

Villa Vera Puerto Vallarta

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 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 - Free parking is available at the property.
- 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 Condition - The property has an outdoor pool but it is not heated.
- 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.
- 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 – There is no business center on site. However, feel free to use the property's sister resort, Club Regina Puerto Vallarta, if needed.
- Fitness Center – Like working out or really into keeping in shape. You have access to the Grand Regina's fitness center located right next store to the property. 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.
- 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. You have access to the Grand Regina's fitness center located right next store to the property. Spa services are available daily between 9 am to 7 pm.

Other Interesting Stuff:

- Air Conditioning – The Good news is the resort does have unit air conditioning.
- Concierge Service – No service on property but please take advantage of the concierge desk at the Grand Regina resort located right next store to the property.
- 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, which are available upon request. The resort does not stock pack-n-plays, just in case you were curious.
- Laundry Facilities – There are no laundry facilities on-site; but service can be arranged with the front desk.
- Languages – Don't worry if you don't know Spanish, the resort staff does speak English?
- Security – The resort does have security monitoring the property.
- WiFi – The resort has wifi access in the lobby only. Don't look for it in your room, it won't be available.