



We look forward to having you as our guest during one of our Myrtle Beach Bike Events. So that there are no misunderstandings, regarding our policies, we have outlined them below. Please read the procedures closely as policies may have changed from previous years.

Smoking or vaping is not permitted in any unit, balcony, or pool area. A per incident cleaning fee of \$250 plus tax will be charged. Smoking is prohibited on the pool decks, lawn, common areas and in the restaurant.

Reservations:

- Your nightly rate is based on the number of people you indicated would occupy the unit. **If additional guests will be staying in your unit, there is an additional \$10 plus tax per person per night charge.** There will be no subletting of hotel rooms allowed.
- The name of each person occupying the unit must be listed on the registration form at check-in. **All guests at the Grande Shores must be 23 Years of age or older unless accompanied by a parent or legal guardian.** Reservations not knowingly booked for those less than 23 years of age will not be honored upon check-in.
- The registration form you sign at check-in indicates that you will check the unit upon your arrival and call the Front Desk within one hour to report any missing items or damages. Any missing items or damages noted after you check-out will be charged to you.
- Duplicate Keys will only be given to those who are listed on your registration form and with proper picture ID.

Parking:

- We have designated the 1st level of the parking garage at the Grande Shores for bike parking. Bike Engines must be turned off upon entering and exiting the garage and pushed into a parking spot.
- Parking is available for all other vehicles on floors 2-7 in our parking garage.
- There will be no trailer parking available at the Grande Shores.
- The Myrtle Beach Convention Center is offering Trailer parking for \$40 per day per parking space. Myrtle Beach Convention Center is not taking advance reservations. Guests should call (843) 503-7088 for Trailer Parking assistance.
- Pay parking is allowed in the public access area just east of the building. Please take care to park legally in this area. The resort will not be responsible for any citations issued for parking by the City of Myrtle Beach.
- Parking is limited. Each 1 bedroom unit will receive one parking pass at check-in and each 2 & 3 bedroom unit will receive 2 parking passes at check-in. Please take care not to misplace your parking passes. Additional parking passes will not be distributed after check-in and no vehicle will be allowed to park on our property without a valid parking pass. Please have the license plate numbers of your vehicles with you at check-in.
- Unfortunately, we cannot guarantee any particular parking place for your vehicles. The Resort reserves the right to designate parking places for your vehicles. The Resort reserves the right to designate parking places and to remove the vehicles that are parked improperly.

Amenities:

- Roll-away beds for the Hotel are charged at \$10 per night and are available on a first-come, first-serve basis. Rollaway beds are not allowed in the Grande Shores Condos.
- Please do not use the guest linens to clean motorcycles. The Resort provides rags at the Front Desk for this purpose.
- Pool towels and other Resort linens may not be taken to the beach.

Payments:

- You must present a valid picture ID at Check-in. If you used a credit card for your advance deposit, the name on your picture ID must match the name on the credit card.
- **If you used a credit card for your advance deposit, you must present it at check-in. All credit cards used for advance payment must be presented at check-in.** If you do not present the credit card, the deposit will be returned to the credit card and a 3% processing fee will be charged. You will be asked for another form of payment for the advance deposit.
- If you have been given permission to use someone else's credit card, you must have an authorization for that person's card on file with us. If you have not completed an authorization form, please contact us.
- If paying cash, a \$100 refundable deposit is required at check-in.
- There are no refunds for early departures.

Check-In and Check-Out:

- **Please check your email on the morning of your arrival for access to check-in online and receive your mobile key.**
- Check-ins will not be processed before 4:00 p.m. Early arrivals may use the amenities at the property while they wait for their units to become available. Please have the license plate numbers of your vehicles and trailers with you at check-in.
- Check-Out is at 11:00 a.m. A 4:00 p.m. late checkout may be requested in advance, there is a 1/2 day charge for a late check-out if available.

Again, if you have questions about your reservation or our policies, please call us at **1-866-235-6458**.

Thank You,
The Staff and Management of Grande Shores.