

A VISITOR GUIDE

FOR GUESTS WITH AUTISM SPECTRUM DISORDER
OR OTHER COGNITIVE CHALLENGES



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The information in this guide has been prepared by Autism Double-Checked in order to assist visitors with ASD when visiting Nickelodeon Hotels & Resorts, Punta Cana. For neurodiverse visitors, please make use of the information that may relate to your visit. For neurotypical parents, caregivers, or traveling companions, please make use of this to assist the special guest that you are accompanying.

THROUGHOUT THIS GUIDE, WE MAKE USE OF THE FOLLOWING SENSORY ISSUES ADVISORY TRIANGLES



SAFETY



CROWDS



**WAITING OR
DURATION**



**BODY
AWARENESS**



NOISE



LIGHTING



**TASTE OR
SMELL**



**HEAT OR
COLD**



MAKE USE OF THE HOTEL WEBSITE AT:

<https://www.karismahotels.com/nickelodeon-hotels-resorts/punta-cana>



CROWDS

June to August (plus holidays) are the busiest months

October, November, January, and February are the quietest months

Weekdays are quieter

Weekends are busier

Visitors who have problems with crowds may wish to take this information into account when planning a visit.



ADDRESS

CARRETERA UVERO ALTO,
BAVARO, LA ALTAGRACIA, CP 2300

PHONE NUMBER

(809) 833-4560

WEBSITE

[HTTPS://WWW.KARISMAHOTELS.COM/NICKELODEON-HOTELS-RESORTS/
PUNTA-CANA](https://www.karismahotels.com/nickeleodeon-hotels-resorts/punta-cana)

BOOKING METHOD

USE WEBSITE ABOVE OR CALL 1-866-527-4762

NEAREST AIRPORT

PUNTA CANA INTERNATIONAL AIRPORT (PUJ) | 39.4 KM/24.5 MILES

NEAREST ER

DOCTOR ON SITE 24 HOURS

NEAREST PHARMACY

PHARMACY MAGNOLIA | 1 MILE

NUMBER
OF ROOMS
460

NUMBER OF
RESTAURANTS
9

NUMBER
OF FLOORS
3

NUMBER
OF BARS
4





WAITING OR DURATION

CHECK-IN TIME
3 PM

CHECK-OUT TIME
12 PM

- Guests arriving earlier or departing later than normal times may request early check-in or late checkout. These will be handled on a “best efforts” basis, subject to availability, and cannot be guaranteed.
- Normal check-in does not normally involve long delays. There is a kid’s lounge immediately adjacent to the front desk. For visitors who may have problems with even minor delays, you may check in online prior to arrival.



HEAT OR COLD

- Indoor public areas are all air conditioned and the prevailing temperature is set to a level that is comfortable for people without sensitivity to heat or cold.
- Rooms have thermostatic temperature control.
- For individuals who are sensitive to cold it may help to have extra clothing layers when inside buildings.
- For individuals who are sensitive to heat, they will need their lightest possible clothing while outside and, possibly, while inside.



- If a family member gets lost, report to a member of the front desk staff and request an alert to all staff members who may be able to assist in searching.
- Give them as much information as possible including gender, age, race, clothing description, last known location, direction of travel, if known, and communication abilities (verbal/non-verbal/understands verbal communication).
- It is recommended that you have a recent photo available on your mobile device so that you can share it with the resort team.
- In normal circumstances GPS functions throughout the premises and there are no “blind spots.”
- Stay at the front desk. This will enable the resort team to locate you as soon as possible once your family member has been located.
- A temporary hanging door alarm is available for use during your stay. There is no charge for this but a deposit will be required.
- All rooms open directly to an outside walkway. All rooms have either a balcony or a patio with a lockable door.
- China and drinking glasses can be changed for paper and plastic upon request (e.g., cups for coffee maker). If this is your preference, please request prior to your arrival. If that is not possible, please request it at check-in.
- The minibar in your room can be emptied upon request.



NOISE

Background sound in most public areas is low volume music and normal conversational levels are possible. During busy times, the conversation of other guests may be the loudest sound. People with sensitivity to noise may need to use noise-cancelling headphones.



**BODY
AWARENESS**

Parts of the lobby area and the lounge areas feature high ceilings.



LIGHTING

Indoor public areas are lit by LED/incandescent lighting with limited numbers of spotlights. There are no strobe or flashing lights and should be suitable to everybody except those with very high levels of light sensitivity.



SAFETY



**BODY
AWARENESS**



NOISE

POOLS

- Pools at the hotel and at Aqua Nick are outdoor and not heated.
- Most pools are entered by stairs.
- Splash pool at Aqua Nick has zero-entry access.
- At Aqua Nick there is a lazy river.
- A lifeguard is on duty.
- Diving is not permitted.
- Entertainment at the pool can sometimes be loud.

CLUB NICK

- Club Nick is open 7 days per week at no extra charge.
- This kids-only spot is for 4 to 12 year olds.

RECREATION AREAS

- Soccer field, tennis courts, and a giant chess board are provided at no extra charge.
- Vassa Spa has services available for an additional fee. Prices vary according to treatment.



