



Frequently Asked Questions

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There is so much to discover in St. Augustine. Now that you're ready to call The St. Augustine Beach House your home away from home, we'll fill you in on local tips to get the most out of your stay.

Hotel

WHAT IS YOUR CANCELLATION POLICY?

For normal reservations, Cancellations and Modifications can be made free of charge up until 72 hours before your date of arrival, after which time the deposit (first night's stay + tax) becomes nonrefundable. Early Bird Nonrefundable deals are prepaid in full and not refundable. Special circumstances like Group reservations or Cardholder not Guest reservations may have other cancellation fees. Please confirm with the hotel staff.

I'M LOST! CAN I GET DIRECTIONS TO THE BEACH HOUSE?

GPS is spotty on the Vilano Peninsula and sometimes leads our guests astray. Follow A1A North in Saint Augustine (May Street) and cross the Usina Bridge into Vilano Beach. At the traffic light at the east end of the bridge, turn right and follow to Vilano Road. Turn left toward the ocean. Hotel is on the left just at the drive-on entrance to the beach.

HOW FAR IS DOWNTOWN ST. AUGUSTINE FROM THE BEACH HOUSE?

The Saint Augustine Beach House is 3.1 miles from the Castillo de San Marcos which is the heart of Downtown St. Augustine. It only takes about 10 minutes by car to reach the historic city center.

WHAT IS WITHIN WALKING DISTANCE FROM THE BEACH HOUSE?

Along with many restaurants, the Publix Supermarket and supporting retail including a water sport rental store, a spa, and liquor store are within walking distance. The Vilano Pier and Intracoastal waterway are less than 1/2 mile from the St. Augustine Beach House.

IS THE BEACH HOUSE PET FRIENDLY?

Dogs are welcome at the Saint Augustine Beach House. We are proud to be known as one of the most dog-friendly lodging properties in St. Augustine. Furry friends are welcome and all of our rooms offer direct access to Vilano Beach, a top-rated dog-friendly beach. We offer pet cleanup bags, dog rinsing stations, dog towels, and furniture covers. We also have a small dog run on the property. We can accommodate up to two dogs per room. Our pet fee is \$30 per night per room, with a max of \$120 per stay.

The entire community of Vilano Beach and St. Augustine is generally very dog friendly. Most restaurants that have outdoor seating allow dogs.

We look forward to welcoming you and your canine companions to the Beach House.

DOES THE BEACH HOUSE OFFER BREAKFAST?

Absolutely! Fresh, hot breakfast is made and served daily in our oceanfront breakfast room. Eggs, sausage, grits, and a 'special' menu item of the day are featured, as well as homemade cakes, breads and fruit cobblers.

DOES THE BEACH HOUSE OFFER ROOM SERVICE?

While we do not offer room service, we invite our guests to enjoy our complimentary homemade breakfast served each morning. Pick up your trays at the front desk and take your breakfast to your room to enjoy on your oceanfront balcony.

DOES THE BEACH HOUSE OFFER FREE WI-FI?

Yes, The St. Augustine Beach House offers complimentary high-speed Wi-Fi in all rooms and public spaces through a fiber optics connection. The Beach House also features a computer station in the lobby so you can check emails, plan your itinerary or check in with the office.

DOES THE BEACH HOUSE OFFER LATE CHECKOUTS?

Check out time is at 11 am. Late Check out (until 12pm) is available for a fee, but is subject to availability and must be approved by staff.

DOES THE BEACH HOUSE OFFER A SHUTTLE SERVICE?

The St. Augustine Beach House does not have a shuttle. Please call our front desk to arrange transport to and from the Beach House. Uber, Lyft, and taxis are also available as transportation options.

DOES THE BEACH HOUSE OFFER FREE PARKING?

Yes! Free off-street parking is available onsite for all guests. You can park on either side of our small parking lot. We have a space for one vehicle per room. Additional vehicles will have to park on the street, and can do so overnight.

