

Resort Information

Reservations

The minimum age to check in is 21; all guests occupying rooms must be 21 unless accompanied by a parent or guardian.

When booking your reservation a 1night deposit is required when the reservation is made. Final payment will be taken at check-in for the remainder of the stay.

There is a resort fee of \$20 per room per night to cover the resort amenities.

If you choose to cancel your reservation- you must do so at least 72 hours prior to arrival to avoid forfeiture of your deposit. Early departures are also subject to a 2 night forfeiture without proper notice.

We guarantee the rooms to be ready after 3pm and check out is at 11am. Guests are welcome to store luggage and enjoy the property before check in and after check out complimentary.

Late check outs are granted (based on availability) on the day of departure only and may be subject to additional fees.

Rollaway beds are available at a charge of \$15 per night and cannot be placed in rooms that already have a sleeper-sofa or in rooms that are gulf/pool view with 2 queen beds.

Parking and Transportation

Parking at the resort is all Valet and is complimentary for hotel guests; 1 car per room. Complimentary parking lasts until 1pm on your day of departure; after the daily valet rate will be charged. Unfortunately, we do not have space to park boats, personal watercraft, or trailers.

We do not provide shuttle service to and from the airport. Cabs are prevalent or you can schedule a Super Shuttle at www.supershuttle.com . We also recommend Florida Free Rides during your stay and for your return trip to the airport. Contact the resort for information on town car or limo services.

Property Rules

There are no pets allowed on premises with the exception of service animals.

All rooms are non-smoking including the balconies. A fine of up to \$500 could be incurred for smoking in a non-smoking room or balcony.

Smoking is not permitted in the pool area; only in the Tiki deck, Wave deck, and beach. Outside food and beverage is not permitted anywhere that hotel food and beverage is sold (bars, restaurants, pool area, decks, and beach).

Non-registered hotel guests are permitted to purchase a wristband from the Tiki Deck when cover charges are required; guests of the hotel cannot be issued additional wrist bands for visitors.

Amenities

The entire resort has complimentary WI-FI access and there is a complimentary business center with printing capabilities located on the first floor of the Sandkey Tower lobby.

Faxing services are available at the front desk.

There is a fitness room on property located on the 3rd floor in the Sand Key Tower.

Complimentary Beach towels are to be signed out at the Front Desk or by the pool attendant. One pool towel per person please. A charge of \$20.00/towel will be assessed for any towels that are not returned by the end of the day. Please, do not bring pool towels to guest rooms or hang to dry on balcony.

Guest coin laundry is available in both the Gulf Tower and the Sand Key Tower on the 3rd floor. Soap is available at the Grab n' Go for purchase. Change can be provided at the front desk. Dry cleaning services are also available; call the front desk for pick up or drop it by at any time.

All rooms have refrigerators and microwaves.

All rooms have in-room safes for your security.

Jet Ski, Parasailing, Bicycles, and Kayak rentals are available on property from outside vendors.

Lounge chairs on the pool deck are complimentary for hotel guests. Beach chairs and umbrellas are available to rent from an outside vendor (not by the resort).

Food and Beverage Information

We have live entertainment 365 days a year; weather permitting.

The bar areas are 21 and up only on certain days and times; children of hotel guests must be accompanied by parent or guardian and may be asked to remain at the beach or the Pavilion #2 at high volume times and late evenings.

The restaurant, Ocean Flame serves breakfast, dinner and Sunday Brunch. Breakfast is served from 8am to 11:00am. The Prime Rib & Seafood dinner buffet is served from 5pm-10pm. Reservations are recommended on weekends. www.shephards.com Hours and menus may vary depending on time of year.

Grab N' Go is located in the Gulf Tower - opens at 7:30am featuring coffee, breakfast sandwiches, bagels, pizza, toiletries, sundries and Shephard's logo merchandise.

The Tiki Beach Bar and Grill open at 11am, food is served from the Grill until 11pm and the Tiki Bar remains open up until 3am. Hours vary due to weather, holidays and special events.

The Wave Nightclub is open from 9pm-3am. The days the club is open varies with the time of year. Check with front desk for current schedule. If you are under 21, you must pay the \$15 cover charge, whether you are a guest of the hotel or not.

Salt Tequila Bar & Tap Room features over 100 tequilas and refreshing craft beers from all over the country. Days and times vary with season.

Soak Pool Bar is open at 11am daily (weather permitting).

Bottle service is available in the Wave nightclub, at Tiki Beach or in the poolside cabanas. Ask Front Desk for more information.