



IMPORTANT INFORMATION

Last edited: December 1, 2023

CANCELLATIONS & REFUNDS

- Any reservation canceled from the time of booking up until 30 days prior to your check in date, will sacrifice 25% of that advanced deposit as a cancellation fee. Any reservation cancelled within 30 days prior to check in would forfeit their entire advanced deposit.
- We do not give refunds in the event of airline cancellations, inclement weather, natural disasters, illnesses, hospitalizations, or any other form of family emergency. We also do not give refunds for early departures or late arrivals.
- In our 2023 season the Sea Shell Resort will no longer accept a positive COVID-19 diagnosis as a valid reason for a reschedule or cancellation. As of 12/5/22 COVID-19 diagnoses will fall under the normal cancellation policy which does not cover illness as a valid reason for a reschedule or cancellation. We highly recommend purchasing separate travel insurance to protect your travel plans accordingly.
- The Sea Shell will allow for one date change after a reservation is confirmed, without penalty, if the change is made at least 30 days before check in. This does not apply to cancellations.
- Changes made within 30 days, and up until 2 weeks prior to check in, are subject to a \$150 change fee.
- Reschedules made within two weeks of arrival are not permitted and will be treated as a cancellation with the loss of your deposit.
- Changes to reservations made within two weeks and up until check in, such as shortening your stay, will result in a penalty of 50% of the room rate (plus tax) for each day shortened.
- Hurricane Policy: In the event of a hurricane or major named storm we will give refunds for nights that are impacted by a **mandatory** evacuation of Long Beach Island only.
- If you anticipate changes in your plans, or are looking for extra protection for an unexpected cancellation, we suggest you secure trip insurance prior to booking (TravelGuard.com).

BOOKING RESERVATIONS, DEPOSITS AND RESERVATION/ROOM REQUIREMENTS

- A deposit will be taken at the time of booking equal 50% of your scheduled stay OR one full night stay, whichever is greater, plus tax. Any reservation canceled from that time up until 30 days prior to your check in date, will sacrifice 25% of that advanced deposit as a cancellation fee. Any reservation cancelled within 30 days prior to check in would forfeit their entire advanced deposit.
- Hotel room rates for 4 person occupancy, with the exception of our second floor king rooms (2 person occupancy). An additional guest in a room is \$15 per night. For children under 5 years old there is no charge. We appreciate your diligence with securing the appropriate number of guests within your reservation at the time of booking; however we do understand these times aren't always set in stone. If your reservation details change we ask that you alert our reservations team by check in, at the latest. If it is brought to our attention that your room has more occupants than noted in your reservation we reserve the right to adjust your rate retroactively to compensate for this change. If you have more guests than the maximum allowed in any specific room type, we reserve the right to ask some of those guests to vacate the room. Specific room type maximums are as follows: First Floor Deluxe 2 Queen, First Floor Deluxe 1 King, Second Floor Deluxe 2 Queen, Oceanfront 2 Queen and Oceanfront 1 King, – 5 guests max. Second Floor Deluxe King – 2 Guests max. Second floor suite – 6 guests max.
- Check in time is 4PM. Check out time is 11AM. *For guests booked within an event room block, checking in on the day of the event, check in time is 3pm.*
- Late check outs are not permitted in-season and require permission in the off-season (additional fee applies).
- We make every effort to satisfy specific room requests; however, we cannot guarantee specific room numbers or side by side bookings.
- All registered guests must be 21 unless accompanied by a parent. We will ask for a valid ID at check in if it appears you are under the age of 21. If you are under 21 and are not accompanied by a parent who will be staying in the room during your full stay, you will be denied check in and your advanced deposit will be forfeited to the resort.
- Due to the 3 night minimum for all reservations during our summer season, if you are searching for availability during those time frames, and are being told by our online system that there is no availability, please double check that you have put in the required amount of nights. From time to time, shorter stays may open and we may allow bookings for less than 3 nights, but this is only on a case by case basis and determined by our previously booked forecast of availability.

OCEANFRONT NOISE WARNINGS

- Our nightclub is open on certain nights, featuring bands and DJs. Music is also played during wedding receptions and special events. Please refer to our website for our music schedule, dates are subject to change. Please be warned that oceanfront rooms are located directly above these areas and the music will be heard and felt in these rooms. We do not recommend oceanfront rooms for those traveling with children. **We do not offer discounts or refunds for noise complaints from these rooms.**

ROOM DETAILS

- All rooms include heating, air conditioning, mini refrigerator, safe, microwave, and coffee maker.
- Wireless Internet, computer access and complimentary coffee are available in the hotel lobby.
- Cots available to be rented for \$10 per night. Only permitted in queen size deluxe and ocean front rooms and suites. Cots are not permitted in second floor king rooms.
- Pack n Plays available to be rented for \$10 per night.
- The Sea Shell Resort and Beach Club does not offer an elevator on property. All second floor rooms are accessed via staircase only. This includes second floor deluxe, ocean fronts & our suites.

