



## **FREQUENTLY ASKED QUESTIONS (FAQ):**

### **Q: What is included in my cottage?**

**A:** All our Carolina Cottages come fully equipped with all your kitchen needs, bed linens, and towels. Please bring your own towels to take to the pools or beach. We do not exchange towels or linens so be sure to bring some extras from home or visit one of our comfort stations to take care of your laundry needs. The cottages come with an initial supply of paper towels, garbage bags and toilet paper. We recommend you plan to bring or purchase extras as we do not re-supply these items throughout your stay. Each unit comes with a charcoal grill, picnic table, fire pit and patio furniture. Stop by our general store for charcoal and other supplies.

### **Q: When do the pools close for the season?**

**A:** Our serenity pool and indoor pool are open year-round. Our water park, family pool, and lazy river are scheduled to be open between Memorial Day weekend and Labor Day for daily operations from 11am – 7pm (for Water Park). After Labor Day, these amenities are scheduled to be open until October 1st for weekends only from 11am-7pm. Our relaxing lazy river is also open in April and Sept/Oct. All dates and hours are subject to change at any time. Some water amenities/features may not be available during your stay due to unforeseen circumstances.

### **Q: Is the Beach Club closed?**

**A:** Unfortunately, the Beach Club is currently closed for the 2023 season. Please follow our Facebook page for any updates about when we can reopen this amenity. We do offer complementary shuttle service for guests to enjoy other public beaches.

### **Q: Do you have breed restrictions for dogs?**

**A:** No, we do not have breed restrictions. We do request that all animals are friendly with other animals as well as children. Dogs must be leashed, and all guests should pick up after their pets. We offer dog parks to let your furry family members roam and play. We even offer a dog wash station!

### **Q: Are we allowed to bring our own golf cart?**

**A:** Yes, we allow gas and electric golf carts for a fee of \$30 plus tax per stay and they must be registered at the Welcome Center upon arrival. Golf cart drivers must abide by the posted speed limits and rules. Drivers must be at least 16 with a valid driver's license and they must have their driver's license with them at all times if they are operating the golf cart. We do not offer a loading/unloading ramp.



**Q: What is the earliest I can check in?**

**A:** We do not guarantee early check in. If you arrive before your scheduled check in time, we may be able to check you in for a fee of \$30 plus tax if your site is available. If you are renting a cottage and arrive early, you may check in to use our amenities for a fee of \$30 plus tax. Be sure to stop by the Welcome Center around 3pm for the keys to your unit and check in packet.

**Q: Can I have visitors during my stay?**

**A:** Each site or vacation rental is allowed 6 overnight guests. An additional 2 people may be permitted as daily visitors. These visitors must register in-person at the Welcome Center and pay a fee of \$10 per person.

**Q: What is the best way to contact the front office?**

**A:** The best way to contact someone at the front office is by emailing us at [myrtlebeach@eos.sunoutdoors.com](mailto:myrtlebeach@eos.sunoutdoors.com). Someone from our office will reply to you within 24 hours. You may also call us at (843) 896-0700. Please note that during high call volume periods, calls may be re-routed to the Sun Outdoors Contact Center.

**Q: Do you have wheelchair accessible cottages?**

**A:** Yes, we have cottages specifically designed to be wheelchair accessible. Public resort buildings and amenities are also wheelchair accessible.

**Q: Do you have cottages that do not allow pets? I am allergic to dogs.**

**A:** Yes, we do have several pet free cottages for our guests that do have allergies.

**Q: What is the best/most convenient public beach to go to while we are visiting?**

**A:** North Myrtle Beach at 6th Ave. South is just a 15-minute drive from the resort. This public beach access has a bathhouse, showers and paid parking for \$2 per hour. There are several nearby places to eat and shop. We recommend an early start to your beach day as parking in North Myrtle Beach fills up quickly during peak season.

**Q: Do you allow packages to be delivered?**

**A:** We do not allow packages at the front office, however if you plan to stay for an extended stay, you can contact the Conway post office for options on having packages delivered for pick up. Call (843) 248-6313.



