

The 310-room resort unveils a completely revitalized experience that elevates its adults-only offering in Cancun's Hotel Zone

CHICAGO, IL (May 5, 2026) – [Hyatt Hotels Corporation](#) (NYSE: H) has announced the debut of a complete renovation of [Hyatt Zilara Cancun](#), an adults-only, all-inclusive resort in the heart of Cancun's Hotel Zone. The resort's newly elevated rooms and amenities reaffirm Hyatt Inclusive Collection's commitment to the destination, while enhancing the experience guests have come to know and expect from the Hyatt Zilara brand.

Ideally situated between the tranquil Nichupte Lagoon and the vibrant turquoise waters of the Caribbean Sea, Hyatt Zilara Cancun debuts new enhancements that draw inspiration from the local landscape of mangrove, reef, flora and fauna, honoring the natural beauty, spirit and culture of the Yucatan Peninsula that invites guests to experience a thoughtful balance between refinement and nature.

"We are pleased to share the debut of new enhancements at Hyatt Zilara Cancun following a transformative renovation that elevates the guest experience," said Eduardo Rojas, general manager of Hyatt Zilara Cancun. "These new enhancements blend modern luxury with local character, offering guests and members a rich sense of place and connection in a destination they know and love."

Refined Accommodations Rooted in Nature

Hyatt Zilara Cancun's 310 suites have been newly redesigned with natural textures and sun-warmed tones that highlight the region's native surroundings. Inspired by the balance between earth and water, all suites are designed to restore and rejuvenate, with spacious layouts overlooking the Caribbean Sea, as well as locally inspired artwork and handcrafted details that invite guests to disconnect and relax.

Updated Public Spaces and Zen Spa

All public areas at Hyatt Zilara Cancun have been refreshed with the guest experience in mind, including a full modernization of the infrastructure, as well as updated amenities at the pool and beach including enhanced shaded areas, upgraded loungers, and a layout with guests in mind. The beach also offers a redesigned area with a more private and tranquil guest zone to fully disconnect.

The newly imagined Zen Spa offers a transformative experience inspired by the philosophy of balance. Guests are invited to reconnect their body and mind with nature through holistically focused treatments and innovative techniques with naturally sourced ingredients. With new, elevated offerings such as revitalizing hydrotherapy journeys, curated wellness experiences, and more, guests can craft their ideal wellbeing journey while on vacation.

Reimagined Dining and Entertainment

All 12 dining venues have been reenvisioned with new designs, upgraded menus, and enhanced experiences, such as Bokeh, a new speakeasy with a capacity of 23 guests, which evokes the clandestine charm of the 1920s with elegant art-deco design. Entry is available only by reservation through the culinary concierge, and guests enjoy a curated 90-minute experience with exclusive mixology and a refined wine selection, all complemented by live music.

At Casa Adelita, a new dining concept with one seating per day and a capacity of ten guests, showcases the heart of the Yucatan Peninsula, with cooking that features deep Yucatecan roots, guiding an interactive culinary journey that brings Mexico's heritage to life. Additionally, a new Italian restaurant, Olio D'Olivia, has been added for both lunch and dinner. Set along the waterfront, this new restaurant features the elegance of northern Italy, which is celebrated through the art of la cucina, with handcrafted pastas, artisanal risottos, and dishes that honor the flavors of Italy, all in a seaside setting.

The transformation of Hyatt Zilara Cancun strengthens the Inclusive Collection's position as a leader in the all-inclusive segment with more than 150 resorts and over 55,000 rooms across Latin America, the Caribbean and Europe. Hyatt continues to commit to the Cancun region following the recent openings of [Secrets Mirabel Cancun Resort & Spa](#) and [Hyatt Place Cancun Airport](#), as well as the renovation of [Secrets Playa Mujeres Golf & Spa Resort](#), and is expected to grow with the planned opening of [Park Hyatt Riviera Maya](#) in 2026.

To learn more about Hyatt Zilara Cancun or to book your stay, please visit the resort's [website](#) or follow along on [Instagram](#).

The term "Hyatt" is used in this release for convenience to refer to Hyatt Hotels Corporation and/or one or more of its affiliates.

For further information:

[About Hyatt Hotels Corporation](#)

Hyatt Hotels Corporation, headquartered in Chicago, is a leading global hospitality company guided by its purpose – to care for people so they can be their best. As of March 31, 2026, the Company's portfolio included more than 1,500 hotels and all-inclusive properties in 83 countries across six continents. The Company's offering includes brands in the *Luxury Portfolio*, including **Park Hyatt®**, **Alila®**, **Miraval®**, **Impression by Secrets**, and **The Unbound Collection by Hyatt®**; the *Lifestyle Portfolio*, including **Andaz®**, **Thompson Hotels®**, **The Standard®**, **Dream® Hotels**, **The StandardX®**, **Breathless Resorts & Spas®**, **JdV by Hyatt®**, **Bunkhouse® Hotels**, and **Me and All Hotels**; the *Inclusive Collection*, including **Zoëtry® Wellness & Spa Resorts**, **Hyatt Ziva®**, **Hyatt Zilara®**, **Secrets® Resorts & Spas**, **Dreams® Resorts & Spas**, **Hyatt Vivid® Hotels & Resorts**, **Bahia Principe Hotels & Resorts**, **Alua Hotels & Resorts®**, and **Sunscape® Resorts & Spas**; the *Classics Portfolio*, including **Grand Hyatt®**, **Hyatt Regency®**, **Destination by Hyatt®**, **Hyatt Centric®**, **Hyatt Vacation Club®**, and **Hyatt®**; and the *Essentials Portfolio*, including **Caption by Hyatt®**, **Unscripted by Hyatt**, **Hyatt Place®**, **Hyatt House®**, **Hyatt Studios®**, **Hyatt Select**, and **UrCove**. Subsidiaries of the Company operate the World of Hyatt® loyalty program, ALG Vacations®, Mr & Mrs Smith, Unlimited Vacation Club®, Amstar® DMC destination management services, and Trisept Solutions® technology services. For more information, please visit www.hyatt.com.

