



Hospitality
Facility

Project Overview

Hotel Xcaret Mexico

Playa del Carmen, Mexico

“We have a motto here, which is ‘everything flows.’ And ‘everything flows’ means, we are going to make things as easy as we can for the guest.”

—David Quintana, architect and co-owner

Background

The Riviera Maya on Mexico’s Yucatan Peninsula is one of the world’s most beautiful coastlines, featuring white-sand beaches, lush greenery, and striking ruins of the Mayan civilization. The area is popular with tourists the world over.

The Hotel Xcaret Mexico, a 900-room resort on the coast just south of Playa del Carmen, adds to that natural beauty with its own attractions including Xplor, Xenses, Xoximilco, Xenotes, Xel-ha, Xichen and Xavage parks – part of an “all-fun inclusive” package that stresses Mexican culture and history. The hotel building complements that message, right down to the Mexican artwork on individual room walls and the customized in-room lighting controls. It’s a distinctive and beautifully designed property, one that is both environmentally conscious and richly luxurious.



The Challenge

Xcaret Mexico wanted a lighting solution as dynamic as its property – a system that would integrate with the resort’s property management system (PMS), be capable of monitoring devices, data and trends, harmonize with the building’s décor, and still be user-friendly for guests and staff.

Lutron’s myRoom hospitality solution was the answer.

Lutron myRoom is a family of guestroom systems for light, temperature and shade control. Each system can be tailored to specific performance and budget requirements. Lutron myRoom comes in two tiers – myRoom prime and myRoom plus – and includes Palladiom wall controls, Alena pull-to-start drapery track, and available myRoom Vue. The last is a powerful and user-friendly web-based front-end dashboard that allows you to adjust, monitor, and troubleshoot lights, HVAC, and motorized window treatments in guestrooms from a tablet or desktop-based browser.

Lutron myRoom was a good fit for Xcaret’s requirements, said David Quintana, the resort’s architect and co-owner.

Lutron’s controls “are of good quality, the look is very aesthetically pleasing, and this concept of being customizable to facilitate the guest’s stay helped us very much,” he said. “We liked Lutron a lot.”

Added IT Manager Jorge Cantoral, “Lutron is a leader in this type of automation.”

The Solution

Lutron myRoom enables a seamless guest experience.

At check-in, myRoom integrates with Xcaret’s property management system to ready the room for arrival. The thermostat is signaled to adjust the temperature; the lights are dimmed; the television is directed to offer a welcome message. Minutes later, as the guest flashes a keycard at the lock and opens the door, the room goes into Welcome mode, brightening the lights, opening the curtains, and showcasing the room’s amenities, including sleek Palladiom keypads.

One reason for choosing Lutron, Cantoral observes, is the ability to interface with a number of hotel management systems, including Xcaret’s preferred PMS, Opera.

Not only is myRoom easily integrated with hotel systems, but its controls are both beautiful and intuitive. Quintana admires the Palladiom keypads, which were customized with such icons as shades, a shower spray (to turn on the bathroom light), and a seashell (to turn on a bedside seashell lamp).

“It is very clear,” said Quintana. “You touch the shell icon and the shell lamp turns on. You touch the pull-out bed and the pull-out bed is activated.”

He observes that such awareness is a cornerstone of Xcaret’s philosophy.

“We have a motto here, which is ‘everything flows,’ ” he said. “And ‘everything flows’ means, we are going to make things as easy as we can for the guest.”

Lutron myRoom also makes things easy for the environment.

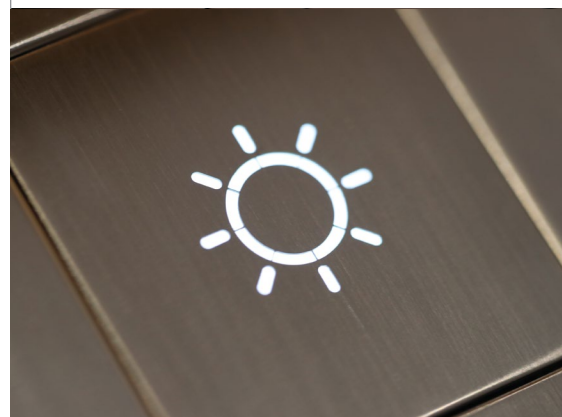


Alena pull-to-start drapery features elegant and silent operation, and can be opened with the push of a button – or a simple pull on the fabric. It’s part of Lutron’s myRoom system component line.

“Lutron is a leader in this type of automation”

— IT Manager
Jorge Cantoral

Lutron’s customizable Palladiom keypads come in a variety of metallic finishes built to exceedingly fine tolerances. The Xcaret Mexico includes a button that turns on a seashell-shaped lamp.





The controls – which include a Palladiom thermostat, top – are not only conveniently located at the bedside, but include a button that can shut off every light in the room.

“The energy considerations were important,” said Engineering Director Hector Luna. “We are a company, like Lutron, (that) takes care of the planet.”

The web-based front-end dashboard, myRoom Vue, not only provides actionable data for facility managers, it can be monitored remotely. That was a key consideration for Rowan Networks, Xcaret’s system integrator. Lutron’s controls and other Xcaret systems are observed from a base more than 1,000 miles away.

“We have a platform that allows us to monitor all the system devices, receive alarms, status, trends, and historical data,” said Rowan Networks co-owner Ricardo Chavez. “This allows us to perform analysis for proactive maintenance, (instead of) waiting for a guest to complain about some situation that happens in the room or in any portion of the hotel.”

Results

Thanks to these innovations, Xcaret Mexico is the first hotel in Latin America to receive design certification from EarthCheck, a leading scientific benchmarking, certification and advisory group for travel and tourism.

Indeed, a model resort – one that’s entwined with nature and history – should sync with a company that has the same legacy. Lutron, said co-owner Quintana, was a natural.

“At the end of the day, you have to have the best that there is,” said Quintana. “This is what we did.”

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