

Frequently Asked Questions

How many nights are included in my stay?

7 Nights.

What locations can I choose from?

Nuevo Vallarta, Cancun-Riviera Maya, Acapulco, Los Cabos, Puerto Peñasco.

Which Resort Hotel will I be staying in?

Grand Mayan for Nuevo Vallarta, Cancun-Riviera Maya, Acapulco, and Los Cabos. Guests staying at Puerto Peñasco will stay at the Mayan Palace.

What room is included with my package?

Master Room – sleeps 2 adults & 2 children (12 & under).

What if my children are over 12 years old, but are under 18 years old?

If only one child is over 12, staying in a Master Room is acceptable. If there are two children over the age of 12, it is required to upgrade to a one-bedroom suite. This is a rule from Vidanta resorts.

Can I upgrade my room?

Absolutely! Upgrades are available at a discounted rate and you will be able to upgrade your reservation through the on-line booking portal.

How much is it to upgrade?

Upgrades starting at \$299/week for a one-bedroom suite. Ask a booking 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.

We're traveling with other couples, can our rooms be by each other?

Room placement is not determined until check-in and is based on availability.

Is transportation included?

One-way shuttle transportation from the arriving airport to the resort is available for the Nuevo Vallarta and Cancun-Riviera Maya locations only. This is included in their \$75 Resort fee.

Is there a booking fee?

No.

How long before my package expires?

You have 12 months from your event date to book your vacation and 18 months to travel.

Is airfare included with my package?

No, this package includes room accommodations only.

Is this an All-Inclusive Resort?

No, there are not any all-inclusive options available. However, all locations have 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 once I arrive at the resort?

No. Vidanta is a member-only resort and is not available to the general public. 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. You are not obligated to accept these offers as a condition of your stay.

