



GRAND STRAND RESORTS

RULES & REGULATIONS | YOUR VACATION CHEAT SHEET!

We're excited to host you and want your stay to be as relaxing and enjoyable as possible. To ensure everything goes smoothly from check-in to check-out, please take a moment to review these important guidelines. They're designed to help you make the most of your time and keep your getaway hassle-free. If you need anything along the way, we're here for you! Below you'll find our office location, main phone number, and our 24-hour emergency contact so you're always covered.



OFFICE LOCATION

408 Main Street, North Myrtle Beach, SC, 29582



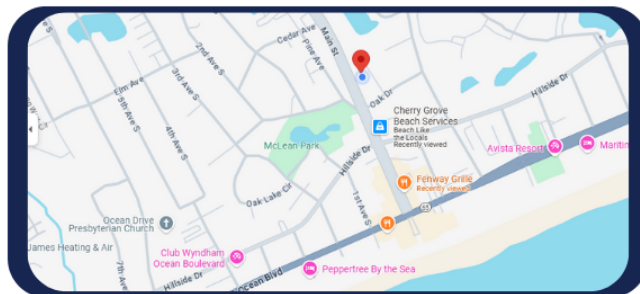
OFFICE PHONE NUMBER

800-367-6515



EMERGENCY PHONE NUMBER

843-272-4171



Note: This page serves as a guide so you can be prepared and avoid any surprises, please read these details thoroughly before your stay. You'll find important notes on what to bring, what we provide, and what you'll need to plan for, ensuring a smooth and comfortable visit.

[Click here](#) for a printer-friendly PDF version of this page.

LIMITS OF LIABILITY

At Grand Strand Resorts, we make every effort to ensure the accuracy of all information presented on our website and other platforms. However, we cannot guarantee that all details, such as pricing, images, or descriptions, are free from errors or omissions. While our team promptly addresses any discrepancies, occasional mistakes may occur.

By using our website, you acknowledge and accept that Grand Strand Resorts is not responsible for any inaccuracies or errors and that such issues do not constitute grounds for claims or liabilities. We appreciate your understanding and apologize for any inconvenience these unintentional errors may cause.

CHECK-IN & CHECK-OUT

CHECK-IN TIME

Standard check-in is between 3PM and 5PM, depending on unit availability.

We do our best to have all units ready by 3PM, but occasionally, some may not be available until later due to cleaning or necessary maintenance.

You'll receive a text message at the number on file when your unit is ready.

At check-in, you'll receive a printed copy of our company policies and unit information. We recommend reading it thoroughly.

When you arrive at your rental:

- ✓ Walk through the unit and make note of anything missing, damaged, or not working.
- ✓ Report any issues immediately so we can document and resolve them quickly.

We want you to enjoy your stay, and that starts with making sure everything is just right. Report any issues immediately, the sooner you report an issue the sooner we can fix it!

EARLY CHECK-IN

Early check-in is not typically available unless arranged in advance.

Want to start your vacation early? We offer guaranteed early check-in by 12 PM for an additional \$150.

Call us at 843-272-4171 ahead of time to reserve this option.

LATE ARRIVAL (AFTER 5:00 PM)

Arriving late? No worries!

Use our secure lockbox located by the front door of our office at: 408 Main Street, North Myrtle Beach, SC 29582, [Click Here](#) to get directions on Google Maps.

Just call 843-272-4171 before arrival to get your lockbox code.

CHECK-OUT TIME

Check-out is strictly at **10AM, no exceptions.**

Late check-outs will incur a \$75 per hour fee after 10AM.

As much as you're loving your vacation — the next guests are just as excited for theirs! Please help us keep things running smoothly by checking out on time so we can get the place sparkling and ready for their arrival.

Before leaving, please do the following:

- ✓ Clear out fridge/freezer
- ✓ Take out trash
- ✓ Load the dishwasher and run it

Don't forget to return all keys and pool bands to our office located at:

408 Main Street, North Myrtle Beach, SC, 29582.

FROM SHEETS TO SUNBLOCK

INCLUDED ITEMS

We've got you covered, literally! All weekly and daily rentals include:

- Fresh bed linens

- Towels & Washcloths

- Departure cleaning

Beds will be made and ready for your arrival, with the exception of sofa beds and murphy beds.

