

Costa Sur Resort and Spa

A Playa del Sol Resort



Property Policies and Additional Info

If you're thinking about staying here, there are some things you may want to review before you go. We work diligently with the resorts to ensure the information is the most current we have for the resort location. However, there may be times where we have gaps in the most current information so we encourage you to review the room directories or ask the on-site concierge or front desk staff to ensure everything we have listed is still current and in effect.

Property Policies:

- All Inclusive Resort
 - The resort offers a great all-inclusive package giving you full access to all restaurants and bars. You will be able to access all meals and drinks both a la carte or buffet. You will also have access to all Theme Night events during you stay. As an added bonus, all beach equipment, including masks, snorkels, etc. are also included with your All-Inclusive package. Check with our Imagine agents for any restrictions that may apply. Check in with our Imagination Agents if you interested. They can provide you with more info regarding the different available options.
- Age Requirements
 - Be aware that the resort does have an 18 or older check in restriction. Oh yea, when you check in please make sure you have a photo ID and credit card. If you don't, you may not get in.
- Beach Access
 - The resort is located on the southern border of the Bay of Banderas. It has a quiet beach protected by a solid rock jetty wall. It is a great place to snorkel and see an abundance of sea life. Make sure you remember you beach entire if you stay here. The resort also has all the equipment you will need for a small fee. The equipment is free if you choose to sign up for the All Inclusive package.
- Cancellation Policy
 - This is a NON-REFUNDABLE reservation. Once the reservation has been confirmed by the resort you own it. However, because we want to make you happy, if you can't make the trip please call us. We will work with you and the resort to try to reschedule your trip. We can't guarantee anything but we will try....
- Check in/out Times
 - The resort allows you to check in at 3:00 pm to 11:30 pm & check out is between 11:00 am and 12:00 pm.
- Credit Cards Accepted
 - The resort does accept Visa, MasterCard, and American Express.
- Currency Exchange
 - Going into town and need some local currency. The resort will be happy to help you with changing out Dollars for Pesos. Exchange rate will vary daily and should be posted for your review.
- Maximum Occupancy
 - Please note the number of people that can stay in the unit. Exceeding the maximum occupancy is not permitted and we would really hate to see you have to rent another room at current rental rates. If you have any questions regarding the maximum occupancy criteria, please call us. We will work with you to ensure we create the perfect configuration or rooms for you, your family or friends.

- Parking – Yes, the resort has parking lot access for your rental or other vehicle. Yes, that's right, when you stay here the parking is free.
- Pets – Unfortunately, pets are not happening here. However, check with us, we may be able to provide some boarding alternatives near the resort if you absolutely need to bring your pet with you.
- Pool & Spa Towels – Please do not bring your room towels down to the pool or beach areas, you can pick them up from the resort's activities staff down by the pool or beach access areas.
- Pricing(Additional Occupants) – Please be aware of the occupancy limits. There is no additional fee required but there is also no available cots to be added to your room.
- Rental Car Options – Major car-rental agencies at the airport, including Alamo, Avis, Budget, Dollar/Thrifty, and National are open after flight arrivals. After registering, they will send a shuttle to take you to the nearby car-rental lots. If you would like to rent a car, check with us we may be able to find you a great deal.
- Restaurants & Bars – This resort does have a few different restaurants and bars for you to enjoy. The outlets are located throughout the resort and are waiting for you to enjoy with family and friends.

LACASCADA - The resort's main dining location offers international cuisine with many seafood dishes as well as great local Mexican favorites. Don't feel like dining out, no problem, they will deliver directly to your room.

SEA HORSE SNACK BAR - Located at the resort's pool the Sea Horse Snack Bar is a great place to sit back, enjoy great snacks while having a Cerveza, perhaps a cool fancy cocktail or maybe a shot of Tequila.

CAFÉ DEL SUR - Located in the pool area, the Café del Sur is great for someone looking for a lighter food fare. The outlet offers a variety of great food options including fruit plates, muffins, omelets, and breakfast paninis while also providing delightful variety of fresh fruit smoothies and coffee drinks made from organic coffee beans straight from Chiapas.

BAREFOOT BAR - Well known for its happy hours every afternoon, the Barefoot Bar carries a wide variety of drinks and mixed cocktails along with a great atmosphere where you can catch up with your friends or make new ones!

