

Club Regina Puerto Vallarta

A Travel Raintree Resort Property



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
 - The resort does all-inclusive packages for stays greater than three nights. Give us a call and we can check on the appropriate package for you.
- Age Requirements
 - Be aware that the resort does have a 21 or older check in restriction.
- 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
 - Go ahead and check-in any time after 4:00 pm. Check out is at 10:00 am and please be aware that late check out fees are steep so make sure you either arrange late check out with the front desk or leave your room on time.
- Credit Cards Accepted
 - The resort does accept Visa, MasterCard, and American Express.
- Maximum Occupancy
 - Please note the number of people that can stay in the unit. You cannot add additional people if you are staying in a Hotel room. Staying in a Club or Grand Suite. You are allowed to add one person (rollaway bed) for an additional fee and this is subject to availability).
- Parking
 - Yes, the resort has parking lot access for your rental or other vehicle. Please be aware that you are only allowed one vehicle per unit accommodated.
- 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.
- Restaurants & Bars
 - The restaurants and bars are located throughout the resort and are waiting for you to enjoy with family and friends.

INGIZIO - Inizio restaurant serves some varieties of International and Mexican cuisine for breakfast and dinner.

TENAMPA POOL BAR - Casual bar for cocktails, drinks with or without alcohol and even snacks.

BAR VAJRA - It is a great place to spend some down time with refreshing cocktails.

MAGIC BREEZE COFFEE & BAR - Got Coffee? Need a pick me upper? Stop by Magic Breeze for some coffee and light snacks.

MINI MARKET - Forgot something? No worries there is an on-site mini market for you convenience.

- Security Deposit - The resort is going to ask for a \$5,000.00 MXN (approx. \$250.00 USD) security deposit (credit card hold) for incidental charges. The hold will be released upon check out. If you don't have a credit card the resort will take cash since "Cash is King".
- 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 - Need to print last minute airline tickets or work on e-mails or a project. The business center is there to support you 24 hours a day.
- Fitness Center - Like working out or really into keeping in shape. The resort's fitness center is available to you from 7 am to 11 pm daily.
- 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 - The pool, Jacuzzi and sauna are available for your enjoyment. However, since it is an indoor pool sound carries throughout the property so the amenities are only available from 8 am to 10 pm daily.
- Spa - The spa has a great variety of treatments and services for your indulgence. Spa services are available daily between 9 am to 7 pm.
- Restaurants & Bars - Hours vary depending on the location but you can generally find something available between 6 am to 1:30 am daily. Each location may change its hours of operation, depending on season and occupancy, but here are the hours generally observed.
 - INIZIO - Breakfast: 7:00 am to 12:00 pm Dinner: 6:00 pm to 11:00 pm
 - TENAMPA POOL BAR - 10:00 am to 6:00 pm
 - BAR VAJRA - 6:00 pm to 11:00 pm
 - MAGIC BREEZE COFFEE & BAR - 7:00 am to 11:00 pm
 - Mini Market - 7:00 am to 10:30 pm

Other Interesting Stuff:

- Air Conditioning - The Good news is the resort does have unit air conditioning.
- 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?