

## TERMS AND CONDITIONS

The following benefits apply exclusively to guest(s) holding a confirmed reservation at a Vidanta Resort (hereinafter referred to as the "Resort") through one of the Resort's Exchange Partners. All benefits are non-transferable, non-cumulative with other promotions, discounts, benefits, or certificates, and may not be redeemed for cash or other goods.

### 1. WELCOME COCKTAIL:

One complimentary welcome cocktail per person registered to the unit, provided at check-in. Non-alcoholic alternatives are available for minors.

### 2. GYM ACCESS:

The primary guest and their companion(s) (registered at the unit) may have access to the Gym facilities located at the Resort. Gym facilities vary upon the different Resort brands.

### 3. HOUSEKEEPING SERVICES:

Daily basic room housekeeping service during the stay. Kitchen cleaning does not apply.

### 4. INTERNAL RESORT TRANSPORTATION<sub>1</sub>:

The Internal transportation at the Resort consists in established short and schedules routes among the different areas at the Resort in special transportation vehicles.

### 5. ROUND-TRIP AIRPORT-HOTEL TRANSPORTATION

**To schedule transportation from the airport to the hotel**, guests must contact the Customer Service Center between 5 to 30 days prior to their check-in date. Service hours are Monday – Friday 9 AM to 8 PM, and Saturday – Sunday 9 AM to 5 PM. If calling from the United States or Canada, please dial 1-866-584-3268. If calling from Mexico, dial +52 322-176-1492. If calling from anywhere else in the world, dial +52 322-176-1490.

**To coordinate transportation from the hotel to the airport**, guests may make a request with the Concierge during their stay, at least 2 days prior to their check-out date.

Please note that, **for both transfers, the number of passengers must not exceed** the capacity of the assigned vehicle. An extra charge will apply for additional passengers.

### 6. VIDANTA GOLF COURSE TRANSPORTATION<sub>2</sub>:

The transportation service to the Vidanta Golf Course consists of a round-trip from the Resort to the Vidanta Golf Course and back from Vidanta Golf Course to the Resort through special vehicles in pre-established and scheduled routes.

### 7. WI-FI SERVICE<sub>3</sub>:

Free Basic Wi-Fi service available at the room for electronic devices such as smartphones, tablets, personal computers, etc.

**8. ACCESS TO EXCLUSIVE WORLD-CLASS ENTERTAINMENT EXPERIENCES<sub>4</sub>:**

Primary guest and their companion(s) will receive access to Santuario, an indoor-outdoor entertainment pavilion which offers a nightly lineup of acts.

**9. ADDITIONAL SERVICES:**

The following additional services will be available for the primary guest and their companion(s):

- Daily local newspaper<sub>5</sub>.
- Free local and unlimited phone calls (excluding mobile phones or 800 numbers).
- Free Valet Parking service<sub>6</sub>.
- Room safety box.
- Free access to beautiful tennis courts<sub>7</sub>.
- 25% discount in spa services.
- 2-for-1 on golf green fees for two days (excluding equipment rental, caddie, or other golf services).
- 2 complimentary tickets show only for Cirque du Soleil JOYÀ (subject to availability and additional terms: [teatrovidanta.com/termsandconditions](https://www.teatrovidanta.com/termsandconditions))
- 2 complimentary tickets valid for 2 days for Jungala Aqua Experience tickets (subject to additional terms: [/https://www.jungala.com/avisos/en/termsofpurchase.pdf](https://www.jungala.com/avisos/en/termsofpurchase.pdf)).

**10. CHARGES NOT INCLUDED IN THE RESORT FEE:**

The Fee does not include the payment of the following taxes: Lodging Tax (“Impuesto Sobre Hospedaje ISH”) at any of the Vidanta Resorts; and in the case of the Vidanta Riviera Maya Resort the Environmental Sanitation Right (“Derecho de Saneamiento Ambiental” DERSAN) tax. Payment of the taxes, as well as all charges for additional services contracted during your stay at the Resort must be settled at the time of check-out.

**11. JOYÀ CLOSING DATES<sub>8</sub>:**

The **complimentary JOYÀ tickets** granted upon payment of the Resort Fee will not apply on the following show closing dates:

- **January:** 4, 5, and 6
- **April:** 12, 13, and 14
- **May:** 17, 18, 19, 20, 21, 22, and 23
- **September:** from the 6th through the 28th

No performances will be available during these dates.

**12. JUNGALA CLOSING DATES<sub>8</sub>:**

The benefit of **two complimentary Jungala Aqua Experience tickets** per stay will not apply on the following closing dates:

**Closing Dates:**

- **January:** 15, 22, 29
- **February:** 5, 12, 19, 26
- **March:** 5, 12, 19, 26
- **April:** 16, 23, 30

- **May:** 7, 14, 21, 28
- **June:** 4, 11, 18, 25
- **July:** 2, 9
- **August:** 20, 27
- **September:** 17, 23, 24, 30
- **October:** 1, 8, 15, 22, 29
- **November:** 5, 12, 19
- **December:** 3, 10, 17

All names and trademarks mentioned herein are considered intellectual property are protected under Mexican intellectual property laws and are used under license or legal authorization. Any benefits contained herein constitutes or may be construed as an offer to sell or a solicitation of an offer to buy timeshare, hosting rights or any other product or service and does not modify or form part of any contract for lodging rights. All of the above services are provided in Mexico, and any matter related to these terms and conditions, the benefits included, or the provision of the mentioned services shall be governed by applicable Mexican laws and the courts of Guadalajara, Jalisco México, will have exclusive jurisdiction.

1. Service only available at Acapulco, Guerrero; Nuevo Vallarta, Nayarit, and Riviera Maya, Quintana Roo, Resorts.
2. Service only available at Los Cabos, Baja California Sur Resort.
3. Service only available at Acapulco, Guerrero; Puerto Peñasco, Sonora; Los Cabos, Baja California Sur; Puerto Vallarta, Jalisco; Nuevo Vallarta, Nayarit and Riviera Maya, Quintana Roo Resorts.
4. Service available at Nuevo Vallarta, Nayarit Resort Resort.
5. Service only available at Acapulco, Guerrero; Puerto Peñasco, Sonora; Puerto Vallarta, Jalisco; Nuevo Vallarta, Nayarit and Riviera Maya, Quintana Roo Resorts.
6. Service only available at Los Cabos, Baja California Sur and Puerto Peñasco, Sonora Resorts.
7. Service only available at Los Cabos, Baja California Sur Resort.
8. Service only available at Riviera Maya.