DOES THE BEACH HOUSE OFFER MEETING OR EVENT SPACE?

While we don't offer event venues onsite, we'd be happy to suggest nearby restaurants, banquet halls and wedding spaces that accommodate events of any size. The St. Augustine Beach House is an ideal location for St. Augustine events given our proximity to both the beach and nearby shops, restaurants and other venues. This gives your guests a thoroughly relaxing stay as well as a very convenient location.

DOES THE BEACH HOUSE OFFER BUSINESS OR GROUP ACCOMMODATIONS?

Please contact our front desk for business accommodations or multiple room reservations. We would be pleased to work with you to accommodate your request.

DOES THE BEACH HOUSE OFFER A FITNESS CENTER OR POOL?

The Beach House does not offer a pool or a fitness center. However, our beachfront location offers easy access to swimming and beach runs or walks.

Dining

ARE THERE BEACHSIDE RESTAURANTS NEAR THE BEACH HOUSE?

Absolutely! There are several waterfront restaurants within 3 miles of the Beach House.

The Reef offers oceanfront dining. Caps on the Water, Aunt Katie's, and Beaches at Vilano are all located on the Intracoastal. All of these restaurants are local favorites.

Our front desk staff will be happy to provide directions or assist with reservations.

ARE THERE RESTAURANTS WITHIN WALKING DISTANCE OF THE BEACH HOUSE?

Yes, there are many. 180 Vilano Grill, Beaches at Vilano, Puccini's Pizza, Fire Wok (take-out Chinese), and other dining options are all within walking distance of the Beach House. Publix grocery store also sells made-to-order sandwiches and hot food, and is within walking distance of the Beach House.

DOES THE BEACH HOUSE OFFER A RESTAURANT AND BAR?

No. But many of St. Augustine's best restaurants and bars are a short drive away or are within walking distance. The Front Desk has the list of the Staff's favorite restaurants and bars. Don't hesitate to ask for a copy. One of the best parts about staying at The St. Augustine Beach House is our homemade breakfast, which is served daily. We also offer coffee and fresh baked cookies in the Lobby.

WHICH RESTAURANT HAS THE BEST SEAFOOD?

The staff's favorite seafood can be found at Caps on the Water, a short drive from the Beach House. Please ask the Front Desk for our current list of the staff's favorite Saint Augustine restaurants, as there are many excellent seafood restaurants in St Augustine.

WHAT ARE THE BEST RESTAURANTS IN DOWNTOWN ST. AUGUSTINE?

There are too many to list. Please ask the Front Desk for a copy of the Beach House staff's favorite restaurants.

WHEN IS THE FOOD FESTIVAL IN ST. AUGUSTINE?

St. Augustine has a rich culinary tradition and hosts a number of food festivals in March and April every year.

WHAT ARE THE BEST ST. AUGUSTINE FOOD TOURS?

Experience the culinary culture as well as the history of St. Augustine with "The Tasting Tours," the best food tour in St. Augustine.

Explore

DOES THE BEACH HOUSE PROVIDE CONCIERGE SERVICE?

Yes, we are more than happy to provide restaurant recommendations, book theater tickets, or otherwise make your stay in St. Augustine as special as possible. Please call ahead with any special requests or check in at our front desk when you arrive.

WHERE IS THE CASTILLO DE SAN MARCOS?

The Castillo de San Marcos is located at 1 S Castillo Dr, St. Augustine, FL 32084, less than 10 minutes from the Beach House. Considered the oldest masonry fort in the continental US, it was declared a national monument in 1924.

WHICH ARE THE BEST MUSEUMS IN ST. AUGUSTINE?

There are too many to list, but here are some of the staff's favorite museums: The Castillo de San Marcos, The St Augustine Light House, The Lightner Museum, the Oldest House Museum Complex, the Fountain of Youth Archaeological Park, the Colonial Quarter and the St. Augustine Pirate & Treasure Museum and several others. Let us know if we can help arrange visits to these or any other museums in the area.

