

When Registering as a Guest

- Pool is an amenity available for registered guests only. Please have your wristband visible at all times.
- Guests must be 21 years of age or older to check-in to a guestroom. At least one person 21 years of age or older must occupy the guestroom.
- In accordance with resort policy, no more than four (4) adult guests may occupy a guestroom.
- All guestrooms, guestroom balconies, inside and outside public spaces are designated as “non-smoking.” Any violations will result in a \$500 penalty. Per the City of Galveston ordinance, smoking is prohibited outside within 15 feet of any door.
- Ice chests are not allowed on property except for special medical or dietary needs. The hotel can provide a refrigerator for a \$10 rental fee per day.
- Bicycles, surfboards, etc., should remain with your vehicle and may not be brought inside the hotel. Please ensure those items are secure as we are not liable for items that are damaged or stolen. Rollerblading, skateboards and hoverboards are not permitted anywhere on the property.
- The San Luis Resort enforces a “no pet” policy. Please contact Guest Relations for information on area kennels for boarding of pets.
- While you are a guest, no member of our staff or company will ever contact you by telephone or email requesting you to provide any confidential personal information, your credit card or debit card number to verify charges, or another credit card or debit card number. Please do not ever provide any of your confidential personal information to any person by telephone or email during your stay with us. In the event there is an issue with your credit card account, a member of our management team will contact you by telephone and ask you to personally visit the Hotel’s Front Desk to review the information in person.
- The San Luis Resort has 24-hour video recording in certain public areas which are not monitored. If a breach of security should occur, the tapes may be turned over to local law enforcement authorities to review.
- By using the exercise facilities, you agree to waive and release The San Luis Resort, Spa & Conference Center and Fertitta Hospitality, LLC from any claim or liability resulting from your participation.

While in your Guestroom

- In consideration of all guests, please do not feed the seagulls.
- Please do not drape towel or belongings on the balcony.
- Leaving your door open may result in condensation, slippery floors or problems with your air conditioner.
- For the safety of all resort guests, do not throw or drop objects off the balcony.
- Please ensure your guestroom door closes completely upon departure.

While Poolside

- The San Luis is a family-friendly resort. Therefore inappropriate behavior such as foul language, intoxication and/or sensual behavior will not be tolerated. Guests unable to adhere to these rules will be asked to leave immediately.
- Guests must wear proper attire to swim; jeans or pants not permitted. Prohibited apparel for the pool and bar also includes but is not limited to torn or cut off clothing, ripped/stained, see-through, and thong swim suits, offensive prints of any kind and undergarments.
- Please utilize our foot showers when returning from the beach and before entering the pool or hotel.
- No outside food and beverage is allowed. Please visit one of our many resort food and beverage concepts.
- When entering the lobby area, please make certain to dry off your wet bathing suit, legs and feet. Shoes, shirt or cover up is required before entering the lobby. This will prevent slipping on the marble floors.