd Floor of Lobby), Crystal Ballroom (The Grand, open to Grand guests only), or inside the venue during the nightly concerts to browse official #BSBattheBeach items and apparel.

Please note: only credit cards and tap-to-pay will be accepted.

MERCH HOURS

Main Merchandise at Galactic Ballroom
April 19th - 21st: 10am - 5pm

Venue
April 19th - 21st: From Doors - Show End

The Grand Crystal Ballroom
April 17th - 18th: 8:30am - 8:30pm



VENUE MENU

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.

 vegetarian  vegan  gluten-free

DAY 1

Tacos: Al Pastor  | Grilled Chicken  | Fried Fish | Poblano & Potato   | Rice & Beans  

Street Food: Choripan | Cochinita Pibil Burrito | Vegan Pibil Burrito  | Elote 

Handhelds: Bacon Cheeseburger Slider | Black Bean Burger  | Grilled Chicken Skewer  | Grilled Veggie Skewer 

Snacks: Chicken Tenders | Cauliflower Bites   | French Fries  | Crunchy Cheesy Chaya Bites  | Chicken Nachos 

Asian Cuisine: Veggie Lo Mein  | Chicken Gyoza | Vegan Wonton  | Asian Ginger Salad  

BBQ: Brisket Quesadilla | Pulled Pork BBQ Slider | Jackfruit BBQ Slider 

SWEETS: Churros  | Waffle Pops | Soft Service Ice Cream   | Fresh Juice   | Fresh Fruit   Popsicles  

DAY 2

Tacos: Al Pastor  | Grilled Chicken  | Beef Guisada  | Grilled Veggie & Bean   | Rice & Beans  

Street Food: Choripan | Chorizo Quesadilla | Portobello Quesadilla  | Esquite 

Handhelds: Bacon Cheeseburger Slider | Black Bean Burger  | Fried Chicken Slider | Hummus Veggie Wrap 

Snacks: Chicken Tenders | Cauliflower Bites   | Curly Fries  | Plantain & Cheese Croquettes  | Chicken Nachos 

Asian Cuisine: Veggie Fried Rice  | Teriyaki Chicken | Teriyaki Chicken Lettuce Wrap | Papaya Salad  

Indian Cuisine: Chicken Samosa | Veggie Samosa  | Chana Masala & Basmati Rice 

SWEETS: Churros  | Sopapillas  | Soft Service Ice Cream   | Fresh Juice   | Fresh Fruit   Popsicles  

VENUE MENU

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.

 vegetarian  vegan  gluten free

DAY 3

Tacos: Al Pastor  | Grilled Chicken  | Cochinita Pibil  | Poblano & Potato   | Rice & Beans  

Street Food: Ceviche Pescado  | Ceviche Mixto  | Ceviche Vegano  | Elote 

Handhelds: Bacon Cheeseburger Slider | Black Bean Burger  | Chicken Tikka Naan | Veggie Tikka Naan 

Snacks: Chicken Tenders | Cauliflower Bites   | French Fries  | Beef Empanada | Spinach Empanada 

Asian Cuisine: Veggie Lo Mein  | Chicken Gyoza | Vegan Wonton  | Asian Ginger Salad  

BBQ: Brisket Quesadilla | Pulled Pork BBQ Slider | Jackfruit BBQ Slider 

SWEETS: Churros  | Waffle Pops | Soft Service Ice Cream   | Fresh Juice   | Fresh Fruit   | Popsicles  

LATE NIGHT SNACKS & REFRESHMENTS

Sunrise Outdoor Theatre Food & Drinks: Open until 1am

Bugambilias Buffet: Open until 1am

Sunrise Lobby Bistro: Open 24 hours



DINING OPTIONS

OPEN TO ALL MOON
PALACE GUESTS



reservation required

Restaurant menus can be found in the Palace Resorts
App. Check out the Resort Tips on page 24 for details
on making a reservation and dress codes!

