



Get the A-List treatment

star★class™

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star★class™



Star Class™ is a room category that provides guests with an enhanced experience, offering a carefully curated selection of premium products and services. Divided into three main areas, this exclusive offering ensures an indulgent stay, tailored to meet every guest's desires.

Tailor-Made Services



A world of personalized attention and exceptional experiences through your Personal Agent. Our dedicated team of professional Personal Agents will ensure that every aspect of your stay is taken care of, allowing you to truly relax and enjoy your vacation.

In-Room Experience



Preferred Room Locations and enhanced in-room amenities that will turn any stay into an unparalleled experience.

Enhanced Food And Drinks



Enjoy exclusive access to a world of top-tier premium drinks at our designated bars as well as dedicated areas such as breakfast facilities, private lounges and exclusivity for dinner reservations.

Welcome to star☆class™



Star Class™ Service

Star Class™ will elevate your vacation to extraordinary heights. This exclusive room category and experience will take you into a world of unparalleled services and amenities at Planet Hollywood Resorts, where attentive service, exclusive upgraded food and beverage options, a stylish private lounge, private bars, a sparkling pool, and a secluded beach area await, reserved solely for the enjoyment of Star Class™ guests.

Also available at

Royalton
Luxury Resorts

as


Diamond
Club



- Personalized Agent service for exceptional continuous assistance.
- Beach Agent services and assistance from sunrise to sunset.
- Instant messaging services with your Personal Agent.
- Priority reservations at specialty restaurants.
- Personalized and seamless check in and check out at the lounge.
- One hour of therapeutic hydrotherapy access during your stay, featuring hot tubs and revitalizing circuits*.
- Access a variety of spa services at a preferential price of 20% off.



Elevated Food and Drinks



- Curated selection of top tier spirits.
- Endless lounge indulgence: A variety of snacks, appetizers, and sweet treats.
- Access to the private Star Class™ Lounge, a haven of elegance.
- Distinctive wrist bracelet for recognition and privileges.
- Exclusive private pool for Star Class™ guests*.
- Exclusive beach area with bar-to-sun lounge waiter assistance.

*Availability dependent on the resort



In-Room Experience

- Preferential room locations with the best views.
- Welcome bottle of sparkling wine on the house uncorked by your Personal Agent.
- Complimentary in-suite bottle of wine and a basket of fruits upon arrival.
- In-suite selection of fine liquors.
- Enhanced minibar restocked daily.
- In-suite coffee machine with speciality coffee pods.
- Premium set of bathroom amenities.



- Complimentary beach bag and slippers for you to take home as a special gift.
- Luxurious 100% pure fine cotton robes in your room.
- In suite complimentary aromatherapy from The PH Spa.
- Nightly turndown service for ultimate relaxation.
- Exclusive 24/7 room service menu options.
- Room Service priority delivery and timing delivery guarantee.
- Thoughtfully chosen pillow selection from The PH Spa menu.



What Your Personal Agent Can Do For You

Experience the epitome of Vacation Like a Star™ with our signature Personal Agent Service. All Star Class™ guests are assigned with a dedicated butler throughout their stay. Trained in the highest levels of hospitality, your Personal Agent will turn your vacation into a one in a lifetime experience. Among many unthinkable curated services and assistance, our Personal Agents will never cease to amaze you.



- Exceptional concierge service for personalized guest assistance.
- Tailored hotel information at your fingertips for a seamless stay.
- Hassle-free dining with personalized assistance for restaurant reservations.
- Effortless packing and unpacking of luggage for your convenience.
- Instant Messaging and private chat through your mobile device.
- Impeccable ironing service, dedicated to keeping you looking sharp with professional care for one set of clothing per stay.
- Professional polishing and shoe cleaning to maintain your polished appearance



- Delivery of ice to keep your beverages perfectly chilled.
- Prepared hot tub with bubbles experience, exclusively available in upgraded room categories.
- Elevated service with a personal escort to the restaurant, reserved for upgraded room categories.
- Expert assistance in organizing special occasions such as birthday, anniversaries, etc.





Shining Bright like a STAR

Celebrated Awards and Recognition

star  class™



Star class!

"Planet Hollywood resort offers excellent amenities, top-notch staff, immaculate rooms, and a luxurious pool. The beach is like paradise. Star Class is definitely worth the investment."

 shell1922

Friendly staff, Clean resort, Beautiful beach, Good Food

"PH Cancun exceeded our expectations with its pristine property and breathtaking beach. The attentive and friendly butlers, made our stay stress-free."

 dtpcmom

Amazing personal service

"Planet Hollywood provided us with a beautiful and pristine accommodation. The a la carte restaurants offered unique experiences. The friendly Star Class service throughout the resort was exceptional."

 David Ross B e


We can't wait to come back!

"Planet Hollywood is an amazing hotel with the best Italian restaurant. The activities organized by the Star Class team, Anahi and Alo, made our experience even better."

 Kohl K

Great Butler service with Star Class

"The butlers went above and beyond to make our vacation memorable, we were treated to special surprises like balloons, sparkling wine, and a birthday cake for my wife."

 Norman L

Family Vacation

"The Star Class experience was definitely worth the cost. The bars and restaurants provided great service and delicious food. Overall, a great place to stay."

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www.planethollywoodhotels.com/rewards



www.planethollywoodhotels.com

We are dedicated to undertaking every effort to accommodate your request for a Star Class™ upgrade. Please note, that not all of our resorts and destinations are the same and certain restrictions may apply.