

One&Only
KIDS ØNLY



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Welcome to KidsOnly!

In this guide book we have highlighted everything you need to know to help your family have the most enjoyable stay here. If there is anything you need just let us know and we will be delighted to help.

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One&Only

MANDARINA
Mexico

JOIN

Join the fun at KidsOnly

LOCATION

Situated on 42,000 square feet of pristine rainforest, our KidsOnly club is where children can let loose, discover, play, and make friends, immersed in unspoiled nature. The wonders of One&Only Mandarina are brought to life through age-appropriate activities designed to unplug them from everyday modern life and reconnect them with wildlife and culture. Of course, there is also a diversity of their favourite pastimes, including crafts, games, sports, and more. Please refer to the timetable and resort map inserted at the end of this guide booklet for more information.

OPENING HOURS

KidsOnly club is open daily for supervised activities during the following hours: 9am - 5:45pm.

AGES

KidsOnly welcomes all resort guests aged between four and twelve years. Children under four are also welcome to use the club's facilities, but must be supervised at all times by a parent or guardian.

REGISTRATION

Participation in KidsOnly is complimentary, subject to prior registration and adherence to the club's rules and safety regulations. You may register your child at any time. We strongly recommend that you ensure your child is present at the club prior to the start of any scheduled activities to avoid disappointment.

HEALTH

We ask that you inform us of any health problems or allergies from which your child may suffer, as well as any information related to the well-being of any children present. For the comfort and safety of KidsOnly members, children with signs of flu or other potentially contagious conditions will not be permitted to participate in club activities.

FOOD ALLERGIES

Although dietary or allergy specifics may have been noted at the time of your arrival, for safety reasons, please ensure to reiterate your children's particulars when visiting each restaurant. Our chef will also be pleased to meet you personally to discuss any specific requirements.



Rules & Regulations

KidsOnly is a place for our littlest guests to explore, play, create, and have fun! To do that safely, we request you read and accept the following club policies:

DROP OFF & COLLECTION

Please ensure your child is feeling fit and well upon drop-off. If you intend to leave the resort while they are in our care, please let the KidsOnly Supervisor know where and how you can be contacted.

Kindly pickup your child at closing time, unless you have made prior arrangements with the KidsOnly Supervisor. For safety, children are not permitted to leave the club without a responsible adult. Children aged eight and over may leave unaccompanied only if you have given specific permission to the KidsOnly Supervisor.

WHAT TO BRING

Please ensure your child is dressed appropriately for the scheduled activities. We advise they bring a hat or cap, sunscreen, swimsuit, appropriate footwear, and a change of clothing.

KIDS ONLY

VALUABLES

We recommend children are not left in possession of valuables such as jewellery when attending the club. Labelling all items with your child's name helps us to minimise loss. However, the resort cannot be held responsible for loss or damage of any items during participation in club activities.

DISCIPLINARY ACTIONS

The aim of KidsOnly is enjoyment for all. For this reason, if any child is repeatedly disruptive or unruly, we will request that their parents or guardians pick them up and they may be excluded from future participation.

MEDICATION

For safety reasons, KidsOnly team members are not able to administer medicines to children. If your child requires medication, you must be present to administer it. In the event of prolonged absence of parents or guardians beyond normal hours, the KidsOnly team members are authorised to take such measures as may be necessary to ensure the child's wellbeing.

ACCIDENTS

In the event of accident, illness, or emergency, and should you be unreachable, you must authorise the team members at One&Only Mandarin to take whatever steps they deem necessary or appropriate, including obtaining emergency medical treatment. In the event of a doctor's appointment or visit, medical or hospital expenses, the parent/guardian must reimburse One&Only Mandarin all expenses incurred.



Play

KidsOnly Activities

At KidsOnly, children enjoy their own 42,000 square foot playground a multi-sensory wonderland like no other.

With 50 species of trees, colourful butterflies and wandering armadillos, children feel like mini explorers, discovering ancient artefacts and learning about wildlife at the insectary and butterfly farm.

Children can plunge into wild freedom and explore the unspoiled nature around with an array of daily activities. Learn about a bug life cycle, explore nature on a scavenger hunt, create art inspired by the local Huichol people or get competitive with friends and siblings over great games and sports. A day at KidsOnly is always filled with adventure and exploration.



KidsOnly offers a range of daily supervised activities adapted to the following ages:

- 4-12 years

The weekly programme of events is available to view at the KidsOnly club. Please note, activities are subject to change depending on weather conditions and the number of participants.

During school holidays, additional special activities may be offered.

Please ask a KidsOnly team member for more details.





