

# SEASIDE RESORT & SPA

## Miami Beach, Florida

### Guest Information & Resort Policies

**Address:** 1001 Ocean Drive, Miami Beach, FL 33139

**Phone:** +1 (305) 555-0200

**Email:** [info@seasideresort.com](mailto:info@seasideresort.com)

**Website:** [www.seasideresort.com](http://www.seasideresort.com)

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## WELCOME TO SEASIDE RESORT & SPA

Experience the ultimate beachfront luxury at Seaside Resort & Spa, where pristine white sand beaches meet world-class hospitality. Our oceanfront paradise offers an unforgettable tropical escape in the heart of South Beach.

## RESORT OVERVIEW

### Property Features

- **Beachfront Location:** 500 feet of private beach access
- **Guest Rooms:** 250 oceanview suites and rooms
- **Dining Venues:** 4 restaurants and 3 bars
- **Spa Facilities:** 15,000 sq ft world-class spa
- **Pool Complex:** 3 heated pools including infinity pool
- **Meeting Space:** 10,000 sq ft of event facilities

## ACCOMMODATIONS

### Room Categories

- **Ocean View Rooms:** 450 sq ft with ocean views and private balcony
- **Beachfront Suites:** 650 sq ft with direct beach access
- **Premium Suites:** 800 sq ft with separate living area and ocean views
- **Penthouse Suites:** 1,200 sq ft with wraparound terrace
- **Presidential Villa:** 2,000 sq ft beachfront villa with private pool

### Room Amenities

- Private furnished balcony or terrace
- Marble bathroom with soaking tub and rain shower
- Premium bedding with Egyptian cotton linens
- 50" LED Smart TV with cable and streaming services
- Complimentary high-speed WiFi throughout resort
- Mini-refrigerator and coffee/tea station
- In-room safe for valuables
- Beach towels and chairs provided
- Daily housekeeping service

## CHECK-IN & CHECK-OUT

**Standard Check-in:** 4:00 PM

**Standard Check-out:** 11:00 AM

**Early Check-in:** Available from 12:00 PM (subject to availability, \$50 fee)

**Late Check-out:** Until 2:00 PM (\$75 fee), until 4:00 PM (\$150 fee)

## Registration Requirements

- Government-issued photo identification
- Major credit card for incidentals and security deposit (\$200 per night)
- Confirmation number and reservation details

## DINING OPTIONS

### Aqua - Fine Dining Restaurant

- **Cuisine:** Contemporary seafood and steaks
- **Hours:** Dinner 6:00 PM - 11:00 PM (closed Mondays)
- **Dress Code:** Resort elegant (no shorts, flip-flops, or tank tops)
- **Reservations:** Required, book 48 hours in advance
- **Specialties:** Fresh local seafood, premium steaks, extensive wine list

### Coral Café - All-Day Dining

- **Hours:** 6:00 AM - 11:00 PM daily
- **Breakfast:** 6:00 AM - 11:00 AM
- **Lunch:** 11:00 AM - 5:00 PM

- **Dinner:** 5:00 PM - 11:00 PM
- **Features:** Indoor and outdoor seating, kid-friendly menu
- **Specialties:** International cuisine, fresh salads, tropical fruits

### **Tiki Bar & Grill - Poolside Dining**

- **Hours:** 11:00 AM - 8:00 PM
- **Location:** Main pool deck
- **Menu:** Light meals, tropical drinks, smoothies
- **Atmosphere:** Casual poolside dining with live music on weekends

### **Beach Bar - Oceanfront Service**

- **Hours:** 10:00 AM - sunset
- **Service:** Beach chair service available
- **Offerings:** Cocktails, beer, light snacks
- **Special:** Daily happy hour 4:00 PM - 6:00 PM

### **Room Service**

- **Hours:** 24/7 room service available
- **Menu:** Extensive breakfast, lunch, dinner, and late-night options
- **Delivery:** 30-45 minutes standard delivery time
- **Service Charge:** 18% plus \$5 delivery fee

