

Frequently Asked Questions

When can I purchase my pass?

*Individual day passes may be purchased 48 hours prior to preferred date of use. Single and Double Day Beds and VIP Experience may be reserved up to 2 weeks in advance; VIP Pool Packages may be reserved up to 30 days in advance. VIP Pool Package bookings are not available within 72 hours of preferred reservation date. All reservations are **non-refundable, non-cancellable, and non-transferable**.*

What are your hours of operation?

Weather permitting, the pool is open daily, from 11AM-6PM, beginning May 26, 2017.

When is my pass valid?

Unless otherwise stated, your pass is valid for one (1) day, the first date selected when booking.

What is included with my Individual Day Pass?

*An Individual Day Pass includes a towel and complimentary Wi-Fi. **Seating on a day bed or lounge sectional is not guaranteed.** If you would like reserved seating, we recommend you book another option (all other options include admission).*

Can I buy a pass at the door?

We recommend that all reservations are made in advance. However, based on availability there may be passes available for purchase at the door.

Do hotel guests have to pay to use the pool?

Hotel guests have complimentary access to the pool from 7AM-6PM. Seating is based on availability and is not guaranteed. To reserve a day bed, hotel guests can take advantage of discounted rates by contacting pool@mccarrenhotel.com.

I'm staying at the hotel. Can I invite my friend to join me at the pool?

If you are a registered hotel guest, please let us know if you intend on inviting a friend. Access is based on availability and cannot be guaranteed.

Are children allowed at the pool area?

All outside guests must be 21 years or older to use our pool. If you are a registered guest of the hotel with a child, we do allow pool access but require adult supervision at all times.

What happens in case of inclement weather?

*Passes are **non-cancellable and non-refundable**. In the case of inclement weather, we will try our best to reschedule your reservation to another available date within the season.*

What do I need to bring with me to check-in?

You must bring a copy of the ticket purchase email confirmation, valid photo I.D., and the credit card used to purchase the ticket(s) to be presented at the door for entry.

Are there showers and/or changing rooms?

Yes, there is an outdoor shower to rinse off (shampoo and soap is not permitted) and changing room.

Can I bring outside food and beverage?

Under no circumstances are outside food and beverages permitted. Food and beverages may be purchased at the pool area.

I'm going to come to your pool all summer; can I buy multiple passes at once?

Thank you for your loyalty! At the moment, we do not have any multiple passes or gift certificate options.

I reserved a Double Day Bed for 2; can my friends join me?

Yes, your friends may join you, but they must purchase individual day passes or another bed in order to guarantee entry.

I just bought a VIP Pool Package. How can I select my catered lunch and cocktail menu?

Please contact sales@mccarrenhotel.com to confirm catered lunch and cocktail menu selections.

My group is bigger than 15 people. What are my options?

Please contact sales@mccarrenhotel.com to discuss pool packages for larger groups.

Is the pool area available for full buyouts/private events?

The pool can accommodate up to 150 guests. Depending on the day of the week, a pool buyout can range from a minimum of \$15,000 - \$25,000. Please contact sales@mccarrenhotel.com with any additional questions.

Are there any other things I should know?

Yes, please be mindful of the following rules:

- *The pool area is smoke-free (including electronic cigarettes, vape pens, etc.)*
- *Our dress code is strictly enforced. Appropriate dress and swimwear is required at all times. 'Topless' tanning or swimming is not permitted. When inside the hotel, footwear is required at all times.*
- *Scheduled programming is subject to change without notice.*
- *We reserve the right to deny access due to capacity restrictions.*