A Jungle Playground

Discover a multi-sensory wonderland like no other, settled among 50 species of trees, colourful butterflies, and wandering armadillos. Comprising a fully-kitted-out indoor/outdoor play centre and a vast alfresco complex, children feel like mini explorers, discovering ancient artefacts, and learning about wildlife at the insectary and butterfly farm.

Designed by Academy Award-winning Art Director, Brigitte Broch, known for creating mesmerizing sets in major films such as Romeo + Juliet and Moulin Rouge, this fantasy jungle zone is designed so children can plunge into wild freedom, learning and playing with nature all around.

INDOOR PLAY CENTRE

The KidsOnly journey begins at our indoor hub – a spacious home for all types of play and discovery. A wealth of books, puzzles, and games keeps little minds whirring, while bowling, ping pong, and ball games get kids on their feet in friendly competition. The Playstation 4, Mac, and Virtual Reality set-ups engage their tech-savvy interests, while the mini-kitchen and craft stations offer all ages the opportunity to get hands-on with mindful and cultural pursuits, using Mexican nature and traditions to inspire recipes, crafts, and personal works of art.

OUTDOOR PLAY CENTRE

Just beyond the indoor club is our 'Zone Bees', a protected play area with stimulation for exploration and amusement. A bamboo-crafted maze creates a fun challenge on soft sand for our youngsters, while a water fountain spouts water – a focal point for games and refreshing playtime. There is also a sitting area with table, ideal for sharing stories, snacks, and gathering for games.

AMPHITHEATRE

Our young performers will flock to the dedicated amphitheatre, a theatre for story-telling, drama, dance, and song, nestled in the theatre of the forest. With a traditional wooden stage surrounded by permanent stone seating and a lush green backdrop, it's a delightfully atmospheric location for parents, guardians, and fellow children to watch our members express themselves freely.

BUTTERFLY FARM

Open to the jungle elements, our butterfly haven unfolds under a large mesh dome, creating an enchanting mini eco-system with pathways, pond and bridge, and flowering plants that kids can safely explore. As we grow our butterfly family through a careful breeding programme, we'll see numbers grow. Children can observe stages of reproduction and life-cycles in action, guided by our biologists who will also help them identify species, including the Great Southern White and Queen Butterfly.



One Tribe Activities

One Tribe welcomes teens from 13 - 17 years old and offers a range of scheduled complimentary activities including local arts and crafts, video games and organised competitions. One Tribe also has access to KidsOnly club.

Teens can also explore the coastal rainforest through additional activities operated by Mandarinina Experiences such as a biking adventure, put their skills to the test in archery or enjoy a morning horseback ride while mixing and mingling with friends their own age.

Additional activities operated by Mandarinina Experiences include pickleball tournaments, ziplining through the jungle, hiking to La Abuela (our 500-year old tree), and more.

For additional information or to book activities operated by Mandarinina Experiences, please contact your host.

Kids Dining

BREAKFAST

Alma is positioned at the heart of the resort and is ideally suited for families with indoor and outdoor dining. Each morning, you'll be welcomed with a selection of international breakfast classics, including fresh tropical fruits, freshly baked breads and pastries, local honeys, homemade jams and marmalades, as well as local specialties. Alma also features a kids' menu.

LUNCH

Alma and Jetty Beach Club are both ideal for family dining. Alma offers a fusion of flavours with two large wood fire ovens for flatbreads, pizzas and oven-grilled dishes, plus a wide selection of freshly caught seafood, salads, tacos, quesadillas, sandwiches, and more. Enjoy deliciously casual beachside dining at Jetty Beach Club – the menu features fresh catch of the day, tacos, a raw bar, and more. Both Alma and Jetty Beach Club offer a kids' menu.

DINNER

For family dining, Alma and Carao offer a wide range of delicious dishes. At Alma, guests can choose from an expanded selection of hearty pastas and flatbreads, as well as fresh-from-the-ocean seafood specialties. Carao's menu features authentic yet reinvented Mexican cuisine such as Kampachi Ceviche with fermented cucumber. Both Alma and Carao include children's favourites on the kids' menu.

IN-VILLA DINING

In-villa dining is available to cater for your family around the clock. In addition to a large selection of international and Mexican specialties, the in-villa dining menu also features a children's selection.

BABY FOOD

Our chefs will be happy to assist with your baby's meals, recommending and creating fresh baby food. If you prefer a specific baby food brand, kindly ask our KidsOnly team or your butler in advance.

let's
Carao



BARBERSITTING



Leave them in safe hands...



Subject to availability, your butler will be happy to assist you with organising babysitting services at an extra cost. Please note that babysitting places are limited, so we urge you to book at least 48 hours in advance. For more information and bookings, please contact your butler.

