

# General FAQs

## **How do I get to Sunshine Trails Resort?**

Please remember that Sunshine Trails Hospitality is located in a remote region of West Virginia. That's great news for most of our guests who are looking to get away from the busy day-to-day routine... but often the remote location can be challenging for cell phone and GPS signals. We encourage you to save directions on your phone, or print them out, prior to beginning your travel to Sunshine Trails Hospitality.

You can find specific directions to our resort [here](#)!

## **Do you have restroom facilities?**

Sunshine Trails Hospitality has eight shower or restroom facilities. We have over 70 showers on the property. We are the only outfitter to provide more than trees during lunch on the normal Lower New trip, the Lower Gauley, and the Upper Gauley. Toilets are available at the put-in for the Lower Gauley and the Lower New. The Army Corps of Engineers maintains facilities at Summersville Dam. Toilets are available at the takeouts of all trips.

## **Do you have a store?**

Sunshine Trails Hospitality's Outfitters Store is located next to the Big Top shelter where you will be doing your trip check-in. They have anything you need or may have forgotten for your outdoor adventure. Camping supplies, t-shirts, sandals, drinks, sunscreen, and sunglasses are just a few of the handy items you will find there. Ice and firewood are also available for purchase at our Welcome Center. Hours vary depending on the season.

## **Are there hidden costs?**

At Sunshine Trails Hospitality, we are upfront about the cost and getting what you pay for. Optional equipment (wetsuit rentals, for example) is considered extra and can be arranged at the time of your reservation. We also offer pre-pay services for our rafting videos to ensure your trip is on the video guide schedule. Photos are taken of every rafting trip and are available for purchase at the end of the day in our Outfitters' Store.

## **Can I fly in?**

Yes, there are three airports that offer major service to southern West Virginia and Sunshine Trails Hospitality. The most popular is Yeager International Airport in Charleston, WV (airport code CRW for online searches). It's about 75 minutes from us. Small planes can fly into Raleigh County Memorial Airport (airport code BKW) in Beckley, WV which is about 45

minutes from us. Greenbrier Valley Airport in Lewisburg, WV (airport code LWB) recently expanded its jet services to the area. All three airports offer car rental options.

### **Is there a golf course nearby?**

Bridge Haven (18 hole) is only a short drive away.

### **Can I fish?**

Fishing on property is catch and release, and requires no license. Fishing is permitted in the ponds beside Aspen Cove on Sunshine Trails Hospitality property. Fishing is not permitted in the waterpark lake, the ponds adjacent to the Mud Obstacle Course. If you plan to fish in the New River, or on any of our great fishing spots found on public land in the area, you'll need to buy a West Virginia fishing license. They can be purchased at <https://www.wvfish.com/> or at our local Walmart after arrival at Sunshine Trails Hospitality.

### **Do you offer trip cancellation insurance?**

No. Check with your insurance provider, you may consider some sort of vacation insurance that will cover additional risks.

### **How close is the New River Gorge National Park and how close is the New River?**

Sunshine Trails Hospitality is bordered by several thousand feet of New River shoreline and 251 acres of the center is located inside the park. The park's main hiking and biking trail goes through our property.

### **What if I am late for my trip?**

It depends. If you are late for a Fall Gauley trip you will probably forfeit your trip. We are usually able to accommodate you if you are late for the New River, but at times, you may forfeit that trip, also. In any case, the earlier we know there is an issue the more we can do to help your situation. For example, others may be late also and we may be able to put together a whole new trip, or we may be able to take you in at another access point.

### **Do you have firewood/charcoal?**

Sunshine Trails Hospitality has firewood, charcoal, and campfire starters available for purchase at the Welcome Center and the Store. Using locally sourced firewood lightens your packing load and helps stop the spread of harmful invasive insects that destroy tree populations.

### **What should I wear?**

In warm weather, you won't need more than a swimsuit, sneakers, and a hat. You might bring a light windbreaker in case of rain. In cool weather, wear wool or synthetic clothing...these will keep you warm when they're wet. Cotton WILL NOT keep you warm when it's wet! Bring a couple of pairs of wool socks, a wool toboggan hat, and a nylon windbreaker. For extremely cold days, and for the Summer Gauley, we rent wet suits which will keep you warm in any weather. The most important thing to remember is not to wear anything made of cotton when the weather is cool.

### **What if the weather is bad?**

All go regardless of weather unless we deem the conditions to be unsafe. A full raincheck for the adventure will be made if we decide to cancel the trip. We rarely cancel trips. More often we move to another river or river section depending on water levels.