Need linens for those extra beds? No problem! You can rent a full set for \$45, which includes a fitted sheet, flat sheet, two pillowcases, four towels, and four washcloths — everything you need to stay comfy.

For monthly guests: Linens are **not** provided by default. You're welcome to bring your own, or rent them from us for \$45 per bed.

GOODY BAG

Just a little something to get you started! At check-in, you'll receive a handy goody bag with a few essentials: a roll of paper towels, toilet paper, a bar of soap, a one-ounce 2-in-1 shampoo and conditioner, dishwasher pod, laundry detergent, and a splash of sunblock to kick off your stay. Arriving late? No worries — your bag of goodies will be waiting for you at the office the next day!

ADDITIONAL RENTALS

Beach chairs, umbrellas, golf carts, bikes and more can be rented via Cherry Grove Beach Services at (843) 309-3064 or visit their website by [clicking here](#).

SUGGESTED ITEMS TO BRING

We'll get you started with a small goody bag of essentials, but to make your stay extra comfy, don't forget to bring these:

To make your stay smooth and surprise-free, we recommend bringing these items that our guests often find helpful to have on hand.

PRIVATE CLOSETS & SHARED COMFORTS

Some closets are locked and reserved just for the owners, think of them like the “do not disturb” zones of the home. Please don’t try to open them, unauthorized access could lead to repair or replacement fees.

Feel free to use the provided items like salt & pepper, dishes, or cookware, just don’t take them with you. These belong to the home and should stay put for the next guest to enjoy. Thanks for treating the space with care!

PROHIBITED VEHICLES

Motorcycles, boats, trailers, ATVs, and all your fun recreational rides need to stay off the property, unless you’ve got the green light from us first!

RESERVATION DETAILS

BOOKING YOUR STAY

A \$500 deposit is required to secure your reservation. If you choose to add travel insurance, that amount is also due at the time of booking.

TAXES & FEES

All reservations include a 12% tax (State, County, City), which may change.

Processing fees apply to every reservation (not a credit card fee):

\$175 for weekly or monthly stays

\$25 per night for shorter stays (minimum \$100 for stays of 3 nights)

PAYMENT OPTIONS

Credit Card: Required for all online bookings, optional for call in reservations.

Checks: Accepted if received at least 60 days before arrival date.

Returned Checks: A \$35 bank fee applies to all returned checks.

After you pay you'll receive a reservation confirmation showing your rental charges, processing fees, insurance, and the damage waiver as well as details regarding your stay.

FINAL PAYMENT

The full balance is due 30 days before check-in.

If the full balance is not paid on time, the reservation will be cancelled and any previous payments will be forfeited.

Keep in mind, unless otherwise requested, your card on file will be **automatically charged 30 days before arrival**.

MAKING CHANGES

Plans change, we get it! If you need to tweak your dates or swap units for a legit reason, we've got your back.

Just a heads-up: each change comes with a \$35 fee to help us keep things fair and calendars accurate for everyone.

WHERE YOUR MONEY GOES

All payments are held in a South Carolina bank trust account. Any interest earned is paid to the rental agent.

CANCELLATION POLICY

STRICTLY ENFORCED CANCELLATION POLICY

Cancel 60 days or more before your arrival? You'll lose \$200 of your deposit.

Cancel less than 60 days before arrival? Sorry, you'll forfeit all the money you've paid — unless you purchased travel insurance before booking and your reason is covered.

Simple and straightforward, no surprises!

Travel Insurance is offered to protect you from unexpected events like illness, bad weather, injury, or even death. If you choose not to add it, please know you won't be eligible for any refunds—no exceptions.

We highly recommend adding travel insurance so you can relax and enjoy your trip worry-free! For more details on insurance, [click here](#).

TRAVEL INSURANCE

OVERVIEW

Travel insurance is automatically added to all reservations. We recommend purchasing it, especially from June through October 30, the peak hurricane season. If you keep the insurance, it will be paid in full at booking. If you opt out, the cost will be removed upon request.

WHAT IT COVERS

This insurance protects you against mandatory hurricane evacuations and covers emergency illness or death that may prevent you or your family from traveling. Please note: no refunds will be issued for hurricane evacuations without coverage.

DEADLINES AND EXCLUSIONS

Travel insurance can be added up to 30 days before arrival. If not purchased at booking, coverage begins 24 hours after purchase. Pre-existing conditions or named storms reported before purchase are not covered.

