

POLICIES



INTRODUCTION

These Policies govern guest conduct, safety requirements, and use of Sandblox Resort facilities (“Property”). Sandblox Resort LLC (“Company”) requires all guests to comply with these Policies at all times. Failure to comply may result in removal from amenities, fines, or eviction from the Property. These Policies apply to all registered guests, members of their party, and visitors while on the Property.

BOOKING AND RESERVATION

CHECK-IN / CHECK-OUT

Check-in time is 3:00 PM. Check-out time is 11:00 AM. Late check-out without prior approval may result in additional charges or fees.

CANCELLATION

Cancellations made more than 60 days prior to check-in receive a full refund. Cancellations made 30–60 days prior receive a 50% refund. Cancellations made fewer than 30 days prior to check-in are not eligible for a refund unless otherwise required by law. Trip insurance is optional and offered at booking.

PAYMENTS AND FEES

Payment is due at the time of booking. A 3% processing surcharge applies to credit card payments. This surcharge does not apply to debit cards.

GROUP RESERVATIONS

The primary booking guest (“Group Coordinator”) is financially responsible for the reservation. If group members wish to split payment, payment is limited to one payment method per cabin. The Resort is not responsible for collecting payment from individual group members and will look solely to the Group Coordinator for any unpaid balances, damages, or fees.

VISITORS

If guests have visitors to the property they must be registered with reception upon arrival and pay any applicable fees. Visitors who are not part of a reservation must depart by 10:00 PM and may not stay overnight.

GUEST CONDUCT

QUIET HOURS

Quiet hours are from 10:00 PM to 8:00 AM. Loud music, amplified media, and shouting are not permitted during quiet hours. Children under 18 must return to their campsite by 10:00 PM.

MINORS

Parents or legal guardians are responsible for the supervision and behavior of children in their party at all times, including compliance with resort policies.

ALCOHOL

Alcohol may be consumed by guests of legal drinking age. Guests are solely responsible for their own alcohol consumption and behavior. The Company does not supervise alcohol consumption and reserves the right to remove guests whose behavior becomes unsafe, disruptive, or unlawful.

SMOKING

Smoking inside cabins, on the beach, or in lake areas is prohibited. Smoking is permitted only in designated areas. Smoking in restricted areas or tampering with smoke detectors will result in a \$450 fine per occasion.

PROPERTY DAMAGE

Guests are financially responsible for damage caused by themselves or members of their party, including minors, beyond normal wear and tear.

EVICTION

Disruptive, disorderly, or aggressive behavior will not be tolerated. Management reserves the right to require guests or visitors to leave for policy violations, unsafe behavior, or disruption. Refunds are not given following an eviction.

GARBAGE DISPOSAL

Each cabin has a designated trash receptacle. All cabin or campsite trash must be sealed and disposed of in the designated receptacle prior to check-out to prevent wildlife attraction. Littering of any kind is prohibited.

TRANSPORTATION

PERMITTED VEHICLES

Vehicle access to the lake level is limited to check-in, check-out, or rain events. Otherwise, golf carts should be used for mobility around the property. The speed limit is 10 mph. Golf carts must stay on roadways at all times. Golf carts are intended for use by licensed auto drivers. Guests are responsible for ensuring that anyone operating a golf cart is a licensed driver and operates the cart safely.

BICYCLES

Bicycle riding is not permitted after dark. Helmets are required at all times while riding a bicycle.

OUTDOOR SAFETY

CAMPFIRES

Campfires are permitted only in designated fire rings or approved stoves and must never be left unattended. Fire rings, stoves, and related equipment may not be moved, relocated, or modified without the prior express permission of Company staff. Fires must be fully extinguished before leaving the area or retiring for the night.

LAKE USE

There is no lifeguard on duty. All swimming and lake use occur at the guest's own risk. Use of U.S. Coast Guard–approved personal flotation devices is **mandatory** while using any watercraft. Glass containers are not permitted on the beach or in the water. The Company may close the lake at any time for safety, weather, or operational conditions. Lake use is from sunrise to sunset daily.

ROCKS

Guests must refrain from climbing or walking on rocks near the lake, near railings, or along pathways.

ANIMALS

SERVICE ANIMALS

Service animals are welcome in accordance with applicable law. Guests are encouraged to notify the Company in advance if bringing a service animal so appropriate accommodations can be arranged. Service animals must remain under the handler's control at all times and may be required to remain on a leash unless doing so interferes with the animal's work or task. Service animals are not permitted in the lake or hot tub.

PETS

Pets are not permitted.

AMENITIES

BBQ GRILL

Guests are welcome to use the BBQ grill at their cabin. Small cabins may be provided a grill upon request. Please use caution at all times and ensure the grill is fully extinguished after use.

GYM

Use the gym at the guest's own risk. No supervision is provided. Proper footwear is required. Equipment must be used as intended. No person under the age of 14 shall use the Facilities without an adult present.

HOT TUB

Guests under 14 years of age must be accompanied by an adult at all times. Do not use the hot tub if you have open wounds, skin infections, or contagious illnesses. The hot tub uses chlorine as a disinfectant. Guests with a chlorine allergy should not enter. No food or glass containers are allowed in the hot tub. Proper swim attire required. No diving, jumping, or rough play. Maximum occupancy is 8 persons at any time.

TECHNOLOGY

INTERNET AND WI-FI

Complimentary wireless internet access is provided as a convenience for guests. Service availability, speed, and reliability are not guaranteed. Guests agree to use the internet connection only for lawful purposes and in a manner that does not interfere with network performance or other guests' use of the service. The Company is not responsible for the security of personal devices or data transmitted over the network.

PHOTOGRAPHY/SOCIAL MEDIA

The resort may photograph or record images of the property and its amenities for promotional, marketing, and social media purposes. Guests may appear incidentally in such images or recordings. By entering the property, guests grant the Company permission to use such images in which they may appear incidentally, without compensation, for lawful promotional purposes. Guests who prefer not to appear in photographs should notify staff, and reasonable efforts will be made to accommodate such requests.