THEME NIGHT - Looking for something fun and adventurous to do at night? Almost every night the resort's chef delights you with a Special Themed dinner. Themes may vary depending on the season and the chef's mood but some of the traditional theme dinners are: Mondays: Surf and Turf | Tuesday: Seafood night and Mexican Fiesta | Wednesday: Prime Rib Delight | Thursday: Barbeque Spectacular | Friday: Paella Special Afternoon & Italian Night | Saturday: Mexican Autentico | Sunday: Shrimp Especial

- Security Deposit – Hey there, resort might hold a certain amount for security deposit against your credit card at check in. The deposit is fully refundable at check-out as long as you didn't damage the room. A damage inspection of the room will be done, so if you find anything wrong with the room when you get there please make sure you contact the front desk and let them know. Don't get charged for someone else's damage.

- Smoking
 - This is a smoke free resort. Please check with the front desk for a map of the designated smoking areas.

Property Amenities | Hours of Operation:

- Business Center
 - Unfortunately, the resort doesn't have a full service business center. There are computers stationed in the lobby that can be used to search the web, print air tickets and various information. Computers are available anytime day or night.
- Concierge Services
 - The on-site concierge is available seven days a week to help you plan and book available activities, tours, restaurant reservations, and events while enjoying your stay. You can also check in with our Imagine agents prior to your departure. They would be more than happy to help you with any questions and in some cases, they may be able to provide some discounts on services if you decide to book early.
- Fitness Center
 - The property recently renovated its fitness center, which includes a great view of the ocean while you burn off some calories from the night before. The Fitness Center also has a variety of classes available that includes a recently added yoga class. Daily schedules are available on property for review. The fitness center is located near the SPA and is opened seven days a week from 6:00am to 11:00pm.
- Front Desk Services
 - The front desk is opened 24 hours a day, 365 days a year. The resort is secured after hours so make sure you have your room card to gain access to the interior.
- Pool & Spa
 - Yes, the pools are heated and opened 365 days a year from 7:00 am to 10:00 pm daily.
- SPA Services
 - The SPA is located on the second floor of the main pool area. It has three separate cabins available including a couple's cabin for those looking for a more romantic experience. The SPA hosts a variety of great services including: massages | facials | body wraps | manicure & pedicure. Daily hours are from 9:00am to 6:00 pm. Contact our Imagine agents for more details.
- Restaurants & Bars
 - The restaurants and bars are open daily for your enjoyment.

LA CASCADA – Breakfast, Lunch, and Dinner: 7:00 am to 10:30 pm.

SEAHORSE SNACK BAR – Lunch and Midday: 12:00 pm to 5:00 pm

CAFÉ DEL SUR – Breakfast and Lunch: 8:00 am to 1:00 pm

BAREFOOT BAR – Drinks and Snacks: 11:00 am to 11:00 pm

Other Interesting Stuff:

- Air Conditioning
 - The good news is the resort does have unit air conditioning. The units have windows that can be opened for a cross breeze and ceiling fans to help circulate that ocean air.
- Airport Transportation
 - If you're not renting a car there are a number of ways to make it to the resort. You can take a taxi, contract with a shuttle service, if you are adventurous catch the bus into town. If you decide to take a taxi you need to make sure that it is a federally licensed airport (yellow) taxi. If you haven't already arranged transportation, please give us a call we have a variety of options and can definitely hook you up with a comfortable ride at a reasonable cost.

- Baggage Storage
 - Room not ready or you want to enjoy the pool or beach before leaving for the airport. No problem, this resort has baggage storage services for you to use.
- Kids' Stuff
 - Bringing little ones along with you. The resort does not have cribs available for use so please make sure you bring what you need to make them comfortable.
- Languages
 - Don't worry if you don't know Spanish, the resort staff does speak English?
- Special Event
 - While on vacation you may also choose to celebrate a birthday, have a special dinner with your family or propose to your long time honey. The resort is equipped to support your special needs. For 30 years the resort has been hosting anniversary celebrations, weddings, birthdays, baptisms, sweet sixteen parties, and wedding proposals, family dinners and more. Once again, please feel free to discuss with our Imagine agents, they are here to help.