WHAT ARE THE TOP HISTORIC SITES TO VISIT?

The Castillo de San Marcos, Fort Mose, The Old Jail, The Mission of Nombre de Dios, Fort Matanzas National Monument, and the Fountain of Youth are the top historic sites to visit in St. Augustine, Florida.

WHAT ARE THE BEST THINGS TO DO WITH FAMILIES IN ST. AUGUSTINE?

Here are the top things to do with families in St. Augustine:

- Visit Anastasia State Park
- Learn about the Castillo de San Marcos
- Tour the Colonial Quarter
- Set sail on the Black Raven pirate ship
- Go on a dolphin safari
- Take a nature tour at Fort Matanzas

We have many more recommendations for family fun in St. Augustine. Feel free to get in touch with our concierge staff before or during your stay to help plan your vacation.

ARE THERE PARKS OR PRESERVES NEAR THE BEACH HOUSE?

Yes. There are several parks and preserves near the Beach House, in addition to Vilano Beach, which is steps from the Beach House. Nease Beachfront Park, the Guana Preserve, and Anastasia State Park are all close to The Beach House.

ARE THERE ANY WATER SPORT AND FISHING CHARTERS IN ST. AUGUSTINE?

Yes, there are many fishing charters and water activities in St. Augustine, FL. Please ask our Front Desk for our list of options.

WHAT ARE THE BEST WINERIES, BREWERIES, AND DISTILLERIES?

The best breweries in St. Augustine include Old Coast Ales, Dog Rose Brewing, Ancient City Brewing Taproom, and Bog Brewing Company. St. Augustine is also known for having one of the best distilleries in Florida. St. Augustine Distillery produces small-batch whiskey, rum, gin, and vodka. Free tours are offered at the distillery every 30 minutes during opening hours. San Sebastian Winery offers tours of their facility daily as well.

WHAT IS HAPPENING IN ST. AUGUSTINE THIS WEEKEND?

Every weekend is a celebration in beautiful St. Augustine. Please feel free to give us a call to find out what events are happening in St. Augustine this weekend. We recommend VisitStAugustine.com for a list of events and things to do.

Travel Tips

WHAT IS ST. AUGUSTINE WEATHER LIKE?

St. Augustine enjoys a consistently warm climate year-round. Winter tends to be dryer and cooler, while summer often sees a passing rain shower in the afternoon.

WHAT SHOULD I WEAR FOR ST. AUGUSTINE WEATHER?

St. Augustine's warm climate and laid-back vibe is ideal for casual wear: shorts, or light pants and light t-shirts or collared shirts. During the summer months, packing a light rain jacket or umbrella is recommended, as passing afternoon showers can be frequent. In the winter months, days are still relatively balmy, but a sweater, fleece or light jacket is often necessary at night.

IS SMOKING ALLOWED IN ST. AUGUSTINE BARS?

Most St. Augustine bars don't allow indoor smoking or they have designated smoking areas.

WHAT TIME ZONE IS ST. AUGUSTINE IN?

St. Augustine is located in the Eastern Time Zone.

WHAT IS ST. AUGUSTINE SALES TAX?

Sales tax in St. Augustine, FL is 6.5%. This is a combined rate of state and local taxes. Accommodations also collect a 5% bed tax.

WHAT IS THE BEST TIME TO VISIT ST. AUGUSTINE?

Located in the tropical state of Florida (also known as the Sunshine State), St. Augustine is beautiful year-round. While St. Augustine is known for warm, sunny weather, winter months bring cooler temperatures, mild breezes, and the Atlantic Ocean sparkles.

WHAT ARE POPULAR FESTIVALS IN ST. AUGUSTINE?

There are many annual festivals in St. Augustine, including Rhythm & Ribs, the Seafood Festival, Greek Festival, and Celtic Fest. The historic city is also the site of the famous 'Nights of Lights' holiday display, which magically transforms the area.