

Club Regina Los Cabos

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 - The resort allows you to check in at 4:00 pm & check out 10:00 am. Don't be late, late charge fees are steep.
- 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 - Valet Parking is available on property for an additional fee. There is no self-parking option so don't even try.
- 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.

ALTURA - Serves delicious lunch and mid-day 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 - 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 - 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.
- Kids Club - Yes, this resort does have a Kids Club (ages 5 - 12). The club is open Monday through Saturday from 10 am to 3 pm.
- 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 7 am to mid night. 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
 - Altura - 11:30 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 11:00 pm

Other Interesting Stuff:

- ATMs - Need cash, no problem the property has ATM machines located in the lobby (banking and/or other service fees may apply).
- 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.
- Babysitting Service - Need to get away from the kids for a little R & R. The property has babysitting services (fees apply) for your convenience.

- 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.
- Elevators
 - Sorry, the resort doesn't have elevators. To get around you can use the pathways(not lots of stairs) or the shuttle service.
- Kids' Stuff
 - Bringing little ones along with you. The resort does offer cribs and highchairs available upon request. The resort does not stock pack-n-plays, just in case you were curious.
- Laundry Services
 - Sure you can send your laundry out (fees apply) but if you want to save some money there are complimentary washers & dryers located in each building.
- Languages
 - Don't worry if you don't know Spanish, the resort staff does speak English?
- Property Transportation
 - The resort is expansive and has a shuttle service to help get you around the property. You can call for a cart at any time, no worries.