### **When should I arrive?**

Your trip time is your DEPARTURE TIME! It's very important that you arrive far enough ahead of your trip time to allow for breakfast, check-in, and/or wet suit rental. If you are not ready to go when your trip departs, you may miss the bus...and the trip. We recommend the following time allowances:

- Breakfast, check-in, and wet suit rental.....arrive 90 minutes prior to your trip time.
- Breakfast and check-in.....arrive 90 minutes prior to your trip time.
- Check-in and wet suit rental\*.....arrive 60 minutes prior to your trip time.
- Check-in only (no breakfast).....arrive 60 minutes prior to your trip time.

If you have a large group, they may need additional time to get ready, so plan accordingly.

### **What should I do when I arrive?**

Guests who have booked lodging or camping should check-in at our Welcome Center, the first building you'll see when you enter Sunshine Trails Hospitality. It looks like a two-story log home.

All guests with guided adventures should check in at our new Outfitter Store. Follow the asphalt past the Welcome Center and continue past our Aerial Park and Ropes Course up the hill to the two-story wood building on the right.

Stop in the Welcome Center if you are unsure of your check-in location.

### **Is there a photographer on every trip?**

All our whitewater rafting trips are photographed by Whitewater Photography, a division of Leisure Sports Photography. They are an independent company and can be contacted at (304) 574-2338 – 8 x 10 photos of your trip will be available by the time you return to base.

**I am going rafting on (some day soon), what will the weather be like and what will the river conditions be?**

River and weather conditions vary from week to week and day to day. For up-to-date information, watch the weather forecasts for West Virginia and the surrounding area.

**What is your cancellation policy?**

For All Fun exercise:

Cancellations made more than 30 days before the date of your trip will receive a full refund minus the non-refundable deposit. Cancellations made by noon on the day prior to your arrival will receive a rain-check good for one year from the trip date minus the non-refundable deposit. No-shows on the day of the adventure and cancellations made after noon on the day prior to your arrival will not be considered for a rain-check or refund.

For All Cabins:

Cancellations made 30 days prior to the date of your check-in will receive a full refund minus the non-refundable deposit. Cancellations made within 30 days of your trip and outside of 7 days will result in a raincheck minus the non-refundable deposit.

Cancellations made within seven days of your check-in date will receive no refund or raincheck. Rain-checks do not include the non-refundable deposit.

For Pets: It also has a limited number of accommodations that can accommodate pets. There is a one-time, non-refundable \$30 pet cleaning fee for up to 2 pets.

**What is the cancellation policy for Paradise Sands Resort ?**

Free cancellation up to 72 hours before check-in; 1-night charge for late cancellations.

For Pets: It also has a limited number of accommodations that can accommodate pets. There is a one-time, non-refundable \$30 pet cleaning fee for up to 4 pets.

**What is the cancellation policy for Sea Breeze Villas?**

Free cancellation up to 14 days before check-in; 1-night charge for late cancellations.

For Pets: It also has a limited number of accommodations that can accommodate pets. There is a one-time, non-refundable \$20 pet cleaning fee for up to 1 pets.

**What is the cancellation policy for Azure Cove Villas?**

Free cancellation up to 10 days before check-in; 50% charge for late cancellations.

For Pets: Pets not allowed.

**What is the cancellation policy for Coral Bay Retreat?**

Free cancellation up to 5 days before check-in; full charge for late cancellations.

For Pets: Pets not allowed.

**What is the cancellation policy for Azure Haven Beach Resort?**

Free cancellation up to 14 days before check-in; 50% charge for late cancellations.

For Pets: Pets not allowed.

**What is the cancellation policy for Emerald Bay Resort ?**

Free cancellation up to 5 days before check-in; 1-night charge for late cancellations.

For Pets: Pets not allowed.

**What is the cancellation policy for Golden Palms Retreat?**

Free cancellation up to 72 hours before check-in; 1-night charge for late cancellations.

For Pets: Pets allowed with a \$75 fee per stay.

**What is the cancellation policy for Golden Sands Beachfront?**

Free cancellation up to 7 days before check-in; full charge for late cancellations.

For Pets: Pets not allowed.

**What is the cancellation policy for Lagoon Paradise Resort?**

Free cancellation up to 7 days before check-in; 50% charge for late cancellations.

For Pets: Pets not allowed.

**What is the cancellation policy for Sunset Cove Retreat?**

Free cancellation up to 24 hours before check-in; 1-night charge for late cancellations.

For Pets : Pets allowed with a \$100 fee per stay.

**What is the cancellation policy for Tropical Haven Resort?**

Free cancellation up to 7 days before check-in; 50% charge for late cancellations.

For Pets: Pets allowed with a \$85 fee per stay.