

Velas Resorts FAQs

Updated April 13, 2018

General Resort Questions

Q: What time is check-in and check-out?

A: You may check into the Grand Velas Riviera Maya at 3:00 pm local time. If you arrive earlier and your suite is available, we will do the best we can to accommodate an early check-in. Check out is at 12:00 pm local time, but you may have use the facilities and amenities on your final day. Late check out is subject to availability with extra charges.

Q: What is your early departure policy?

A: No refund is provided in the event that you choose to check-out prior to your scheduled departure date,

Q: What is the dress code for restaurants?

A: Dress code for dinner at specialty restaurants: Women: Elegant. Non-beach dress, blouse, skirts, sandals or bags. Men: Elegant. Trousers, long-sleeved dress shirt with collar neck, closed shoes. Please refrain from wearing sandals, shorts and/or t-shirts. Dress code for all-day restaurants: Casual. It is not allowed to wear only swimsuit.

Q: Do you offer connecting rooms?

A: Yes, some of our resorts are able to accommodate requests for connecting rooms which are perfect for larger families however availability cannot be guaranteed until you arrive and connecting rooms have an additional cost.

Important Note: Stays crossing New Year's Eve will be subject to a mandatory surcharge for the New Years Gala Dinner per person and child.

General Booking Questions

Q: Am I booking this package directly with Velas Resorts?

A: Yes. We partner with Global Booking Solutions, who specializes in providing you with the best vacation packages, including hotel and air, to create a complete vacation experience.

Q: Why should I book a vacation package instead of booking my flight and hotel separately?

A: Booking a vacation package with Velas Resorts allows you to plan and purchase your entire trip in one convenient transaction and take advantage of our air and hotel exclusive savings.

Q: Will I earn frequent flyer miles?

A: Eligibility for earning frequent flyer miles is determined by the rules and restrictions of the selected airline's frequent flyer program.

Q: Who do I contact if I need support or personal assistance?

A: If you need assistance before, during or after your trip contact Customer Care at 877-487-4453 or directosup@velasresorts.com.

Planning

Q: Can I book more than one hotel room?

A: Yes. You can select the number of rooms (up to four) you need from the Rooms drop-down menu on the main search page. You will then have to select the number of adults and children in each room.

Each room will automatically be selected with the same room type (standard, junior suite, ocean view, etc.).

Q: Can I stay at the hotel for only part of my package?

A: Yes. You can adjust the number of days needed for your hotel reservation. Click **More Options** from the New Search box to modify these dates.

Q: Can I book first class or business class airline tickets?

A: Yes. Click **More Options** from the New Search box to select your class option and modify your search.

Q: How do I know what the package price includes?

A: When you search for a package, the available prices always include the combined hotel and flight prices, fees, and all applicable taxes. We don't add any surprise taxes or fees to the flight and hotel package prices when you confirm the reservation. You may be responsible for baggage fees, payable to the airline, when you check in. Click the **Additional baggage charges** link at the top of the flight availability page to view up-to-date airline baggage fees.

Q: Do I need to purchase an airline ticket for an infant?

A: For flights within the United States, infants under two years old at the time of travel may fly in the lap of an adult without requiring the purchase of a separate ticket. For flights outside of the United States, you must purchase a separate ticket for all travelers, regardless of age.

Q: Do you accommodate physically challenged travelers?

A: Please check the hotel profile for your desired hotel or resort for information about the number of available handicap rooms. To view the profile, select the name of the hotel anywhere in the booking process, or select the name on the review package details screen to view the hotel profile for that property. If you do not find the information you are looking for or if you need to request special arrangements for a physically challenged traveler, contact Customer Care at 877-487-4453 or directosup@velasresorts.com.

Q: Can I email others or myself my vacation itinerary before I confirm?

A: You can click **Email** at the bottom of the view package details screen during the check-out process to email yourself an itinerary quote before you confirm the reservation. This email includes the itinerary details for the vacation package you created. It is not a confirmation, and the inventory and price are subject to change any time before you confirm your vacation.

Purchasing

Q: Can I use my frequent flyer miles to purchase a package?

A: Not at this time. Check back in the future, as we are always looking for ways to improve our offers.

Q: How do I pay for my vacation?

A: You apply payment after you select **Complete Booking** on the billing and information page. The full amount will be required to confirm the reservation.

Q: Can I use more than one credit card to apply payment?

A: Yes. Select the number of credit cards you want to use from the drop-down menu next to the "Select the number of credit cards to use to pay for this vacation" verbiage on the billing and information page. The screen automatically refreshes to display the multiple payment sections.

Q: What charges will appear on my credit card statement?

A: Depending on the travel components and the travel suppliers in your package, you will either see one charge for the full amount of your package from Velas Resorts or separate charges (equal to the full package amount) from the airline supplier and Velas Resorts. You will be charged at the time of booking for the entire cost of your package.

Q: Are payments processed on a secure server? How do I know?

A: Yes, all payments process through a secure server. The VeriSign Secured icon that appears on the screen signifies a secure purchase. You can also see the secure URL displayed briefly on the bottom left of the screen immediately after you click **Complete Booking**.

Q: What surcharges will I have to pay?

A: Your final package price may include surcharges, such as airport facility charges, federal taxes, departure taxes, passenger facility charges, government fees, and fuel price surcharges. Often, surcharges are taxes and fees imposed by the U.S., Mexican or other government regulations. You

can select **includes certain taxes and services** to review a description of taxes and fees included and excluded from your package price.

