

Club Regina Cancun

A Travel Raintree Resort



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 an 18 or older check in restriction. Failure to meet this will result in refusal of entry to the resort.
- 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 - Your designated check in day is Sunday. You can check into the resort starting at 4:00 pm. Check out is at 10:00 am. Check with the front desk staff if you need late check out, they may be able to accommodate, for a fee. Be sure to have the confirmation number and ID, you will need to refer to it when speaking with the front desk.

Checking in after hours? - If you plan to arrive after hours, please contact the resort in advance to make arrangements for checking into your unit.
- Credit Cards - Yes, you will need a credit card at check for incidentals and other stuff. Please make sure you have it available with your confirmation number.
- Housekeeping - Daily housekeeping is provided for your convenience.
- 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 - Need to park your rental car? The property has on-site parking for a daily fee of \$2.00 USD per car.

- 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 - Towels will be available for you. Please check with the front desk resort.
- Restaurants & Bars - The restaurants and bars are located throughout the resort and are waiting for you to enjoy with family and friends.

INIZIO - 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.

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.

MORE OPTIONS AT THE WESTIN-

SEA & STONES - Innovative surf and turf grilled delights against a breathtaking backdrop of ocean views. What more could you want?

ARENA SPORTS BAR - If you're a sports fan, you'll love the casual vibe with large TVs, and ocean views.

SABOR CASUAL KITCHEN - Sabor is a great place to start your day right with a delicious breakfast. There's a buffet option, as well as a la carte, including international cuisine, Mexican specialties, pastries, tropical fruit and more!

PALMAR MARKET - If you're always out and about, grab something to go at the Palmar Market. Stock up on snacks, delit items, produce, meats, wine and more.

- Resort Fee - A mandatory resort fee will be collected at check-in- Studio/Hotel \$11.00 USD per night, Club Suite \$14.00 USD per night, Grand Suite \$17.00 USD per night.
- Security Deposit - The resort will hold a security deposit of 5,000.00 MXN (Don't be shocked, it is approx. \$260.00 USD based on 2018 average peso exchange rate of 19.227) 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:

- Front Desk Services - Open 24 hours daily
- Restaurants & Bars
 - On-Site
 - Hours vary depending on the location but you can generally find something available between 7:00 am to 11:00 pm 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
 - POOL BAR
 - Daily: 10:00 am to 6:00 pm
 - MAGIC BREEZE COFFEE SHOP & BAR
 - Daily: 7:00 am to 10:30 pm
 - MINI MARKET
 - Daily: 7:00 am to 10:30 pm
 - At the Westin Resort
 - You have full access to some pretty awesome additional restaurants, bars and markets at the Westin Resort.
 - SEA & STONES
 - Dinner: 6:00 pm to 11:00 pm
 - ARENA SPORTS BAR
 - Daily: 11:00 am to 12:00 am
 - SABOR CASUAL KITCHEN
 - Breakfast: 6:30 am to 11:00 am
 - PALMAR MARKET
 - Daily: 7:00 am to 11:00 pm

Other Interesting Stuff:

- Flow Rider
 - Wanna hang ten, but have no experience? Learn to catch a wave on the Flowrider at the Westin. For just \$700 MXN per hour, you can enjoy a safe wave-riding experience, regardless of ability or experience. Surfs up!
- Happy Hour
 - Enjoy discounted rates and special offerings daily at the Pool Bar from 1:00 pm – 2:00 pm and at Magic Breeze from 7:00 pm – 9:00 pm
- Pay at Check Out
 - The resort will let you pay your final tab either in Mexican Peso or US Dollars. The exchange rate at time of check out will be applied if you decide to pay in US Dollars.
- Spa
 - Relax and unwind with treatments at the full service spa at the Westin. Open daily from 8:00 am – 8:00 pm. Appointments are required for services, and can be made with the Westin concierge, or at the spa directly. You can also email concierge@westincancun.com.