

Sandcastle at Birch Bay

A Travel Raintree Resort Property



Property Policies & Additional Info

If you're thinking about staying here, there are some things you may want to review before you go. We work diligently with the resorts to ensure the information is the most current we have for the resort location. However, there may be times where we have gaps in the most current information so we encourage you to review the room directories or ask the on-site concierge or front desk staff to ensure everything we have listed is still current and in effect.

Property Policies:

- Age Requirements - Be aware that the resort does have a 21 or older check in restriction.
- Cancellation Policy - This is a NON-REFUNDABLE reservation. Once the reservation has been confirmed by the resort you own it. However, because we want to make you happy, if you can't make the trip please call us. We will work with you and the resort to try to reschedule your trip. We can't guarantee anything but we will try....
- Maximum Occupancy - Please note the number of people that can stay in the unit. Exceeding the maximum occupancy is not permitted and we would really hate to see you have to rent another room at current rental rates. If you have any questions regarding the maximum occupancy criteria, please call us. We will work with you to ensure we create the perfect configuration of rooms for you, your family or friends.
- Parking - Yes, the property has complimentary outdoor parking for normal guest vehicles. However, please don't come rolling up in your camper, trailer, box truck, motor home (get the gist). They are not allowed to park at the property. If you have no other choice in getting to the property, check with our team before you go. We will be happy to help locate a storage facility for your over-sized vehicle while you have a great stay at the resort.
- Pets - Unfortunately, pets are not happening here. However, check with us, we may be able to provide some boarding alternatives near the resort if you absolutely need to bring your pet with you.
- Pool & Spa Towels - Please do not bring your room towels down to the pool area. The resort has plenty of towels available for use. The front desk staff is more than happy to provide you with what you need to make your time at the pool an enjoyable one.
- Security Deposit - The resort will hold a \$100.00 USD security deposit against your credit card at check in. The deposit is fully refundable at check - out as long as you didn't damage the room. A damage inspection of the room will be done, so if you find anything wrong with the room when you get there please make sure you contact the front desk and let them know. Don't get charged for someone else's damage.
- Smoking - This is a smoke free resort. Please check with the front desk for a map of the designated smoking areas.

Property Amenities | Hours of Operation:

- Front Desk Services - The front desk is opened 24 hours a day, 365 days a year. The resort is secured after hours so make sure you have your room card to gain access to the interior.
- Pool & Spa - The pool, Jacuzzi and sauna are available for your enjoyment. However, since it is an indoor pool sound carries throughout the property so the amenities are only available from 8 am to 10 pm daily.
- Business Center - Need to print last minute airline tickets or work on e-mails or a project. The business center is there to support you 24 hours a day.
- Fitness Center - Like working out or really into keeping in shape. The resort's fitness center is available to you from 7 am to 11 pm daily.
- The Shores Restaurant & Bar - Getting hungry or fell like getting a quick drink close. The restaurant is located right on property for your convenience. Check with us since the hours vary by season.

Other Interesting Stuff:

- Air Conditioning - The bad news is the resort doesn't have unit air conditioning. The Good news is the units have windows that can be opened for a cross breeze and ceiling fans to help circulate that ocean air. If you absolutely feel the need for air conditioning, you can go to the resort's lobby.
- Kids' Stuff - Bringing little ones along with you. The resort has Pack and Play and baby gates for units with stairs. If you need something more and don't want to deal with the hassle of carrying all the additional baby equipment, check out BabysAway.com. It is a cool child equipment rental site with over 80 locations throughout the USA. You can order what you need on-line and their operators will deliver to and pick up from your destination when you ready to leave.
- DVD Rentals - The property's units have DVD players but at this time we haven't been able to verify a DVD rental location on property. You can always bring you own but if don't feel like carrying your library with you there are a few Redbox locations the closet being 8.7 miles from the resort. Contact our team and we can send you some of the stores.