About Hyatt's Inclusive Collection

The Inclusive Collection includes 11 distinct resort and hotel brands designed to celebrate every moment for every lifestyle and stage of life including [Impression by Secrets](#), [Hyatt Ziva®](#), [Hyatt Zilara®](#), [Zoëtry® Wellness & Spa Resorts](#), [Secrets® Resorts & Spas](#), [Breathless Resorts & Spas®](#), [Dreams® Resorts & Spas](#), [Hyatt Vivid Hotels & Resorts](#), [Alua Hotels & Resorts®](#), [Sunscape® Resorts & Spas](#), and [Bahia Principe](#). The Inclusive Collection continuously raises the all-inclusive concept to a new level of luxury with award-winning properties that offer elevated accommodations, desirable locations, and thoughtful inclusions. For more information, visit the Inclusive Collection at www.hyattinclusivecollection.com. Images and press material on the Inclusive Collection are available at newsroom.hyatt.com.

Forward-Looking Statements

Forward-Looking Statements in this press release, which are not historical facts, are forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. Our actual results, performance or achievements may differ materially from those expressed or implied by these forward-looking statements. In some cases, you can identify forward-looking statements by the use of words such as "may," "could," "expect," "intend," "plan," "seek," "anticipate," "believe," "estimate," "predict," "potential," "continue," "likely," "will," "would" and variations of these terms and similar expressions, or the negative of these terms or similar expressions. Such forward-looking statements are necessarily based upon estimates and assumptions that, while considered reasonable by us and our management, are inherently uncertain. Factors that may cause actual results to differ materially from current expectations include, but are not limited to: general economic uncertainty in key global markets and a worsening of global economic conditions or low levels of economic growth; the rate and pace of economic recovery following economic downturns; global supply chain constraints and interruptions, rising costs of construction-related labor and materials, and increases in costs due to inflation or other factors that may not be fully offset by increases in revenues in our business; risks affecting the luxury, resort, and all-inclusive lodging segments; levels of spending in business, leisure, and group segments, as well as consumer confidence; declines in occupancy and average daily rate; limited visibility with respect to future bookings; loss of key personnel; domestic and international political and geopolitical conditions, including political or civil unrest or changes in trade policy; the impact of global tariff policies or regulations; hostilities, or fear of hostilities, including future terrorist attacks, that affect travel; travel-related accidents; natural or man-made disasters, weather and climate-related events, such as hurricanes, earthquakes, tsunamis, tornadoes, droughts, floods, wildfires, oil spills, nuclear incidents, and global outbreaks of pandemics or contagious diseases, or fear of such outbreaks; our ability to successfully achieve specified levels of operating profits at hotels that have performance tests or guarantees in favor of our third-party owners; the impact of hotel renovations and redevelopments; risks associated with our capital allocation plans, share repurchase program, and dividend payments, including a reduction in, or elimination or suspension of, repurchase activity or dividend payments; the seasonal and cyclical nature of the real estate and hospitality businesses; changes in distribution arrangements, such as through internet travel intermediaries; changes in the tastes and preferences of our customers; relationships with colleagues and labor unions and changes in labor laws; the financial condition of, and our relationships with, third-party owners, franchisees, and hospitality venture partners; the possible inability of third-party owners, franchisees, or development partners to access the capital necessary to fund current operations or implement our plans for growth; risks associated with potential acquisitions and dispositions and our ability to successfully integrate completed acquisitions with existing operations or realize anticipated synergies; failure to successfully complete proposed transactions, including the failure to satisfy closing conditions or obtain required approvals; our ability to successfully complete dispositions of certain of our owned real estate assets within targeted timeframes and at expected values; our ability to maintain effective internal control over financial reporting and disclosure controls and procedures; declines in the value of our real estate assets; unforeseen terminations of our management

and hotel services agreements or franchise agreements; changes in federal, state, local, or foreign tax law; increases in interest rates, wages, and other operating costs; foreign exchange rate fluctuations or currency restructurings; risks associated with the introduction of new brand concepts, including lack of acceptance of new brands or innovation; general volatility of the capital markets and our ability to access such markets; changes in the competitive environment in our industry, industry consolidation, and the markets where we operate; our ability to successfully grow the World of Hyatt loyalty program and manage the Unlimited Vacation Club paid membership program; cyber incidents and information technology failures; outcomes of legal or administrative proceedings; and violations of regulations or laws related to our franchising business and licensing businesses and our international operations; and other risks discussed in the Company's filings with the U.S. Securities and Exchange Commission ("SEC"), including our annual report on Form 10-K and our Quarterly Reports on Form 10-Q, which filings are available from the SEC. These factors are not necessarily all of the important factors that could cause our actual results, performance or achievements to differ materially from those expressed in or implied by any of our forward-looking statements. We caution you not to place undue reliance on any forward-looking statements, which are made only as of the date of this press release. We undertake no obligation to update publicly any of these forward-looking statements to reflect actual results, new information or future events, changes in assumptions or changes in other factors affecting forward-looking statements, except to the extent required by applicable law. If we update one or more forward-looking statements, no inference should be drawn that we will make additional updates with respect to those or other forward-looking statements.

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