



CARIBBEAN MEAL PLAN FREQUENTLY ASKED QUESTIONS

Q: What does the meal plan package include?

Q: What are the menu surcharges?

Q: Do breakfast and dinner include unlimited non-alcoholic beverages?

Q: Does the meal plan package include any type of alcoholic drinks?

Q: Are taxes and service charges included?

Q: Does the meal plan package include all restaurants on property? Room Service?

Q: At what age are children considered adults?

Q: What is the cost of the meal plan for an adult?

Q: What is the cost of the meal plan for children?

Q: Why is there a \$25 children surcharge on my room account?

Q: If I don't have breakfast or dinner every day, can I get a refund?

Q: Why do I have to sign a check for the free meals included in the plan?

Q: Is the meal plan available for groups?

Q: Can I purchase the meal plan for some and not all of the occupants of a room?

Q: Why can't I purchase the meal plan package any time in the year?

Q: Are restaurant reservations required?

Q: Can I purchase the meal plan package as an add-on to an existing reservation or package? Can I purchase it on property?

Q: What happens if I lose my meal plan card?



Q: What does the meal plan package include?

A: Daily breakfast buffet at Las Brisas restaurant or continental buffet at Casitas Café. The buffets include regular and decaffeinated coffee, as well as orange juice. Nightly dinner at any of our Fine Dining restaurants to include Strip House, La Piccola Fontana, Blossoms and Stingray Café or a more casual experience at Café Bella Vista. Dinner consists of a three course meal with a choice of an appetizer, soup or salad, entrée (and side if applicable), dessert and soft drinks.

Q: What are the menu surcharges?

A: Some menu items are not part of the meal plan and will be subject to a minimal surcharge listed on the restaurant menu.

Q: Do breakfast and dinner include unlimited non-alcoholic beverages?

A: Breakfast includes regular coffee, tea and orange juice, NO sodas or bottled water. Dinner includes unlimited soft drinks (soda), NO juice or bottled water.

Q: Does the meal plan package include any type of alcoholic drinks?

A: No alcoholic drinks are included in the meal plan; those are ordered a la carte and carry an additional cost. Breakfast includes regular coffee, tea and orange juice, NO sodas or bottled water. Dinner includes unlimited soft drinks (soda), NO juice or bottled water.

Q: Are taxes and service charges included?

A: A 15% service charge is not included in the price of the plan, and will be based on the actual dining check for each meal. Service charges will be posted on the guest room account. The local sales tax on the meal plan free features, is included in the cost of the meal plan package.

Q: Does the meal plan package include all restaurants on property? Room Service?

A: The meal plan package includes Las Brisas and Casitas Café for Breakfast. Dinner is available at Bella Vista, the Strip House, La Piccola Fontana, Stingray Café and Blossoms. Room Service is not included in the meal plan.

Q: At what age are children considered adults?

A: Children 12 years and over are considered adults and are required to purchase the same meal plan as their parents therefore adult prices apply.



Q: What is the cost of the meal plan for an adult?

A: The meal plan is a package and not an add-on therefore the cost per adult is already included in the price of the room. As the number of adults in a room go up so the price of the room.

Q: What is the cost of the meal plan for children?

A: The cost of the children meal plan is not included in the room rate and a \$25 surcharge per child between 5 and 11 years old will be posted daily to your room account. Proof of age will be required at check-in. Children must select from the children's menu. Should children 5-11 choose to order from the adult menu, the meal will be charged at full retail prices. Children 4 years old and under eat free when dining with parents who are participating in the meal plan.

Q: Why is there a \$25 children surcharge on my room account?

A: The cost of the children meal plan is not included in the room rate and a surcharge of \$25 per child between 5 and 11 years old will be posted daily to your room account. Proof of age will be required at check-in.

Q: If I don't have breakfast or dinner every day, can I get a refund?

A: The value of unused meals is non-refundable and may not be redeemed at non-participating restaurants.

Q: Why do I have to sign a check for the free meals included in the plan?

A: Each restaurant participating in the meal plan will require that you sign consumption checks for internal accounting purposes only. A second check will be presented for any items not included in the plan, such as alcoholic beverages for example.

Q: Is the meal plan available for groups?

A: The meal plan package is reserved to the general public and is not available for groups at this time.

Q: Can I purchase the meal plan for some and not all of the occupants of a room?

A: No, all persons sharing a room (adults and children) must purchase a meal plan.

Q: Why can't I purchase the meal plan package any time in the year?

A: The meal plan is subject to the sleeping room's availability and some black out dates may apply.



Q: Are restaurant reservations required?

A: We do recommend reservations in advance for Blossoms, Stingray Café, La Piccola Fontana and Strip House to guarantee availability of your preferred seating times and dining options. To avoid the \$25 per person “no show” fee, reservations must be cancelled at least 2 hours prior to actual dining time.

Q: Can I purchase the meal plan package as an add-on to an existing reservation or package? Can I purchase it on property?

A: The meal plan is a package and not an add-on therefore it cannot be added to an existing reservation or to another package offer. You are welcome to cancel your existing reservation within the cancellation window and purchase the meal plan package. At this time it is not possible to purchase the meal plan package on property, it is only available for presale. We hope to make this option available in the near future.

Q: What happens if I lose my meal plan card?

A: In the event that you lose your meal plan card, the resort front desk will be able to reissue a new one for a daily flat fee of \$85 per adult and \$25 per child between 5 and 11 years old.

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Q: Can I purchase a meal plan that includes Alcohol? That includes Lunch?

A: No, the resort does not sell any all inclusive package. The Caribbean meal plan package includes breakfast and dinner daily, some non-alcoholic beverages and no alcohol.