

# WorldMark Phoenix South Mountain Preserve

A Travel Raintree Resort Property



## Property Policies and 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....
- Check in/out Times – The resort allows you to check in at 4:00 pm & check out 10:00 am.
- Credit Cards Accepted – The resort does accept Visa, MasterCard, Discover and American Express.
- 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, that right, the resort has free outdoor parking for you convenience.
- 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, you can pick them up from the resort's activities staff down by the pool.
- Pricing (Additional Occupants) – Please note that the pricing listed is based on double occupancy. There will be additional costs associated with adding guests to the reservations. Please see the Other Pricing, Fees & Taxes section for costs associated with each additional guest.
- 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:

- Business Center
  - 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 24 hours a day.
- 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.
- Restaurants & Bars
  - 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 Good news is the resort does have unit air conditioning. The units have windows that can be opened for a cross breeze and ceiling fans to help circulate that ocean air.
- Baggage Storage
  - Room not ready or you want to enjoy the pool or beach before leaving for the airport. No problem, this resort has baggage storage services for you to use.
- Kids' Stuff
  - Bringing little ones along with you. The resort does not have cribs available for use so please make sure you bring what you need to make them comfortable.
- Languages
  - Really Cool, this resort has a multilingual staff.
- WiFi
  - You get 2 devices for free. Anymore being connected will be charged an additional fee.