SUNRISE

Agra (Indian): 4pm - 10pm 

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

Cafe Bistro (Cafe / Sandwiches / Sweets): 24 Hours

La Gondola (Breakfast Buffet / Italian):
7am - 1:30pm, 4:30pm - 10pm

Momo (Asian): 4pm - 10pm

Momo Teppanyaki (Hibachi): 4pm - 10pm 

Mobile Munchies (American): 12pm - 7pm

Palapa Asadero: (Lunch Buffet) 11:30am - 4:30pm,
(Steakhouse) 5pm - 11pm

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

Smoked (BBQ): 11:30am - 5pm

SUNRISE BAR OPTIONS

Noir Nightclub: Tuesday, Thursday & Saturday Only
10:30pm - 3am

Sky Bar: 5pm - 12:30am

Lobby Bar: 10am - 1am

Los Culpables (Swing Bar): 10am - 12:30am

Sunrise Beach Bar: 10am - 10pm

NIZUC

Arrecifes: (Breakfast Buffet) 7am - 11am,
(Brazilian Steakhouse) 6pm - 11pm

Burguería (Snacks / Grill): 11:30am - 4:30pm

Los Caporales (Traditional Mexican): 7am -
11:30pm, 6pm - 11pm

El Manglar (Buffet): 6:30am - 11:30am,
12:30pm - 4:30pm, 6pm - 11pm

Mobile Munchies (American): 12pm - 6pm

Palapa Delfines (Grill): 6pm - 11pm

Palapa Pelicanos: (Snacks) 11:30am - 4:30pm,
(Mediterranean) 6pm - 11pm

Sweet & Coffee (Cafe / Sandwiches / Sweets):
6am - 1am

NIZUC BAR OPTIONS

Lobby Bar: 9am - 1am

The Pub: 6pm - 1am

THE GOLF COURSE

19th Hole Snack Bar: 7am - 5pm

Riviera Maya (Traditional Mexican): 7am - 
11:30am, 12:30pm - 11pm

Trattoria (Italian): 4pm - 11pm 

RESTAURANT TIPS

Local Flavor - Immerse your taste buds in traditional Mayan cuisine for both breakfast & dinner at Riviera Maya. Hop in a golf cart from any hotel lobby for a ride to the Golf Course, and enjoy the local plants and wildlife along the way!

No Mas Tacos - When you're tapped out on tacos, don't sleep on the amazing Indian fare at Agra. This beautiful restaurant features an extensive menu of traditional Indian dishes with numerous delicious options for all of our Vegan & Vegetarian friends! Reservations required.

Sushi, Sashimi, Nigiri, Repeat - Visit Momo to satisfy your sushi cravings.



DINING OPTIONS

OPEN TO ALL GRAND
GUESTS ONLY



reservation required

Restaurant menus can be found in the Palace Resorts App. Check out the Resort Tips on page 24 for details on making a reservation and dress codes!

THE GRAND

Boulangerie (Cafe / Sandwiches / Sweets): 24 hours

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

Casa Mia (Modern Mexican): 6pm - 11pm 

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

Dreamery Circus (Children): 6pm - 11pm

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

Jade (Asian): 5:30pm - 11pm

JC Steakhouse: 5:30pm - 11pm 

La Cantina (Traditional Mexican): 7am - 11am, 6pm - 11pm

Le Château (French): 6pm - 11pm 

Los Tacos: 11am - 6pm

The Grand Buffet: 6:30am - 11:30am, 12:30pm - 4:30pm, 6pm - 11pm

The Grill (Argentinian): 11am - 4:30pm, 6pm - 11pm

Tapas y Vino (Small Plates): 4pm - 11pm

Tavola (Italian): 12pm - 11pm

RESTAURANT TIPS

Good Morning - Who says you can't have Khachapuri for breakfast? Habibi breakfast is a great way to start your day!

Herbivores - Casa Mia features incredible regional vegan & vegetarian options, order it all!

Carnivores - It's in the name, JC Steakhouse is the place to be.

When in Rome - Los Tacos features tacos, cabanas, & margaritas...need we say more?

THE GRAND BAR OPTIONS

Beach Club Bar: 9am - 6pm

Coco Bar: 12pm - 5pm

Kassette Karaoke Bar: 6pm - 9pm (Family Time) / 9pm - 1am (Adults Only)

La Selva: 9am - 6pm

Lobby Bar: 9am - 1am

The Library: 6pm - 1am

Unique Day Club & Pool: 9am - 6pm

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

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



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!