## **SPA & WELLNESS**

### **Serenity Spa Services**

**Hours:** 8:00 AM - 8:00 PM daily

#### **Massage Treatments**

- **Signature Ocean Stone Massage:** 60/90 minutes - \$180/\$260
- **Couples Massage:** 60 minutes - \$360 (for two people)
- **Deep Tissue Massage:** 60/90 minutes - \$170/\$250
- **Prenatal Massage:** 60 minutes - \$175
- **Hot Stone Therapy:** 90 minutes - \$280

#### **Facial Treatments**

- **Hydrating Tropical Facial:** 60 minutes - \$160
- **Anti-Aging Collagen Facial:** 75 minutes - \$220
- **Gentleman's Facial:** 45 minutes - \$140
- **Teen Facial:** 45 minutes - \$120

## Body Treatments

- **Coconut Body Wrap:** 75 minutes - \$190
- **Sea Salt Scrub:** 45 minutes - \$145
- **Sunburn Relief Treatment:** 30 minutes - \$95

## Spa Policies

- Reservations recommended 24-48 hours in advance
- 4-hour cancellation policy (50% fee for late cancellations)
- Gratuities not included in treatment prices
- Spa facilities include steam room, sauna, and relaxation areas
- Minimum age for treatments: 16 years (13+ with parent consent)

## Fitness & Recreation

- **Fitness Center:** 24/7 access with ocean views
- **Yoga Classes:** Daily beachfront yoga at 7:00 AM and 6:00 PM
- **Water Sports:** Kayaking, paddleboarding, snorkeling equipment
- **Tennis Court:** Complimentary court access, equipment rental available
- **Beach Activities:** Volleyball court, beach games, lounge chairs

## POOL & BEACH SERVICES

### Pool Areas

- **Infinity Pool:** Adults-only, stunning ocean views
- **Family Pool:** Kid-friendly with shallow end and water features
- **Quiet Pool:** Peaceful area for relaxation

### Pool Policies

- Pool hours: 6:00 AM - 11:00 PM
- Children under 16 must be supervised by adults

- Glass containers not permitted in pool areas
- Pool towels provided at towel station

## **Beach Services**

- **Beach Chair Setup:** Complimentary for resort guests
- **Cabana Rentals:** Full-day \$150, half-day \$85
- **Water Sports Equipment:** Complimentary kayaks, paddleboards
- **Beach Volleyball:** Court available for guest use
- **Lifeguard:** On duty 9:00 AM - 6:00 PM daily

## **GUEST SERVICES**

### **Concierge Services**

Available 7:00 AM - 11:00 PM daily

### **Local Attractions & Tours:**

- Everglades airboat tours
- Key Largo snorkeling excursions
- Miami city tours and Art Deco walking tours
- Fishing charters and sunset cruises
- Theme park tickets (Disney World, Universal Studios)

### **Dining Reservations:**

- South Beach restaurant recommendations
- Hard-to-get reservation assistance
- Private chef services
- Wine tasting tours

### **Transportation:**

- Airport shuttle service (\$45 per person each way)
- Rental car arrangements
- Taxi and ride-share coordination
- Private car service bookings

## Business Services

- **Business Center:** 24/7 access with computers and printers
- **Meeting Rooms:** 5 flexible spaces for 10-200 people
- **WiFi:** Complimentary high-speed internet throughout resort
- **Audio/Visual:** Full equipment rental available

## FAMILY SERVICES

### Kids Club - "Little Waves"

- **Ages:** 4-12 years old
- **Hours:** 9:00 AM - 4:00 PM and 6:00 PM - 9:00 PM
- **Activities:** Beach games, crafts, pool activities, movie nights
- **Cost:** \$65 per child per session
- **Reservations:** Required 24 hours in advance

### Family Amenities

- Cribs and rollaway beds available (no charge)
- High chairs and booster seats for dining
- Children's pool with water features
- Kid-friendly menus at all restaurants
- Beach toys and equipment for children
- Babysitting services available through outside agency

