

Last minute guidelines update issued: December 22, 2020 at 5:00pm

OFFICIAL MEASURES APPLICABLE TO PUERTO VALLARTA
EFF: December 25, 2020 to January 10, 2021

The hotel is operating normally implementing the preventative measures listed in the Jalisco state COVID-19 plan.

During the period of December 25, 2020 to January 10, 2021, all services of the hotel are available with strict health and hygiene protocols in place.

We would like to inform you that on the 31st of December we will be offering our guests a Gala dinner buffet with live ambient music and the traditional toast to ring in the New Year.

We would like to wish you and your family great health and prosperity! Happy Holiday!

FREQUENTLY ASKED QUESTIONS ABOUT CONTAINMENT MEASURES INDICATED BY THE GOVERNMENT OF THE STATE OF JALISCO FOR THE PERIOD DECEMBER 25, 2020 TO JANUARY 10, 2021 IN PUERTO VALLARTA, JALISCO IN RESPONSE TO COVID -19

Will there be a New Year's eve dinner?

Yes, we will be offering a Gala dinner buffet, show, live ambient music and traditional toast.

Is it true that restaurants and bars close at 7pm?

That guideline is applicable to the Guadalajara metropolitan area only.

Puerto Vallarta hotel restaurants and bars will operate with normal schedules.

In the destination all restaurants and other activities are operating normally with the exception of bars and night clubs during the period aforementioned.

What measures will be taken at the event?

We will apply health and hygiene protocols.

1. Open air dinner
2. Temperature check
3. Assisted buffet (there is no shared utensils/equipment for serving)
4. Antibacterial hand gel at each table (one bottle per table provided by the hotel)
5. Personnel will adhere to strict sanitary measures and use PPE at all times
6. Face coverings are recommended at all times, but mandatory at the buffet and restrooms
7. There will be NO dance floor

Will the hotel close?

No, the hotel is operating normally with strict adherence to health and safety protocols

Can I change my dates?

Yes, but the weather is perfect and the dinner is absolutely delicious, you may not want to miss it.

What services are available at the hotel?

All hotel services and amenities are operating normally

Can I cancel my reservation?

May we suggest you simply change your dates instead of cancel

Are there penalties for changing or canceling?

In accordance to the cancellation policy you may cancel up to 3 days prior to arrival to avoid penalties

Do I need to present any document to enter Puerto Vallarta?

No, just the standard documents required by immigration. For hotel check-in an official identification and proper documentation in the event of minors traveling without their parents

Can I use the beach and pool?

YES, beaches and pools are open and operating normally

If my throat hurts and I have a cough, but I have taken a Covid-19 test and tested negative, can I still check in?

As long as you do NOT show suspicious symptoms of Covid-19 you may check-in

Are roads/highways open?

All roads/highways are open

For more information, please visit: <https://visitpuertovallarta.com/covid19>

Is the bus station open and operating?

Yes

Will taxis and Uber be available?

Yes

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