

Polo Towers

A Travel Raintree Resort Property



Property Policies & 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:

- Age Requirements
 - Be aware that the resort does have a 21 or older check in restriction. Guest under 21 can only check-in with a parent or official guardian. Also, you will be asked for a photo ID and credit card (used to book the reservation) upon check-in so be prepared to provide.
- 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.
- Fitness Center
 - Like to work out while you are taking a break for your normal life. No worries, you can stay healthy and get energized with strength machines, free weight and cardio equipment. Also, you don't need to worry about young people messing your work out up. This fitness center is only for people 18 years of age and older. If you would like more information regarding the fitness center, feel free to contact us and we can provide you with some more information.
- 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 property has complimentary parking for normal guest vehicles. For those who just want to roll up to the property and not worry about finding the perfect parking space, valet is also available (additional costs may apply). Parking limits: Studios and one bedroom units are allowed 1 parking pass per room, two bedroom units are allowed only 2 passes per room.
- 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 area. The resort has plenty of towels available for use and are located on the pool deck. It is also important to note that pool lifeguards are not on duty at the pool. Swimming is strictly at your own risk.

- Security Deposit - The resort will hold a \$100.00 USD 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.
- Convenience Store - Located on the southwest corner of the west lobby, the Pony Express Shop offers clothing and a number of consumable items for purchase. The shop is open daily from 6:00 am to 12:00 am. PS - You must be 21 years of age to buy alcohol at the store.
- Fitness Center - Like working out or really into keeping in shape. The resort's fitness center is available to you from 5:00 am to 9:00 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.
- Hair Studio - Need to get ready for a hot night out. Kathy's hair and nail studio offers a great variety of hair and nail services on-site.
- Pool & Spa - The rooftop pool is open from 6:00 am to 12:00 am daily. The kids' fun pool is open from 9:00 am to 10:00 pm daily. Once again, there are no lifeguards on duty so swimming is strictly at your own risk.
- SPA Service - Relax your body and refresh your senses in a non-gaming, smoke-free setting. Rejuvenate your mind, body and soul as you experience the tranquil and transformational indulgences of Healing Hand Spa at Polo Towers. Relieve all your stress and tension with healing therapies and holistic services. Whether you prefer a Swedish massage, hot stone therapy or an invigorating sugar scrub, Healing Hands' treatments and therapies allow you to enjoy a holistic experience. The SPA is located inside the Fitness Center and treatments must be booked in advance, no walk-ins.

Other Interesting Stuff:

- Air Conditioning - No need to worry here. Yes the property has central air conditioning to enjoy.
- DVD Rentals - The property's units have DVD players and you can rent movies directly from the resort. If you can't find something you like or you don't want to carry your own DVD library, there are a few Redbox locations the closet being .6 miles from the resort. Contact our team and we can send you some of the stores.
- Food Service - The property doesn't have a restaurant on-site but you do have the option of ordering in. There should be a menu in room and the service is available after 11:00 am daily.
- Games - Interest in playing a board game. Check with the resort's front desk or concierge, they should be able to let you know what is available to check out.

- Grocery Services - Don't want to stop for groceries prior to checking into the resort. No worries, order a head of time from Getaway Goods. Getaway Goods is a family owned business that has been delivering groceries in Las Vegas for the past seven years. They will deliver your groceries directly to your assigned room prior to arrival (based on resort availability). The service can deliver over 1,200 items including beer, wine and alcohol. Minimum order of \$85.00 and a \$15 dollar fuel charge. Let us know if you are interested and we will be happy to help.
- Shuttle Services - There is limited free shuttle service at the resort that can take you down to Fremont Street Experience, Golden Nugget, or the Las Vegas Premium Outlets. Service days and times are limited and you must sign-up with the concierge in advance of departure. Please make sure to be at the designated pickup spot at least 10 minutes prior to departure. Please note that rides, times and availability are not guaranteed. Shuttles are not responsible for missed departures or returns.

Fremont Street Experience:

- Limited to 4 guests per room
- Friday and Sunday only
- Departs Polo Towers at 7:00 pm
- Departs Fremont Street 10:30 pm

Las Vegas Premium Outlets:

- Limited to 4 guests per room
- Wednesday only
- Departs Polo Towers at 1:00 pm
- Departs Outlet at 4:00 pm

Golden Nugget Shuttle:

- Limited to 4 guests per room
- Monday - Sunday
- West Lobby Pickup only
- Departs Polo Towers at 5:00 pm
- No Return Shuttle Available

- Vending Machines - Need some munchies and the convenience store is closed. No worries, the property has vending machines on-site.