MEDICAL RESOURCES

A 24/7 clinic will be available exclusively for Back at the Beach 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

Pack 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.

RESTAURANT RESERVATIONS & DRESS CODE

Reservations can be made up to 48 hours 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 restaurants: Agra, Momo Teppanyaki, Riviera Maya, Trattoria, Le Château, JC Steakhouse, Cusco (dinner), and Casa Mia.

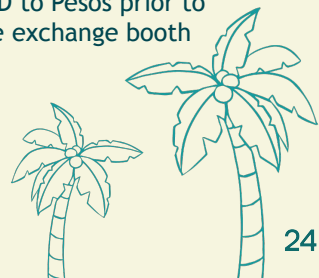
Indoor dining requires casual attire; bare feet, beach attire & wet clothing are not permitted.

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 The Backstreet Boys, Playa Luna believes climate change is an issue 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.



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.
- All guest wristbands are made with recycled PET material and can be taken home as an event souvenir.

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, sugarcane, or cornstarch.
- In addition to reducing the amount of meat-based options available on our nightly menus, numerous vegetarian and vegan offerings are provided.
- Water Refill Stations will be located inside the venue offering guests the opportunity to fill reusable 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 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.

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.

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.



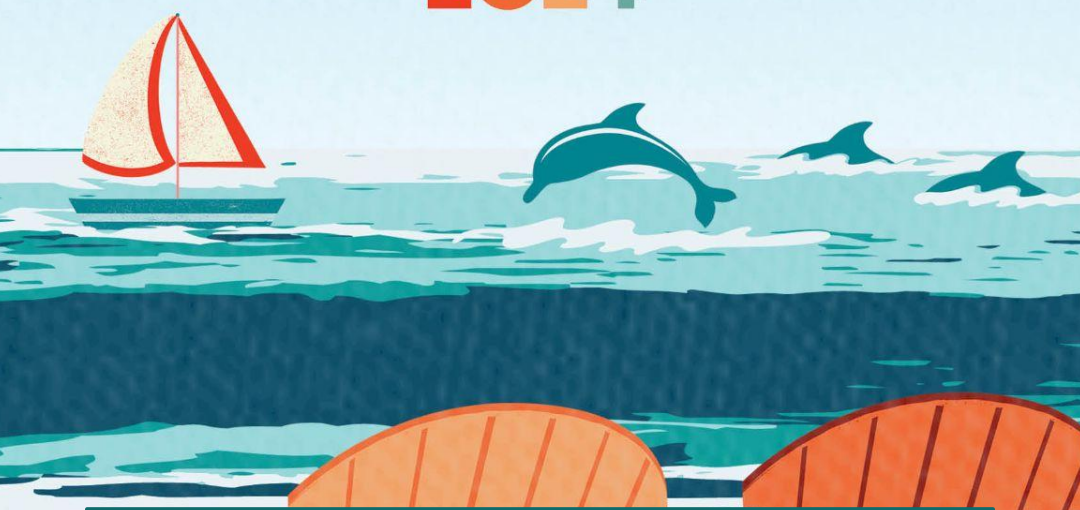
CHECK OUT

- You must check out by 12pm 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 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

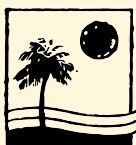
- If checking out of Sunrise or Golf Course on **Monday, April 22nd** or **Tuesday April 23rd**, your departure QR code may list Sunrise lobby, however, you will be directed down to the Arena to check out and load your shuttle between the hours of 8am - 4pm.
- Buses will be outside to transport guests to the airport. If you're not scheduled to depart yet, you may check your luggage with the bellman and receive a checkout card. With this card you may still enjoy the luxuries of the resorts as you wait for your departure.
- **Sunrise and Golf Course guests checking out outside of the 8am-4pm window, or before the 22nd or after the 23rd must check out in the Sunrise main lobby as listed on your QR code.**

Backstreet's **BACK** AT **BEACH** *Cancun* **2024**



FOLLOW ALONG

We'll be documenting this special vacation with The Backstreet Boys 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.



PLAYA LUNA