



Costa Sur FAQ

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WHAT IS INCLUDED IN A COSTA SUR GETAWAY?

The Costa Sur GetAway is 5 day / 4 night stay, in an Oceanfront Jr. Suite studio unit, for up to 2 (two) adults and 2 (two) children 12 or under, at the Costa Sur Resort and Spa in Puerto Vallarta, Mexico.

- Up to 1 (one) child 13 or older can be included at an additional cost of \$30/day

IS TRANSPORTATION FROM THE AIRPORT TO THE RESORT INCLUDED WITH MY STAY?

Airport transportation from the airport to the resort for 2 is included at no cost.

- Airport transfers for any additional travelers will be at \$25 per person

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IS THERE A MINIMUM AGE REQUIREMENT TO TRAVEL TO COSTA SUR?

Yes, at least one person traveling must be 21 (twenty-one) years of age or older at check-in.

ARE THERE TAXES AND RESORT FEES DUE AT BOOKING OR THE RESORT?

A one-time \$50 fee will be charged at the time of reservation for admin fees and taxes.

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HOW LONG DO I HAVE TO ACTIVATE AND TRAVEL ON A COSTA SUR GETAWAY?

After you claim a Costa Sur GetAway, you have 60 (sixty) days to call and activate and reserve any available dates within the following 12 (twelve) months.

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HOW DO I ACTIVATE AND BOOK MY TRAVEL TO COSTA SUR? IS THERE A WEBSITE I ACTIVATE THE VOUCHER ON BEFORE CALLING?

Please Call Costa Sur to activate and reserve your booking. The reservation desk is open 24/7.

When calling, please choose your language choice, then choose the reservations option.

- Toll Free USA: 1 844 670 4549
- Toll Free MEX: 01800 504 7090
- Local MEX: +52 322 226 8051 Ext. 92024

IS THERE A WEBSITE I ACTIVATE THE VOUCHER ON BEFORE CALLING?

No, calling the resort before the 60 day expiration period will activate your voucher and allow you to book against it.

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WHAT ARE ALL THE STEPS INCLUDED IN BOOKING A COSTA SUR GETAWAY?

1. Receive Voucher
2. You have 60 Days to Call, Activate & Reserve Your Stay
3. You can Travel Within the Following 12 (twelve) Months.
4. Call the Phone Number on Your Voucher (English and Spanish Available)
5. Choose Your Travel Dates and Destination (Based on Availability)
6. Book Your Trip with Agent Over Phone (Taxes and Upgrades or Add-ons Due at Time of Booking)
7. Receive Confirmation
8. Book Your Airfare and/or Travel to the Destination on Your Own
9. The Agent Can Help You With:
 - a. Extending your Vacation, Bringing Friends/Family, Adding Nights, Adding Meal Plans, Adding Special Services

IS A CREDIT CARD REQUIRED AT CHECK-IN?

Yes, a Deposit is Required at Check-In in the Form of a Credit Card. This will cover incidentals or be released if not used at the end of your stay.

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DO I NEED TO BE A CLUB SEACRET MEMBER TO CLAIM A COSTA SUR GETAWAY?

Yes, the GetAway program is only available if you are an active Club Seacret Member.

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DOES MY CLUB SEACRET MEMBERSHIP HAVE TO BE ACTIVE FOR ME TO TRAVEL ON A COSTA SUR GETAWAY?

Yes, you will not be able to claim your GetAway unless your membership is active.

CAN I GIVE MY COSTA SUR VOUCHER AWAY?

No, the Costa Sur GetAway vouchers may not be exchanged for cash or sold and are non-transferrable.

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CAN I EXTEND MY STAY LONGER THAN 4 NIGHTS OR UPGRADE MY ROOM TYPE?

Yes, you may extend your stay or take a larger unit at reduced rates subject to availability. Please request these at the time of booking if you wish to do so. You will be responsible to pay the additional associated charges for longer stays and upgrades.

IS THERE A FOOD AND BEVERAGE PACKAGE AVAILABLE AT THE COSTA SUR RESORT?

Yes, there is a meal plan available at a per night discounted cost. The plan includes all day meals and unlimited drinks. *Prices may vary depending on the season. Reference values only. Please verify current rates at the time of booking.

*\$60.53 Per Adult (includes alcohol)

*\$37.35 Per Child 12 & under.

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ARE THERE DISCOUNTS ON A LA CART FOOD, BEVERAGES, OR WELLNESS SERVICES AT THE RESORT?

Yes, you will be a VIP guest at the resort and will receive a discount on a wide selection of on-site food, beverages, products, services and the Club Costa Vida Membership. These discounted rates will be provided at the time of booking.

WHEN SHOULD I BOOK MY FLIGHTS IF NEEDED?

Please do not purchase any flight or travel tickets until you are in possession of a valid resort confirmation.

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DO I NEED TO PROVIDE MY FLIGHT DETAILS TO THE RESORT?

Yes, please provide your valid flight details at least 30 (thirty) days prior to check-in. Failure to provide the any flight or travel details by this time will lead to your accommodation being released for others to enjoy. These details are also needed to properly book and confirm your airport transportation.

WHAT IF I NEED TO MAKE CHANGES TO MY BOOKING?

Once in possession of a valid Costa Sur confirmation, you are permitted to make any change of date free of charge when made at least 60 days prior to arrival.

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CAN I CANCEL MY BOOKING AND REBOOK LATER?

No, all confirmed bookings cannot be cancelled and rebooked later.

CAN I PLAN A TRIP WITH OTHER PEOPLE WHO ALSO HAVE A COSTA SUR GETAWAY?

The Costa Sur program is not a group booking offering. More than two families traveling together on the same date with vouchers is considered a group and is not allowed. If you would like to book an additional room for another family member to join you on your trip, you may do so at the time of booking.

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ARE THERE ANY DATES THAT ARE NOT AVAILABLE FOR BOOKING AT COSTA SUR?

All selected dates are subject to availability and reserved on a first come first served base, it is recommended you prepare at least 3 (three) alternative dates in different months of the year to avoid disappointment.

- There are currently black-out dates around the week of Christmas and New Years each year.