

Grand Strand Resorts, Inc. Rules and Regulations

Important Info for Your Upcoming Stay

We want your vacation to be stress-free and enjoyable from the moment you arrive! To help you plan, please take a few minutes to review the following details.

Pro Tip: We offer a wide variety of properties to choose from. To make your decision easier, we recommend picking 2 or 3 that best suit your needs before booking.

We're here to assist you every step of the way and ensure you have a fantastic stay!

1. Limits of Liability

- Grand Strand Resorts strives for accuracy in the information provided on our website and other platforms. However, we cannot be held liable for any errors in printing, images, or rates. Our team diligently works to identify and correct any discrepancies, but occasional mistakes may occur. We apologize for any inconvenience that may arise from such unintentional errors and appreciate your understanding.

2. Check-in & Check-out times

- Daily rentals have a minimum of 3 nights stay.
- Check-out is 10 a.m. **NO EXCEPTIONS!**
- Late Check-outs are subject to a \$75.00 an hour late fee.
- Check-in is 3 – 5 p.m. subject to unit availability.
- Late arrival check-in (after 5 p.m.) is available. We have a late arrival lock box next to our office door. Please call ahead for combination. For lost, late arrivals, and emergencies, we have a live answering service ready to help you after hours. 843-272-4171
- You should receive a text message when your accommodations are ready to check-in. Should you arrive prior to 3:00 p.m., give us a call at 843-272-4171 to check the status. If your vacation rental is ready, we'll get you off to an early start at the beach. While we make every effort to prepare all accommodations in advance, please note that some may not be ready until 3:00 PM or later. Occasionally, necessary repairs may need to be completed before or after check-in.

3. Reservations

- A \$500 deposit is due upon booking to confirm your reservation; reservations will automatically be cancelled if deposit is not received within 7 days.
- All reservations are subject to a \$175.00 processing fee for a 7 day or monthly stay. Daily Processing fee is \$25.00 a day (Minimum \$100 – 3 day stay).
- Checks are accepted if received 60 days before stay. Returned checks will incur a \$35.00 bank fee.
- On-line reservations require payment by a major credit card at time of booking.
- Upon receipt of payment, you will receive confirmation showing your rental charges, processing, insurance and damage waiver fee for all rental services
- Final balance MUST be **paid in full 30 days before check-in** and a final confirmation will be emailed to you at that time. Separate billing is not sent out for the final balance payment. If a payment is not received, the reservation will be treated as a cancellation and all monies collected prior will be forfeited by guest.
- The Rental Agent shall place the advance rental payments in an interest-bearing Trust Account with an insured South Carolina bank with accrued interest payable to the Agent.
- Any reservation requiring a date or unit change will incur a fee of \$35.00 at the time of the modification.

4. Travel Insurance

- Travel Insurance will be automatically added to all reservations. We highly recommend purchasing this insurance, particularly from June through October 30, which is the peak hurricane season. If you opt to purchase travel insurance, it will be paid in full at the time of booking. Should you decide not to purchase the insurance, the cost will be removed from your reservation upon request. This coverage protects against disruptions caused by **mandatory** evacuations and provides coverage in the event of an emergency illness or death that may prevent you or your family from traveling. Please note: that no refunds will be issued for a hurricane evacuation.
- Travel Insurance can be added up to 30 days before your arrival. Please note: If travel insurance is not purchased at the time of booking, your policy will only cover incidents occurring 24 hours after purchase. For example, pre-existing conditions or a named hurricane reported prior to the purchase of travel insurance will not be covered.
- Given the significant investment in your vacation, we strongly encourage you to purchase this coverage for your peace of mind. A brochure detailing the benefits, exclusions, and limitations of the insurance will be provided with your reservation confirmation.
You may download a current version [here](#)

5. Vacation Condos/ Homes Listed for Sale

- Occasionally, vacation condos/homes may be listed for sale. If you reserve a property that is later sold, we will promptly notify you. In such cases, we will make every effort to relocate you to a comparable condo/home. Should the alternative property be more expensive, the guest will be responsible for covering the price difference. If you prefer not to pay the difference, a full refund will be issued.

6. House Parties Prohibited / Quiet Time Hours

- Should a group attempt to occupy a property, they will be immediately evicted and forfeit all rent. The person making the reservation will be responsible for all legal fees concerning this situation.
- Quiet Hours for North Myrtle Beach are observed from 11:00pm – 7:00am. Per North Myrtle Beach City Ordinance No. 21-33, § 2, 10-4-21.

