

Sandy Point Beach Resort

A Classic Holidays Resort



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 an 18 or older check in restriction. Failure to meet this will result in refusal of entry to the resort.
- 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 - Your designated check in day is either Friday or Saturday. You can check into the resort starting at 2 pm. Check out is at 10:00 am. Check with the front desk staff if you need late check out, they may be able to accommodate. Be sure to have the confirmation number and ID, you will need to refer to it when speaking with the front desk.

After Hours Check-in? - There is no after-hours reception, which means if you're arriving late you won't be able to check in until the next morning. So if you plan to arrive after-hours, please contact the resort in advance to make arrangements for getting your key.
- Credit Cards - Yes, you will need a credit card at check for incidentals and other stuff. Please make sure you have it available with your confirmation number.
- 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 or rooms for you, your family or friends.
- Parking - Yes, the property has complimentary parking for your vehicle. However, you are limited to one space per unit rented. Additional parking is available at a surcharge. If needed, you can also find parking for your boat or caravan at a surcharge.
- 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 - Towels will be available for you. Please check with the front desk on location.

- Security Deposit - The resort will hold an AUD\$200.00 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 Saturday to Thursday from 9:00 am to 5:00 pm and Friday from 8:00 am to 7:00 pm.
- Tennis & Squash Courts - Tennis & squash courts are available on property. You can bring your own equipment or borrow some from the front desk. However, tennis balls are not part of the package and will need to be purchased. The courts are opened daily from 8:00 am to 6:00 pm.

Other Interesting Stuff:

- Air Conditioning - The unit has split air conditioning for your convenience.
- Books & Games - Reading materials are available for your use in the common area library and adult lounge. Take advantage of a selection books, magazines and children's books available for you to explore.
- Credit Cards - This property accepts Visa, MasterCard and Eftpos credit cards. A credit card will be required at check-in the resort reserves the right to temporarily hold an amount prior to arrival.
- Cooking Equipment - Need something extra for the kitchen. Check with the front desk they may be able to supply you with some items not standard to the kitchen. For example, convection ovens are available from reception if you want to bake or cook a roasted meal.
- DVD Rentals - The property's units have DVD players but 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.
- Kids' Stuff - Bringing little ones along with you. The resort has cribs and high chairs available for rental. Please note, that there is a one piece limit per stay room.
- Languages - This property has staff that speak English and Afrikaans.
- Other Stuff - Coffee Machines are provided in the units. The machines require pod style containers to operate. A selection of compatible pods are available for purchase from reception or you can probably find them next store at the mall.
- Shopping Service - Missing Something or need additional stuff? The resort is located directly opposite a shopping centre. The shops include an IGA supermarket, Pharmacy or "Chemist", Post Office, coffee shop & several other food outlets.
- Storage Facilities - Arriving early? No problem, the resort has luggage storage for you while you wait to get checked into your unit.

- Toiletries
 - Forgot your toiletries or just staying for a couple of nights? We have a selection of travel size toiletry products available for purchase in reception.
- WiFi
 - WiFi is available and "Free" throughout the property. Yes, this does mean in the units and public areas.