Q: Will the price of my package change after I confirm it?

A: No. After you apply payment and confirm your reservation, the final price does not change.

Q: Do you offer Travel Protection?

A: Yes, Travel Protection is available and may be purchased at the time of booking and paid in full. Click here for our [Travel Protection FAQs](#).

Troubleshooting your vacation purchase

Q: Why did the reservation automatically change the dates of my hotel stay?

A: When you select a flight pair on the flights screen, note the highlighted times. Some flights arrive the day after you depart (for example, red-eye flights). An advisory message appears below the times to indicate a next day arrival. When you click **Checkout**, the system automatically reduces the hotel stay dates and re-prices the package to reflect your actual length of stay and displays a warning message at the top of the review package details screen. If the advisory message does not appear, we do not consider the package a different-day arrival and do not adjust the dates or prices.

Q: I clicked the back browser button and I returned to the homepage. What happened?

A: When you select an item to add to your vacation package, a smaller window opens on your screen that shows a summary of your current vacation selections. If you select your web browser's back button from this screen, you return to the homepage.

If this happens, click your web browser's forward button to return to your search results.

When you return to your summary view, select one of the icon links in the "**Where do you want to go next**" section to view different vacation components or to checkout. You can also click **Close** from the upper-right corner of the window to return to your search results.

Q: What happens when the website rejects my credit card?

A: The website rejects a credit card if you enter the wrong information, enter an invalid credit card, or exceed the credit card limit. If one of these situations occurs, an error message appears on the screen. If the card you are currently using is expired or over its limit, try using a different credit card. If you do not receive an email confirmation within 24 hour of purchase or if you continue to have problems, contact Customer Care at at 877-487-4453 or directosup@velasresorts.com.

Q: I was in the middle of confirming a reservation when my computer froze. What should I do now?

A: If the reservation confirmation screen did not appear before you were disconnected, then the website probably did not have an opportunity to complete your reservation. To verify this, contact Customer Care at at 877-487-4453 or directosup@velasresorts.com.

Q: How do I report errors?

A: Contact Customer Care at at 877-487-4453 or directosup@velasresorts.com. When reporting an error, include the error message you received and the reservation information.

After purchasing

Q: How do I know my reservation is confirmed?

A: After you click **Complete Booking**, a confirmation number appears at the top of the confirmation screen. It may take several minutes for the confirmation screen to appear. Only click **Complete Booking** one time, and do not stop or leave the website prior to receiving your confirmation number. If you click the stop button and then click **Complete Booking** again, you may confirm the reservation more than once and incur double charges on your credit card. After you confirm the reservation, you will receive an email confirmation within 24 hours.

Q: What documents will I receive after I confirm my reservation?

A: When you book a package, all travel documents you receive are electronic. After you confirm the

reservation, you will receive an e-travel confirmation. This e-travel confirmation verifies the travel components you selected when you booked the reservation. Within three days, we will email you an electronic travel document. This travel document can include confirmation numbers, destination information, dining options, contact information, and policies. If the scheduled departure date is within two days of booking (including reservations with next-day departure), we automatically email the travel document on the evening of the same day you book the reservation.

You will also receive an e-ticket for flight reservations. If there are changes to the flight component (for example, flight times or flight numbers), the system automatically updates the reservation to include the new flight information. You then receive an updated travel document.

Q: I did not receive a confirmation e-mail; what should I do?

A: If it has been more than 24 hours since you purchased your vacation, please check your junk/spam e-mail folder. You can also contact Customer Care at 877-487-4453 or directosup@velasresorts.com.

Q: How do I confirm my reservation before I leave?

A: Locate your package confirmation number (the number will end in **VL**) in the confirmation email that you received at the time of booking and contact Customer Care at 877-487-4453 or directosup@velasresorts.com.

Q: How do I make changes to or cancel my reservation?

A: Contact Customer Care at 877-487-4453 or directosup@velasresorts.com.

Q: What forms of identification do I need when I travel?

A: All travelers (regardless of age) must carry a valid, non-expired government ID that matches the name(s) on the reservation. A passport may be required if you are traveling outside of the US. Your passport must be valid for the entire duration of your vacation. Married or divorced individuals traveling under any name other than that printed on their travel documentation must supply a marriage license and/or divorce decree (a copy is acceptable).

Important: Due to rapidly changing travel requirements, please contact your local U.S. Passport office for the most recent updates. For non-US citizens, contact the appropriate Embassy of the country you are traveling to for more information.

Q: Can I add passengers to a confirmed reservation?

A: Yes. Please contact Customer Care at 877-487-4453 or directosup@velasresorts.com.

Q: How early should I arrive at the airport?

A: On the day of travel, please call the airline directly to reconfirm flight times. Recommended airport check in will begin three hours prior to departure.

Q: What items can I bring through security?

A: Air travelers may now carry liquids, gels, and aerosols in their carry-on bag when going through security checkpoints. All liquids, gels, and aerosols must be in three ounce or smaller containers. All liquids, gels, and aerosols must be placed in a single, quart-size, zip-top, clear plastic bag. Each traveler can use only one, quart-size, zip-top, clear plastic bag. For the most up-to-date information on prohibited and permitted items, please visit the Transportation Security Administration website.

Q: What are the checked baggage requirements?

A: Click **Additional Baggage Charges** from the top of the flight availability page to view current baggage fees and requirements.