7. Damage Waiver Fee

- **Why worry about a large security deposit when accidents can happen?** We want you to relax and fully enjoy your stay. To ensure everything is in order, we thoroughly inspect each condo/home before and after every guest's visit. However, in the unlikely event of an **accident**, simply report the details to us, and we'll handle the rest.
- **Damage Waiver Fee:** A non-refundable fee of \$50.00 is required for all guests. This fee protects you from potential substantial charges for **accidental** damage that may occur during your stay. The Damage Waiver covers up to \$1,000 in **accidental** damage but excludes damages resulting from intentional actions, gross negligence, or willful misconduct. If damage occurs, please contact our office immediately, and we'll assist in resolving the situation.

8. Cancellations

- If you cancel your reservation **60 days or more** prior to your arrival, a \$200 fee will be deducted from your deposit. If you cancel **within 60 days** of your arrival, you will forfeit all amounts paid, unless covered by travel insurance. For more information on coverage options, click [here](#).

9. Repairs

- In the event of any equipment issues within the unit, we are unable to provide a rent refund. However, we guarantee that repairs will be addressed promptly to ensure your comfort during your stay.

10. Miscellaneous Rental Items

- **Sleeper Sofas:** While we cannot guarantee the comfort of sleeper sofas, we recommend them for use by children only. Please note that we are unable to offer refunds for discomfort related to their use.
- **Keys and Property Bands:** All keys and property bands must be returned at check-out. A fee of \$15.00 will be assessed for each lost key and \$10.00 for each lost property band, unless otherwise indicated.
- **Locked Out?** If you find yourself locked out during business hours, simply visit our office for a replacement key. For lockouts after business hours until 9:00 PM, please contact our office, and a rental agent will deliver a key to you for a \$35.00 cash fee. After 9:00 PM, you may contact a locksmith of your choice, and you will be responsible for all associated costs. **This is to gain access to the unit only, locks should never be changed!** Please notify our office as soon as possible.
- **Rules and Regulations:** Upon check-in, you will receive a sheet outlining the rules and regulations of the property. Please inspect the unit upon arrival and notify us immediately if any issues arise.
- **Taxes:** All rent is subject to 12% tax, this includes State, County, and City Tax. Please note that taxes are subject to change.
- **Occupancy Limits:** The maximum occupancy for each property is strictly enforced. Violating this policy may result in eviction or fines imposed by the property.
- **Lost and Left Items:** Any items left behind in the unit will be shipped to the guest via UPS at their expense, along with a \$35.00 handling fee. Please note, we are not responsible for items left in the unit.

11. Pet Policies

- Pets are strictly prohibited in all units, unless otherwise noted. Any pet found in or around a unit will result in an immediate charge of \$400, as well as immediate eviction. In addition, all rents paid will be forfeited, and any damages caused by the pet will be charged to the guest. This policy is closely monitored and strictly enforced.
- We offer a select number of dog-friendly condos, subject to availability. A non-refundable fee of \$400 applies to these units, which covers the cost of cleaning, deodorizing, and sanitizing after each stay. For more information on available units, please contact us at 1-800-367-6515.

12. Restrictions

- We exclusively rent to families and adults aged 25 and older. Any violation of this policy will result in the denial of occupancy, and the full rental amount will be forfeited.

13. Linens

- All weekly and daily rentals include bed linens, towels, washcloths, and departure cleaning services.
- All beds will be made upon arrival, with the exception of sofa beds and Murphy pull-out beds.
- Upon departure, we kindly request that you remove all items from the refrigerator and freezer, dispose of all trash, and start the dishwasher
- Linens for sleeper sofas or Murphy beds are available for rent at \$45.00 per set. Each set includes one flat sheet, one fitted sheet, two pillowcases, four towels, and four washcloths
- **Goody Bag** containing a starter kit of products (hand soap, dishwasher soap, etc.) will be provided at check-in. If you arrive late, please visit the office the following day to receive your Goody Bag.
- Monthly guests are required to provide their own linens. Linens are available to rent for \$45.00 per **bed**.
- Large Crib and Roll-A-Bed rentals are available through an outside company, please contact us for more information.

14. Suggested items to bring:

- Paper products including toilet paper, paper towels, trash bags, plastic wrap, & foil
- All Toiletries, hair accessories such as hairdryers & flat iron.
- Beach chairs, floats, beach bags, sunblock, & after sun moisturizer.

15. Locked Closets

- Many owners store personal items in locked closets for their convenience. These areas are not part of the rental and are strictly for homeowner use. Please refrain from attempting to open these locked doors. Any unauthorized access will result in charges for repairs and replacement of any missing items. Thank you for your understanding and cooperation

16. Non-Smoking Property

- Smoking is not permitted in Unit, Common Areas or Limited Common areas, including balconies, garages, pool decks, stairways, hallways, lobby areas, or entrance ways. Smoking consists of cigarettes, vapes, and any illegal substances (this includes marijuana –which is not currently legal in SC). **IF CAUGHT, YOU WILL BE FINED \$300.00 – NO EXCEPTIONS.**