FINAL NOTES

Because your vacation is an important investment, we highly encourage purchasing this coverage for peace of mind. A brochure detailing benefits, exclusions, and limitations will be included with your confirmation. To view all of Red Sky's travel insurance benefits [click here](#).

HELP MY RENTAL SOLD

DON'T WORRY, WE'VE GOT YOU COVERED

While it's rare for vacation homes or condos to be sold during your stay, sometimes it happens. When it does, South Carolina law requires us to honor your reservation for up to 90 days from the deed recording date.

If your booked property is sold, we'll notify you right away and do our best to find you a similar spot. If the new place costs more, you can either cover the difference or opt for a full refund — no stress!

HOUSE RULES & GUEST GUIDELINES

UNAUTHORIZED ENTRY

Unauthorized entry trying to stay at the property will be asked to leave immediately and will lose all rent paid. The person who booked the reservation will also be responsible for any related legal fees.

We appreciate your understanding and cooperation to keep things fair for all guests!

WHO WE RENT TO

We rent exclusively to families and adults 25 and older — no exceptions! If this rule isn't followed, check-in will be denied and the full rental amount will be forfeited.

Thanks for helping us keep the good times family-friendly and fun!

QUIET HOURS

Shhh... quiet time in North Myrtle Beach runs from 11:00 PM to 7:00 AM. It's the law (thanks, City Ordinance No. 21-33)! So please keep the noise down during these hours and help everyone catch some well-deserved Z's.

DAMAGE WAIVER FEE

INCLUDED ITEMS

Why worry about a big security deposit when accidents happen? We want you to relax and enjoy your stay. We inspect each condo/home before and after every guest. If an accident happens, just let us know—we'll handle it!

FEE DETAILS

A non-refundable \$50 Damage Waiver Fee applies to all guests. This covers up to \$1,000 in accidental damage, **excluding** intentional damage, unreported items or gross negligence. Please

report any damage to our office right away.

REPAIRS

If something breaks during your stay, we do not offer rent refunds. But, don't worry, we'll fix it promptly to keep you comfortable.

GUEST POLICIES

SLEEPER SOFAS

Comfy for kiddos, not so much for adults. Sleeper sofas are best for children.

Please note: We do **not** offer refunds or discounts for discomfort related to sleeper sofas, so plan accordingly and bring your favorite blanket or mattress topper if you want to add some extra softness!

KEYS & PROPERTY BANDS

All keys and pool bands must be returned to our office on the day of departure.

Lost keys: \$35 each

Lost pool bands: lost bands \$15 each, unless otherwise mentioned.

LOCKED OUT?

During business hours: Swing by the office and we'll get you back in.

After hours until 9 PM: Give us a call at 843-272-4171 we'll bring you a key for a \$35 cash.

After 9 PM: You must contact us at 843-272-4171 so we can arrange a locksmith on your behalf. Guest must cover the costs of locksmith.

Locks should never be changed—please notify us ASAP.

OCCUPANCY LIMITS

We love having guests, but every property has a strict maximum occupancy for your safety and comfort. Please stick to the limit—violations can lead to fines or even eviction (and nobody wants that!).

LOST & LEFT ITEMS

Left something behind? No worries! We'll gladly ship it back to you via UPS at your expense, plus a \$35 handling fee. Just a heads up—we can't be responsible for items lost or unclaimed.

PET POLICIES

RESTRICTIONS

Pets are strictly prohibited unless noted. Pets found will result in a \$450 fee, immediate eviction, and forfeiture of all rents. Damages caused by pets will be charged.

DOG-FRIENDLY UNITS

We offer some dog-friendly condos with a \$450 non-refundable fee for cleaning and deodorizing. Call 1-800-367-6515 for info and availability.

NON-SMOKING PROPERTY

Smoking is strictly prohibited anywhere on the property. This includes: inside units, balconies, garages, pool decks, stairways, hallways, lobbies, and entrances. This applies to cigarettes, vapes, and all illegal substances (including marijuana, which remains illegal in South Carolina).

Violations will result in a ***\$300 fine — no exceptions.***

FOR EVERYTHING YOU NEED TO KNOW ABOUT NORTH MYRTLE
BEACH'S BEACH LAWS & LOCAL RULES [CLICK HERE.](#)