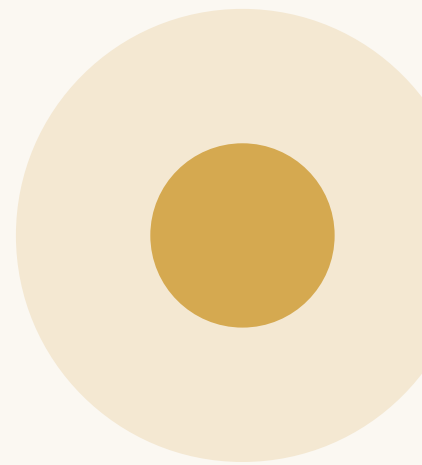




A LITTLE LUXE GUEST GUIDE

Your Luxe Stay

Frequently asked questions before, during, and after your beach vacation

ARRIVAL	COMFORT	CHECKOUT
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Save this guide now so the answers are easy to find when the car is full and everyone suddenly needs the door code.

Updated August 2026

Before arrival

Your reservation confirmation and property-specific messages always control when they differ from this general guide.

When will I receive check-in instructions?

Property access instructions are sent through the booking channel or approved contact method before arrival after the reservation's payment, identity, agreement, or deposit requirements are satisfied. Save the message before traveling.

What are check-in and checkout times?

Most Luxe stays use a 4:00 PM check-in and 10:00 AM checkout, but your confirmation controls. These windows give the cleaning and inspection team time to prepare the property properly.

Can I arrive early or leave late?

Only with written approval. Early arrival and late departure depend on the cleaning schedule, inspections, maintenance, and adjacent reservations; a fee may apply. Leaving luggage or entering while a cleaner is working is not permitted without approval.

How does parking work?

Parking is property-specific. Read the pass limit, garage-height notes, vehicle restrictions, gate instructions, and overflow rules before traveling. Never assume a larger property includes one space per bedroom.

Will there be a security deposit?

Some direct reservations require a refundable security deposit or protection product. The amount, due date, deductions, and release timing are shown in the booking terms. Platform reservations follow the applicable channel process.

At the property

Contact Luxe promptly if the arrival experience does not match the instructions or listing.

What starter supplies are provided?

Properties include an initial supply of essentials such as toilet paper, soap, trash bags, dishwasher supplies, and other property-specific items. These are starter quantities rather than unlimited supplies, especially for longer stays.

Are linens and towels included?

Bed linens and bath towels are provided unless the listing says otherwise. Beach towels are not included unless specifically listed. Please do not use white bath towels for makeup removal, beach trips, pet cleanup, or floor spills.

What if the Wi-Fi, television, lock, or appliance is not working?

Check the property guide first, then message Luxe through the reservation thread with the item, room, what you tried, and a photo or short video when helpful. Prompt reporting gives the team the best chance to help during your stay.

Can extra visitors come over?

The property's maximum occupancy, association rules, parking limits, and reservation terms apply to registered guests and visitors. Parties and unapproved gatherings are prohibited. Ask before inviting anyone not included in the reservation.

Are pets allowed?

Only when the specific property and reservation allow them. Pet fees, size/count limits, restricted areas, and cleanup rules may apply. Service animals and other legally protected assistance animals are handled according to applicable law and platform policy.

What accessibility or sensory details are available?

Luxe is adding Comfort & Accessibility Notes where possible, including stairs, elevators, showers/tubs, lighting, noise, parking distance, and blackout features. Contact Luxe before booking when a specific feature is essential; never rely only on a photo.

During the stay

The rule is simple: tell us while there is still time to help.

What if something was not cleaned properly?

Message Luxe promptly with the room, concern, and photos when possible. Do not wait until checkout if you want the issue corrected. Reasonable access may be needed for a cleaner or inspector to return.

What if something breaks or is damaged?

Stop using anything unsafe and report it immediately. Accidents are easier to handle when they are communicated honestly. Do not attempt electrical, plumbing, appliance, lock, balcony, elevator, or structural repairs yourself.

What should I do during severe weather?

Follow official emergency alerts, local government instructions, and property messages. Keep phones charged, secure doors and windows, and do not use elevators during an outage or when officials advise against it. Cancellation and refund eligibility follows the reservation's policy; travel insurance is worth considering before the trip.

What if I see a bug or coastal wildlife?

The coast has palmetto bugs, mosquitoes, lizards, and other wildlife even at well-maintained properties. Keep doors and screens closed, store food properly, and send a clear photo and location so Luxe can determine the appropriate response.

Who do I contact in an emergency?

For fire, medical danger, crime in progress, gas smell, or another immediate threat, call 911 first. Then notify Luxe. For urgent property issues, use the contact method in your check-in instructions.

Beach-day basics

Myrtle Beach and North Myrtle Beach have different seasonal rules. Always check the city that applies to your exact beach access.

TOPIC	MYRTLE BEACH	NORTH MYRTLE BEACH
Dogs in peak season	May 1 through Labor Day: before 10 AM and after 5 PM	May 15 through Labor Day: not allowed 10 AM-4 PM
Umbrellas / tents	Memorial Day through Labor Day: circular umbrellas only within size rules	May 15 through Labor Day: qualifying center-pole umbrellas only
Fireworks	Personal fireworks are prohibited within the city, including the beach	Fireworks are prohibited on the beach
Alcohol + glass	Check current city rules; glass and unsafe behavior are not beach-friendly	Alcohol and glass containers are prohibited
Dunes	Do not disturb dunes, fencing, sea grass, or sea oats	Do not damage dunes, vegetation, fencing, or walkovers
Overnight beach items	Set up after 8 AM and remove by 7 PM	Nothing may remain on the beach from 7 PM-8 AM

Universal good-neighbor beach habits

- ☐ Use marked walkways and protect dunes.
- ☐ Fill holes before leaving.
- ☐ Remove every chair, toy, tent, umbrella, and piece of trash.
- ☐ Keep pets leashed where allowed and pick up waste.
- ☐ Follow lifeguard flags, swimming zones, and instructions.
- ☐ Check the current official rules instead of relying on last year's vacation.

[City of Myrtle Beach beach rules](#)

[City of North Myrtle Beach beach laws](#)

Checkout without chaos

Follow the property-specific message. Luxe does not expect guests to professionally clean the home before the cleaning team arrives.

Before 10:00 AM unless your confirmation says otherwise

- [] Remove all personal belongings from bedrooms, bathrooms, drawers, closets, balcony, and laundry areas.
- [] Place trash in the designated location and follow dumpster or compactor instructions.
- [] Load or start dishes only when the property instructions request it.
- [] Place used towels and linens where instructed; do not strip beds unless asked.
- [] Return furniture, remotes, parking passes, keys, wristbands, and gate items to their assigned places.
- [] Close and lock windows and exterior doors.
- [] Set thermostat and lights according to the checkout message.
- [] Report damage, maintenance concerns, or missing access items before leaving.
- [] Send a checkout message if requested and depart by the confirmed time.

What if I leave something behind?

Contact Luxe promptly with a clear description and likely location. Found-item return is not guaranteed; shipping, handling, or courier costs may apply. Food, opened toiletries, and unsafe items may be discarded.

When should I report a concern after checkout?

As soon as possible. If the issue affected the stay, reporting it during the stay is always more useful than mentioning it only in a review after the team no longer has a chance to help.

Thank you for staying with Luxe

We want the property to feel cared for, the instructions to feel clear, and your family to feel supported. Safe travels home - and please tell us which local memory became the favorite.

This general FAQ does not replace your listing, rental agreement, booking-channel terms, check-in message, association rules, or official government instructions.