

Beach Box FAQ's

What is BeachBox?

BeachBox is a portable beach security and entertainment system. It is an all-in-one safe, charger, and speaker.

What does BeachBox feature?

BeachBox has the following features

- Speaker (40W)
- Cameras (ESP32)
- Charger (12V DC charger)
- Alarm System (Low Logic)
- Mobile App (iOS)
- Battery (7.4V)

Where can I find a BeachBox?

Check the map on the Beach Box mobile app to find a Beach Box station near you. Our network of hotels and Beach Box stations are constantly growing, so you can be sure there will be a location near you to obtain a box for your day at the beach.

How does the Beach Box Secure my things?

Beach Box secures your things with a tamper-proof safe that is locked and unlocked via a mobile device on your phone. The box is equipped with 4 cameras that periodically take pictures of the surroundings and can also be commanded to take pictures in the event of a theft. Should someone try to steal the box, the box is equipped with an alarm that will sound once it

leaves the geofence that is established by the user when the box's location is pinpointed via the app.

What happens if my things are stolen?

Should all of our lines of defenses fail, and your belongings are unable to be recovered, your belongings will be covered up to \$250.

Do not worry about chasing after the thief. Authorities will be called, and we will work with our loss prevention team to locate your items. Our team will immediately refund what you paid for the box.

We will also launch an investigation and if we are unable to find your belongings within 30 days we will pay the user out \$250 dollars for the loss.

How do you pay for a Beach Box?

In order to engage and use the BeachBox service, a flat rate payment can be made via credit card or Apple Pay directly from the mobile app.

How do you unlock the Beach Box?

Scan QR code, make a payment, take a picture of your belongings to unlock the Beach Box. This will open the unit the first time.

After the first time, you can unlock the Beach Box with the pin code that was set during signing up on the app. From there you will enter the code into the keypad on the box in order to unlock the safe.

Reference "How do I get started with Beach Box" below for step-by-step instructions on how to get started using the unit.

What happens if I can't get Beach Box Unlocked?

If you are having trouble unlocking a Beach Box, you can call customer support at this number (404-747-7527) and we can unlock it remotely for you.

Please do not try to manually unlock the box as it may cause damage to the box that you may be held liable for.

If we are unable to unlock it remotely please see an attendant for further assistance.

Is the Beach Box safe to sit on?

Beach Box is durable but should not be sat on. Any damage stemming for personal use will be charged to the customer

Is the Beach Box safe to put in the sand?

BeachBox is safe to put in the sand. Please avoid putting sand inside the storage space.

Is BeachBox safe to get wet?

Beach Box is water resistant and can get wet externally. Please do not submerge Beach Box underwater or bring it into the ocean/pool with you. If the box is damaged due to submerging in water you will be held liable for the damage.

Please do not put any liquids inside the box as it has a charging port that cannot get wet.

How long does the Beach Box battery last?

Your Beach Box should be fully charged upon beginning your day with the unit. The boxes are fully charged each night, and have a battery that will last for up to 12 hours.

What happens if my Beach Box runs out of battery?

Your Beach Box should never completely die while using it. There may be some instances after 4-5 hours where the music may stop playing. Please return to a certified Beach Location and we will replace the battery.

In the event that your Beach Box truly dies, our attendant will switch out the battery for one that is fully charged.

How do I get started with Beach Box?

Once you have obtained a Beach Box unit from a certified location, proceed with the following:\n\n

1. Open the Beach Box mobile app and either login or create a new account\n
2. Scan the QR code on the box that you are looking to rent\n
3. You will be directed to make a payment using your debit/credit card or Apple Pay\n
4. In order to get your personal belongings insured please make sure to take a picture of the belongings you are placing inside of the box\n
5. On your first time unlocking the box, it will open automatically. In order to open it thereafter, please use the pin code set when signing up for the mobile app. This can be found on your profile page.\n
6. Fill the Beach Box with the items that you are looking to secure during your day at the beach.\n
7. There is an alarm screen to establish Geofence surrounding your BeachBox. WARNING: If you move the box outside of 20 feet from where you set this geofence, the alarm will sound. Reference “How do I re-establish a geofence” if you need to move the box.\n
8. Enjoy your day. No worries :)

How do I re-establish a geofence?

This is a simple process. To re-establish a geofence, go to your Beach Box app to disarm the unit. Once you have done this, you are free to move to a new location. After you get to a new location, go back into the app and rearm the unit in order to re-establish the geofence. Please note that in order to be insured at the time of theft this feature will need to be enabled. If a box is stolen with this feature off we will return \$100 dollars

What do I do when I am finished with Beach Box?

After you have thoroughly enjoyed your worry-free beach day, you can return the Beach Box to the nearest Beach Box location for your convenience. If you do not return the Beach Box on the same day you will be charged \$250 dollars up to a maximum of \$1,000. Replacement cost for Beach Box is \$1,000.