

# Casa Divina

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:

- Age Requirements – Be aware there doesn't seem to be any age requirement at check in.
- 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, if you think you are going to need a little more time please make sure to arrange a late check out with the front desk.
- Credit Cards Accepted – The resort does accept Visa and American Express.
- Maximum Occupancy – Please note the number of people that can stay in the unit.
- 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 – There is a restaurant, with a bar, on site and no surprise the cuisine of the day is, yes, Mexican.
- Security Deposit – The resort reserves the right to temporarily hold an amount prior to arrival. 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:

- Front Desk Services – The front desk is opened 24 hours a day, 365 days a year.

## Other Interesting Stuff:

- Air Conditioning
  - The Good news is the resort does have unit air conditioning.
- Baggage Storage
  - If you arrive a little early or planning to leave a little later than expected, no problem, the property has baggage storage for your stuff.
- Languages
  - Don't worry if you don't know Spanish, the resort staff does speak English?
- Villa Units
  - It is important to note, that the villa units are separate from the main hotel building. You will still check-in at the hotel's front desk but your physical location will depend on whether you are staying at the Historical Downtown or San Felipe Villas.