PARKING

- We do not guarantee parking at the resort. However we do offer parking on property within a "first come, first serve" basis. There is public parking available for no fee. Please note the on-site parking lots are shared with our restaurant and bar patrons

TRAVELING WITH GUESTS UNDER 21

- Pool, deck and beach areas are 21 and older on nightclub nights. No guests under 21 will be granted access to these areas when our night club is open which includes Thursday nights, Saturday nights and all special occasions such as holiday weekends from 10pm - 2am.
- All registered guests must be 21 unless accompanied by a parent. We will ask for a valid ID at check in if it appears you are under the age of 21. If you are under 21 and are not accompanied by a parent who will be staying in the room during your full stay, you will be denied check in and your advanced deposit will be forfeited to the resort.

DOGS AT THE SEA SHELL

- First Floor Queen Rooms are dog friendly in the Spring and Fall seasons. There is a fee of \$40 per dog, per night and a limit of 3 dogs per room.
- No other pets besides dogs are permitted on property.
- Maid service can only be offered if your dog is crated.
- Dogs will be denied access at check in if not booked into the appropriate room type at the time the reservation is made or if booked into a reservation made in-season when we do not allow dogs.
- **If a dog, or other pet, is discovered in a hotel room that they are not permitted in (ie: wrong room type and/or in our summer season) there will be a \$150 fee per animal, per night. Bringing a dog to the resort in our summer season may result in your being denied access to check in and under which circumstances you would forfeit your advanced deposit.**
- The resort is dog friendly in our Spring and Fall seasons, but not within our summer season, with exception to Service Animals, as described by the ADA. While Emotional Support Animals or Comfort Animals are often used as part of a medical treatment plan as therapy animals, they are not considered service animals under the ADA. These support animals provide companionship, relieve loneliness, and sometimes help with depression, anxiety, and certain phobias, but do not have special training to perform tasks that assist people with disabilities. Even though some states have laws defining therapy animals, these animals are not limited to working with people with disabilities and therefore are not covered by federal laws protecting the use of service animals.

BEACH/POOL ACCESS AND RENTALS

- Beach badges and beach towels are provided by the resort for a refundable deposit.
- The amenities are available up until 11am on the day of your checkout. All beach badges and beach towels MUST be returned to the front desk by 11am on your day of checkout or a non-refundable \$10 fee will be charged to your room for each towel and badge kept past 11am. If the badge/towel is not returned by 5pm on the day of checkout, you will be charged for a full loss of item (\$10 per towel, \$40 per badge).
- We do not provide beach accessories; chairs, umbrellas, etc.
- As a hotel guest, you are permitted to bring your own beach equipment (umbrella, **small** beach tent for children, beach chairs, beach toys) for use on our private beach. Umbrellas and **small** tents can only be placed on the south side of our private beach. This area is the section of the beach closest to Engleside Ave and delineated from the North side of the beach by a fence. Please ask a staff member for directions to this specific area if needed.
- The Sea Shell Resort and Beach Club provides a beautiful setting for weddings and special events. In an effort to provide our wedding couples and special event guests with an exclusive setting, parts of the resort, including some food and beverage outlets as well as partial use of the pool and beach area, may be closed during these events.
- Our pool is reserved for hotel guests only. You will be given a wristband at check in. You must be able to present this wrist band to our security team to gain access to the pool. We suggest wearing the wrist band in a visible location during your stay to ensure our team can spot it during their pool sweeps and not have to bother you for proof.

RESTAURANT, BAR AND ENTERTAINMENT INFO

- Poolside Palm Grill and Tiki Bar are open April – October. Spring and Fall season hours, and days open, vary. Our Palm Tree Dinner Restaurant, Sushi Bar and 10 South Martini bar are open mid-June until Labor Day Sunday. The Sea Shell does not guarantee that certain food or beverage outlets will be open during your stay. Please call the resort and ask about specifics.
- Music is played daily by the pool/tiki bar/firepits, **in-season only**.
- We do not accept reservations for the bars or grill restaurant. We do offer limited reservations for the dinner restaurant and will begin accepting them in June of each summer season.
- Fire Pits are only operational when the bars/restaurants are open. Fire pit times and days of operation are at the discretion of management. Fire pits may be turned off during times of inclement weather, larger crowds, or for any reason determined by our management team.
- Outside food and beverages are not permitted within the resort's pool area, beach, or patio space reserved for our bars and restaurants.
 - Guests are not permitted to bring coolers within these spaces.
 - Takeout food from a restaurant other than the resorts will not be permitted within these spaces.
 - Opaque water bottles will not be permitted within our licensed areas (pool, restaurant, bars, and private beach.) Please remember to bring a clear water bottle if you wish to use one on premises during your stay.