SAFETY

All rooms have a lockable door which accesses a swim-up patio. Temporary alarms are available for use during your stay.



BODY AWARENESS

- Connecting rooms are available.
- All rooms offer seating in addition to bedding.
- All showers feature both a handheld shower head in addition to a fixed ceiling/wall-mounted shower head.



LIGHTING

All rooms have blackout curtains. All rooms have multiple lighting sources which are operated by switches. It should be possible to achieve most lighting levels desired.



NOISE

In general terms, the quietest rooms are located in Nest Suites. Specifically, room numbers 7311, 8309 and 8311 are considered the quietest rooms.



IN-ROOM DINING
INTERNATIONAL CUISINE

24 hours
 Room Service

SERVICE TYPE
 Service Trolley

SPECIAL DIETARY
 Always available    

WAIT TIME
 N/A

PRE-ORDERING
 N/A

LIGHTING
 Room Lighting

SOUND
 Room Sound

WOK WOK

ASIAN FUSION CUISINE

5:30 pm - 10:00 pm

Indoor/Outdoor Seating
 Seats 72 Inside/16 Outside

SERVICE TYPE
 Table

SPECIAL DIETARY
 Always available    

WAIT TIME
 5 - 20 Minutes

PRE-ORDERING
 NOT possible

LIGHTING
 Daylight/LED/Moderate Level

SOUND
 Guest Conversation/Moderate Level

VERDELLO

SICILIAN KITCHEN

5:30 pm - 10:00 pm

Indoor/Outdoor Seating
 Seats 140 Inside/40 Outside

SERVICE TYPE
 Table

SPECIAL DIETARY
 Always available    

WAIT TIME
 5 - 20 Minutes

PRE-ORDERING
 NOT possible

LIGHTING
 Daylight/LED/Moderate Level

SOUND
 Guest Conversation/Moderate Level

SUGARCANE

LATIN AMERICAN CUISINE

6:30 am - 11:00 pm/12:30 pm - 3:00 pm/6:00 pm - 10:00 pm

Indoor/Cover Patio Seating
 Seats 436

SERVICE TYPE
 Food Display /Counter

SPECIAL DIETARY
 Always available    

WAIT TIME
 1 Minute

PRE-ORDERING
 NOT possible

LIGHTING
 LED/Moderate Level

SOUND
 Guest Conversation/Moderate Level

FRESCO BAR & GRILL

CASUAL DINING

11:00 am - 5:00 pm

Outdoor Seating
 Seats 48

SERVICE TYPE
 Table

SPECIAL DIETARY
 Always available    

WAIT TIME
 5 - 20 Minutes

PRE-ORDERING
 NOT possible

LIGHTING
 Daylight

SOUND
 Guest Conversation/Moderate Level

SPACEWALKER

INTERSTELLAR CUISINE

Seven sittings 5:00 pm, 5:30 pm, 6:30 pm, 7:00 pm, 8:00 pm, 8:30 pm and 9:30 pm | Seven days a week

Indoor Seating (Reservations required)
Seats 68

SERVICE TYPE

Table

SPECIAL DIETARY

Always available    

WAIT TIME

5 - 20 Minutes

PRE-ORDERING

NOT possible

LIGHTING

LED/Moderate Level

SOUND

Background music/Moderate to Loud

BRGRS

ARTISANAL BURGERS

5:30 pm - 10:00 pm

Indoor/Outdoor Seating
Seats 70 Inside/16 Outside

SERVICE TYPE

Table

SPECIAL DIETARY

Always available  Upon request   

WAIT TIME

5 - 20 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Daylight/LED/Moderate Level

SOUND

Rock music/Moderate to Loud

LIGHTHOUSE

CARIBBEAN CUISINE

8:00 am - 11:00 am/1:00 pm - 4:30 pm

Indoor/Outdoor Seating
Seats 50 Inside/130 Outside

SERVICE TYPE

Food Display /Counter

SPECIAL DIETARY

Always available    

WAIT TIME

5 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Daylight/LED/Bright

SOUND

Background music/Moderate to Loud

ZEST

SEAFOOD & SNACKS

8:00 am - 11:00 am (Character Breakfast)

12:00 pm - 4:00 pm (Lunch)

Indoor

Seats 106 Inside/96 Outside

SERVICE TYPE

Food Display /Counter

SPECIAL DIETARY

Always available     Upon request 

WAIT TIME

5 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Daylight/LED/Bright

SOUND

Background music/Moderate to Loud



**WAITING OR
DURATION**

Wait times are likely maximum times.



**TASTE OR
SMELL**



CASEIN-FREE



SOY-FREE



GLUTEN-FREE



VEGETARIAN





FURTHER INFORMATION ABOUT THE AUTISM DOUBLE-CHECKED
PROGRAM CAN BE OBTAINED FROM

AUTISM DOUBLE-CHECKED LLC

156 Seaside Avenue, Suite 250 | Stamford, CT 06902

www.AutismChecked.com

(203) 750-0000



This guide has been prepared in order to give as much information as possible so that parents or caregivers can provide the added assistance that visitors with ASD may require. If, during a visit, you should encounter a sensory challenge that has not been addressed, please contact Autism Double-Checked, and let us know of any suggested additional inclusions.