## SPECIAL POLICIES

### Pet Policy

- **Pet-Friendly Rooms:** Limited availability in designated areas
- **Pet Fee:** \$125 per night, maximum 2 pets (50 lbs each)
- **Pet Amenities:** Bed, bowls, treats, waste bags
- **Beach Access:** Pets allowed on designated beach area before 9:00 AM and after 5:00 PM
- **Restrictions:** Pets not allowed in pools, restaurants, or spa areas

### Accessibility

- ADA-compliant rooms with roll-in showers available

- Beach wheelchair available for guest use
- Accessible pathways to beach and pool areas
- Hearing and vision assistance devices available
- Service animals welcome with no fees

## Smoking Policy

- **Designated Areas:** Outdoor smoking areas only
- **Rooms:** All rooms and indoor areas are non-smoking
- **Violation Fee:** \$500 cleaning fee for smoking in non-designated areas
- **Beach:** Smoking permitted in designated sections only

## CANCELLATION & PAYMENT POLICIES

### Reservation Changes

- **Standard Rates:** Cancel or modify by 6:00 PM, 24 hours before arrival
- **Peak Season** (Dec 20 - Apr 15): 72-hour cancellation required
- **Holiday Periods:** 7-day cancellation policy
- **Group Bookings:** Separate terms and conditions apply

### Payment Information

- Major credit cards accepted (Visa, MasterCard, American Express, Discover)
- Resort fee: \$45 per night (includes WiFi, fitness center, beach chairs, local calls)
- Incidental authorization: \$200 per night
- Automatic gratuity: 18% added to spa services and room service

### No-Show Policy

- Charged for first night plus applicable taxes and fees
- Remaining nights may be cancelled without penalty
- Prepaid reservations are non-refundable for no-shows

## LOCAL AREA INFORMATION

### Nearby Attractions

- **South Beach:** World-famous beach and nightlife district
- **Art Deco Historic District:** Architectural tours and museums

- **Lincoln Road:** Shopping and dining pedestrian mall
- **Wynwood Walls:** Street art and galleries district
- **Vizcaya Museum:** Historic mansion and gardens
- **Little Havana:** Cuban culture and cuisine

## Shopping

- **Lincoln Road Mall:** Open-air shopping and dining
- **Aventura Mall:** Large indoor shopping center (20 minutes)
- **Bal Harbour Shops:** Luxury shopping (15 minutes)
- **Bayside Marketplace:** Waterfront shopping and entertainment

## Transportation

- **Miami International Airport:** 20 minutes by car
- **Fort Lauderdale Airport:** 45 minutes by car
- **Metrobus:** Public transportation along Ocean Drive
- **Bike Rentals:** Available through concierge
- **Water Taxi:** Service to various Miami destinations

## Weather & Best Times to Visit

- **Peak Season:** December - April (cooler, less humid)
- **Hurricane Season:** June - November (potential weather disruptions)
- **Average Temperature:** 75-85°F year-round
- **Rainy Season:** May - October (afternoon thunderstorms common)

## EMERGENCY INFORMATION

**Resort Security:** Dial 0 from room phone or +1 (305) 555-0299

**Medical Emergency:** Dial 911

**Nearest Hospital:** Mount Sinai Medical Center (5 minutes)

**Pharmacy:** CVS Pharmacy on Lincoln Road (10-minute walk)

**Police:** Miami Beach Police Department +1 (305) 673-7900

## CONTACT DIRECTORY

**Main Resort Number:** +1 (305) 555-0200

**Reservations:** +1 (305) 555-0201



**Concierge:** +1 (305) 555-0202

**Spa Reservations:** +1 (305) 555-0203

**Room Service:** Dial 7 from room phone

**Housekeeping:** Dial 8 from room phone

**Front Desk:** Dial 0 from room phone

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*Welcome to your tropical paradise at Seaside Resort & Spa. Our dedicated team is committed to making your Miami Beach experience unforgettable. For any questions or special requests, please don't hesitate to contact our guest services team.*

**Document Last Updated:** January 2025