RULES & REGULATIONS

The babysitter is here to assist you during short parental absences. Tasks including, but not limited to, feeding, bathing, changing and swimming require prior authorization from the child's parent/guardian or must be carried out under parental supervision. A maximum of two children per babysitter is permitted.

TIMINGS

All babysitters are highly trained and certified at One&Only Mandarin. The babysitting sessions should not be scheduled to continue after midnight.

AVAILABILITY

Should our team member be unavailable due to illness or emergency leave, our Front Office team will do their utmost to offer a replacement babysitter, subject to availability.

DURATION OF SERVICE

Should the duration of service required change, we would be grateful if you could inform your butler.

SPECIAL INSTRUCTION

Please be sure to inform the babysitter of any special instructions relating to the child's medical condition, behaviour, allergies, etc. Due to safety concerns, babysitters are not permitted to administer medicine to children in their care.

CONTACT DETAILS

Parents/guardians must be contactable at all times and must leave contact details with the babysitter.

PAYMENT

Please note that no direct payment should be made to the babysitter.

MEALS

Parents must make arrangements for meals for the babysitter and child if the session is over breakfast, lunch or dinner time.

On Resort

Children remain under the sole care and responsibility of their parents/ guardians throughout their time at One&Only Mandarin.

The resort goes to great lengths to put security measures in place to ensure the safety of all guests. However, we request that you keep a constant check on your children whenever they are not participating in an organised activity, especially around the swimming pool and beach – even when it is monitored.

BEACH & POOL

We recommend that children wear suitable footwear at all times when outside to avoid accidents involving sharp seashells, stones, etc.

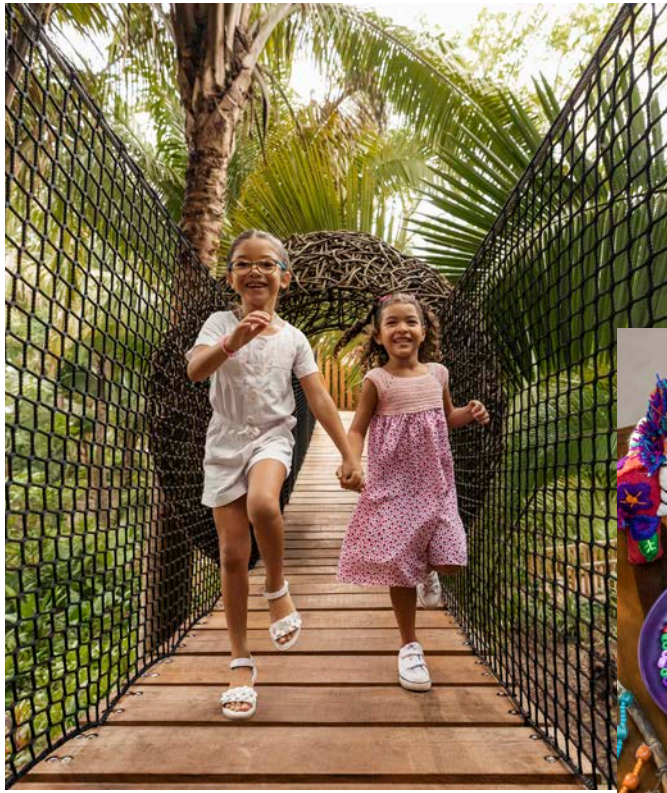
THE DO'S

- *Ensure your child is wearing suitable sunscreen.*
- *Provide your child with a hat.*
- *Ensure your child is wearing outdoor shoes.*
- *Give your child plenty of water to drink.*
- *Make sure that you and your child swim close to the shore.*
- *Obey the warning flags.*
- *Inform us of any allergies or special requirements.*
- *Respect the comfort and wellbeing of other guests.*

THE DON'TS

- *Don't allow your child to swim immediately after meals.*
- *Don't let your child run around the pool area.*
- *Don't allow your child to swim unsupervised.*
- *Please don't change diapers around the pool, deck, or beach. Kindly use the restroom facilities.*
- *Don't allow your child to swim without a swimsuit.*

CHILDREN SAY



FOR OUR *littlest* GUESTS

Baby Supplies & Equipment

PRODUCTS

For emergencies, we stock a range of baby products including:

- Diapers
- Baby wipes and lotions
- Baby powder
- Baby soap and shampoo

For additional requirements, your butler will be happy to assist you with purchasing products.

EQUIPMENT

During your stay, we will be happy to lend you equipment to ensure your child's comfort and safety, including:

- Potty
- Bath Tub
- Stroller / Pushchairs
- Bottle warmer / Steriliser
- Car seat / Car booster seat
- Crib
- Changing mat
- Highchair