**Q: Can I have DoorDash / GrubHub / UberEats /etc. delivered to my site?**

**A:** For the safety of our guests, we do not allow drivers to go directly to sites. We encourage you to meet your driver at the Welcome Center.

**Q: How do I add a cabana or golf cart to my reservation?**

**A:** You can email [myrtlebeach@eos.sunoutdoors.com](mailto:myrtlebeach@eos.sunoutdoors.com) and request to have a cabana or golf cart added to your reservation. You may also add these amenities as you are making your initial reservation online or via phone. If you are on site, feel free to stop by the Welcome Center for any reservation needs.

**Q: When are quiet hours at the resort?**

**A:** Quiet time is between 11pm and 8am. We ask that all guests respect their neighbors and other guests at the resort.

**Q: Do you offer a military discount?**

**A:** Yes, we do offer a [20% military discount](#) to active service members and veterans that can be applied when you check in with proof of Identification. If you are booking online, the promo code is "SALUTE". Only one discount is permitted per reservation. Each stay is limited from 2 to 14 days. Please see website for full details and disclaimer.

**Q: How do I know what activities are planned during our stay?**

**A:** You can visit our website to see our themed weekends for the season or email us at [myrtlebeach@eos.sunoutdoors.com](mailto:myrtlebeach@eos.sunoutdoors.com) and we can send you an activities schedule, if they are available. Select activities may require payment upon arrival to schedule activity.

**Q: What is included with my reservation?**

**A:** Paid guests have access to our vast selection of resort amenities. Extra fees may apply upon arrival to certain scheduled activities. Mini bowling and arcade game fees can be paid at the kiosk in the arcade. During your stay, enjoy our bar, restaurant and snack bar options. We also provide food and beverage delivery to sites! Complementary basic WiFi is available throughout the resort. While unlikely, any amenity may be unavailable without notice.



**Q: Do you offer annual/monthly stays?**

**A:** We offer both annual and monthly stays subject to availability. We do not offer monthly stays between April and November unless otherwise stated. Please see our website for Park & Play extended stay dates for nonpeak periods. For more information, please email [myrtlebeach@eos.sunoutdoors.com](mailto:myrtlebeach@eos.sunoutdoors.com) or stop by our Welcome Center.

**Q: Are there any restrictions for your water features?**

**A:** For the safety of our guests, we ask all guests to abide by the rules posted in each of our pool and water areas. Anyone choosing to go down our speed slides must be 48 inches or taller and we do not allow any guests to bring their own tube/float into our lazy river.

**Q: Are coolers allowed in the pool areas?**

**A:** Coolers are not allowed in the main pool areas, this includes the serenity area and the Water park/ family pool/lazy river to include Lazy river. We have a Frozen tiki bar that serves our guests. Coolers are allowed in the indoor pool and the G section pool.

**Q: What will be at my RV site when I arrive?**

**A:** All RV sites are full-hookup and come with a beautiful brick fire pit and picnic table as well as a concrete patio. Our premium RV sites offer a full concrete pad. Our standard RV sites are on crushed asphalt. Our elite RV sites feature upgraded outdoor furniture, a full concrete pad and a beautiful stamped concrete patio.

**Q: Where is the closest grocery/camp store?**

**A:** Visit our on-site General Store for any of your camping and grocery needs. Firewood and ice are also available. Be sure to pick up some stylish resort merchandise to help commemorate your trip! We also have a gift shop in the Welcome Center.

**Q: Is there a restaurant and bar on site?**

**A:** Our resort features several food and beverage options. The Lowcountry Landing Carolina Bistro is located inside Carolina Commons offering an amazing selection of adult beverages, entrees, sandwiches, delicious pizza and more for indoor dining for you and your family. Our concession stands and walk-up windows offer a vast array of food and beverage items where you can dine outside or take it to go. We also [deliver poolside](#) or even to [your site](#). Ask about our site delivery options during your stay!



**Q: Did the resort recently change names?**

**A:** Sun Outdoors Myrtle Beach was previously named Carolina Pines. This transformation had been underway for some time...observant guests may have already seen this name on staff apparel, property maps, and select signage prior to the official change-over. We're still the same awesome place that thousands have known and loved for years!