

7-NIGHT LUXURIOUS MEXICO BEACH RESORT GETAWAY FOR TWO

Frequently Asked Questions

What is included in my package? Accomodation for a 7-night stay at one of the following three Vidanta resort locations: Acapulco, Cancun-Riviera Maya, or Nuevo Vallarta.

Are there any blackout dates? Although there are no blackout dates, all reservations are subject to availability. If you plan to travel during a high peak travel time, we recommend beginning your booking process as soon as possible.

Which resort hotel will I be staying in? The Grand Mayan Hotel at all resort locations. Rooms at the Grand Bliss are also available at the Nuevo Vallarta and Riviera Maya locations, subject to availability.

What room type is included in my package? Master room (studio-style that sleeps 2 adults and 2 children (12 years old and under).

What if my children are over 12 years old but are under 18 years old? If only one child is over 12 years of age, staying in a Master Room is acceptable. If there are two children over 12 years of age, it is required to upgrade to a larger room. This is a rule from Vidanta resorts.

Can I upgrade my room and how much will it cost? Absolutely! You can upgrade your reservation through our on-line booking portal or over the phone with our reservation team. Upgrades start at \$299/week for a one-bedroom unit. Ask a reservation specialist at the time of booking for exact pricing for your travel dates. All upgrade options are based on availability and all prices are subject to change at any time.

Can I combine packages? No, packages cannot be combined. Room upgrade options are available to allow accomodations for more guests.

Can I stay less than 7 nights? Yes. However, rooms are booked on a weekly basis so the rooms would be reserved as so. You are more than welcome to check-out early , but it will not discount your stay and you cannot switch lesser days for an upgrade.

We're traveling with other families. Can our rooms be next to each other? Room placement is not determined until check-in and is based on availability.

Is transportation included in my package? Airfare is not included. Winners traveling to the resorts are responsible for arranging ground transportation both to and from the airport and the resort. Our reservation team is available to assist with recommendations and details.

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Can I give my package to someone else as a gift? Yes. In order to gift your package, you must contact us as soon as possible to provide the new recipient's contact information.

Are there any additional fees? Estimated room tax is approximately \$11/night, along with a one-time resort fee which includes access to various on-site amenities and services. A \$57/night fee will apply during spring brake and during travel weeks that include a major U.S. holiday.

How long before my package expires? You will have 12 months from your event date to complete your package registration and 24 months from your event date to travel. You will not have a hard deadline to book. However, we still highly recommend booking at least 45 days in advance.

Is this an all-inclusive resort? No, Vidanta resorts does not have any all-inclusive options available. However, each location has many restaurants, bars, activities, entertainment, and shopping on-site making it easy to never leave the property.

Do I have to sit through a presentation at the resort? No. While you are not required to attend, you will be invited to a presentation to learn about timeshare ownership. You are NOT obligated to attend the presentation as a condition of your stay. You may also be offered room upgrades and/or excursions as incentives to attend a presentation. Vidanta resorts are member-only resorts and are not available to the general public. You are not obligated to accept these offers as a condition of your stay.

What is the current cancellation policy? Reservations may be modified or changed up to 31 days or more prior to your scheduled arrival with a \$99 re-booking fee. Within 30 days, reservations can no longer be changed or modified without reservation protection. Reservation protection is strongly encouraged is available for only \$49 at the time of booking. Reservation protection allows for modifications up to 14 days prior to your scheduled arrival date. Reservations without reservation protection that are canceled under 31 days will not be eligible for re-booking. Reservations with reservation protection that are canceled under 14 days will not be eligible for re-booking. We encourage travelers to purchase an outside agency travel insurance policy due to the nature of International travel.