



We look forward to having you as our guest during one of our Myrtle Beach Bike Events. So that there are no misunderstandings regarding our policies we have outlined them below. Please read the procedures closely as policies may have changed from previous years.

Smoking or vaping is not permitted in any unit, balcony, or pool area. A per incident cleaning fee of \$250 plus tax will be charged. Smoking is only allowed in the two designated smoking areas beneath the hotel and is prohibited on the pool areas, lounge, restaurant, or any unauthorized public area.

Reservations:

- Your nightly rate is based on the number of people you indicated would occupy the unit. **If additional guests will be staying in your unit, there is an additional \$10 plus taxes per person per night charge.** There will be no subletting of hotel rooms allowed.
- The name of each person occupying the unit must be listed on the registration form at check-in. All guests at the Avista Resort must be 23 Years of age or older unless accompanied by a **parent or legal guardian**. Reservations not knowingly booked for those less than 23 years of age will not be honored upon check-in.
- The registration form you sign at check-in indicates that you will check the unit upon your arrival and call Guest Services within one hour to report any missing items or damages. Any missing items or damages noted after you check-out will be charged to you.
- Duplicate Keys will only be given to those who are listed on your registration form and with proper picture ID.

Parking:

- Motorcycles are allowed on the first level of our parking garage in the designated area only, which is located across the street from the hotel. No motorcycles are permitted under the Resort.
- Limited trailer parking for 2 or 3 bedroom units may be available on the roof top level of the parking garage across the street from the hotel. 1 Bedroom units will not receive a parking pass for trailers. Please check with Guest Services before parking your trailer. Please note the clearance for the parking garage is 6'8" and trailers exceeding the clearance cannot be accommodated at the Resort.
- Unfortunately, we cannot guarantee parking availability for your trailers as parking is very limited and on a first come, first serve basis. Off-site trailer parking may be available at Lowes and Walmart parking lots, located off 2nd Avenue North in North Myrtle Beach. It is the responsibility of the guest to make arrangements for any off-site parking.

- Parking is available for all other vehicles on floors 2-8 in our parking garage, located across the street from the hotel. Parking is limited. Each 1 bedroom unit will receive one parking pass at check-in and each 2 & 3 bedroom unit will receive 2 parking passes at check-in. Please take care not to misplace your parking passes. Additional parking passes will not be distributed after check-in and no vehicle will be allowed to park on our property without a valid parking pass.
- Please have the license plate numbers of your vehicles and trailers with you at check-in.
- The Resort reserves the right to designate parking places and to remove any vehicles or trailers that are parked improperly.

Registration Parking:

- For your convenience, registration parking is available for check-in and unloading on the ground level of the Resort. In the event the complimentary registration parking is full, paid parking provided by the city of North Myrtle Beach is available in the oceanfront lots adjacent to the resort for \$2 per hour. Payment for the oceanfront lots can be made via smartphone online at www.ppprk.com or by calling 843-628-2155. Please make note of the 4 digit parking zone upon your arrival. The 4th Avenue North oceanfront parking lot is Zone 8431. The 3rd Avenue North oceanfront parking lot is Zone 8432.

Amenities:

- Please do not use the guest linens to clean motorcycles. The Resort provides rags in the parking garage area for this purpose.
- Pool towels and other Resort linens may not be taken to the beach.

Music & Noise Policy:

Avista Resort strictly prohibits loud, profane, and/or offensive noises upon the Resort's premises. This policy is intended to be more restrictive than the existing municipal Noise Ordinances already enforced by law enforcement. The Resort desires to keep and maintain a peaceful, enjoyable environment for all guests of the Resort.

The Resort strictly prohibits guests from playing music, videos, and other forms of media which are offensive to other guests, whether due to loud volume, excessive bass, or explicit content (profane language, sexual content, and the like). Any and all noise originating from a guest's room, including the room's balcony, must not be audible from outside the room or balcony. Any and all noise originating from a guest's vehicle must not be audible from outside the vehicle. No music, videos, and other forms of media may be played by a guest within the Resort's common areas unless the guest is using headphones or earbuds.

Violation of this policy will result in corrective action, up to and including removal from the resort's premises. By booking a room at the Resort, the guest acknowledges this policy and agrees to be bound by its terms.

Payments:

- You must present a valid picture ID at Check-in. If you used a credit card for your advance deposit, the name on your picture ID must match the name on the credit card.
- **If you used a credit card for your advance deposit, you must present it at check-in.** If you do not present the credit card, the deposit will be returned to the credit card and a 3% processing fee will be charged. You will be asked for another form of payment for the advance deposit.
- If you have been given permission to use someone else's credit card, you must have an authorization for that person's card on file with us. If you have not completed an authorization form, please contact us.
- If paying cash, a \$200 refundable deposit is required at check-in.
- There are no refunds for early departures.

Check-In and Check-Out:

- **Please check your email on the morning of your arrival for access to check-in online and receive your mobile key.**
- Check-ins will not be processed before 4:00 p.m. Early arrivals may use the amenities at the property while they wait for their units to become available. Please have the license plate numbers of your vehicles and trailers with you at check-in.
- Check-Out is at 11:00 a.m.

Again, if you have questions about your reservation or our policies, please call us at 1-877-236-2734.

Thank You,
The Staff and Management of Avista Resort.