

Frequently Asked Questions

Q: How does a guest make a reservation?

A: Guests can book their reservation through the Retreat website at www.retreatpoolsd.com/reservations

Q: Can those who are not hotel guests access the pool

A: Yes. Retreat has a limited number of Day Passes for sale, based upon availability, they can purchase Day Passes at retreatpoolsd.com OR sycuan.com.

Q: Does the Pool Bar and Grill Serve Food?

A: Yes. The Pool Bar and Grill serves Seasonal poolside fare of hot & cold plates, small bites, sandwiches, salads & wraps.

Q: Can I order food from the UnCommons and bring it to the pool?

A: No outside food can be brought into the pool area. Starbucks coffee is permitted.

Q: Will Club Sycuan card members have access to the pool?

A: Black & Diamond Card members will be granted 2 complimentary admissions. Additional tickets can be purchased if available at retreatpoolsd.com or sycuan.com

Q: Does Retreat have Happy Hour or offer any specials?

A: At this time Retreat does not offer Happy Hour or any specials. Please follow us on [@retreatpoolsd](https://twitter.com/retreatpoolsd) to keep up to date on happenings and events.

Q: Are children under the age of 21 permitted to access the pool?

A: Anyone under the age of 21 will not be permitted to access the pool grounds

Q: Can I bring a cooler to the pool?

A: We do not allow coolers and or ice chests to be brought in to the pool.

Q: I have checked out of my room and am waiting to depart the resort, may I bring my luggage to the pool?

A: We do not allow luggage in the pool area. Guests are welcome to check their luggage at the Bell Desk.

Q: Is smoking allowed at the pool?

A: We do not allow smoking of any kind at the pool. No Cigars, Cigarettes, Marijuana products, or vape pens. The nearest location where smoking is permitted is inside on the casino floor.

Q: Are there any items not allowed in the pool that I may not think of?

A: For the safety of our staff and guests we do not allow the following items in the pool area: Eye drops; mints; gum; compact mirrors; bluetooth speakers; and bottled water (or any liquids). If you have a prescription bottle, it must be unexpired. The name on the bottle must also match the name on your ID.

Cabana and Daybed Reservation Booking Instructions

Booking a Cabana

Each Cabana is available to book for up to 6 guests

1. Select Date
2. Select 2 to 6 Guests
3. Select an arrival time
 - Daytime 9am – 1pm
 - Saturday Night Swim | 6pm – 7pm (begins May 15)
4. Follow the Prompts to enter CC information to finalize and secure reservation

Booking a Daybed

Each Daybed is available to book for up to 2 guests

1. Select Date
2. Select 1 to 2 Guests
3. Select an arrival time
 - Daytime 9am – 1pm
 - Saturday Night Swim | 6pm – 7pm (begins May 15)
4. Follow the Prompts to enter CC information to finalize and secure reservation

Cabana Minimums

Monday – Thursday | \$300
Friday – Sunday | \$500
Saturday Night Swim | \$400

Daybed Minimums

Monday – Thursday | \$150
Friday – Sunday | \$200
Saturday Night Swim | \$150

We request all Cabana and Daybed reservations for Friday and Saturday night events arrive no later than 30 min past reserved time.

Cabanas & Daybeds are available to book anytime between 9am and 1pm. Guests may arrive anytime within the time frame of 9am - 1pm.

Stated minimums are Food & Beverage minimum spends while enjoying the daybed or cabana reservation.

Minimums do not include tax and or automatic 18% gratuity.

Cancellations are permitted up to 48 hours in advance.

Cancellations within 48 hours will result in a charge of 50% of the stated food & beverage minimum.

We do not reserve specific Cabanas and or Daybeds.

ALL CANCELLATIONS MUST BE SUBMITTED VIA EMAIL: CANCEL@RETREATPOOLSD.COM

Hours of Operation

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
April	Open	9a	9a	9a	9a	9a	9a
	<i>Bar Open</i>	10a	10a	10a	10a	10a	10a
	Kitchen Open	11a	11a	11a	11a	11a	11a
	Kitchen Close	5p	5p	5p	5p	5p	5p
	Close	6p	6p	6p	7p	7p	7p

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
May	Open	9a	9a	9a	9a	9a	9a	
	<i>Bar Open</i>	10a	10a	10a	10a	10a	10a	
	Kitchen Open	11a	11a	11a	11a	11a	11a	
	Kitchen Close	5p	5p	5p	5p	4p 7p - 10p movie 7th	5p 10p starting 14th	5p
	Close	6p	6p	6p	7p	5p Day 11p starting 7th	7p 11p starting 14th	7p

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
June	Open	9a	9a	9a	9a	9a	9a	
	<i>Bar Open</i>	10a	10a	10a	10a	10a	10a	
	Kitchen Open	11a	11a	11a	11a	11a	11a	
	Kitchen Close	5p	5p	5p	5p	4p 7p - 10p movie	10p	5p
	Close	6p	6p	6p	8p	5p Day 11p Movie	5p Day 11p NightSwim	8p

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
July	Open	9a	9a	9a	9a	9a	9a	
	<i>Bar Open</i>	10a	10a	10a	10a	10a	10a	
	Kitchen Open	11a	11a	11a	11a	11a	11a	
	Kitchen Close	5p	5p	5p	5p	4p 7p - 10p movie	10p	5p
	Close	6p	6p	6p	8p	5p Day 11p Movie	5p Day 11p NightSwim	8p

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
August	Open	9a	9a	9a	9a	9a	9a	
	<i>Bar Open</i>	10a	10a	10a	10a	10a	10a	
	Kitchen Open	11a	11a	11a	11a	11a	11a	
	Kitchen Close	5p	5p	5p	5p	4p 7p - 10p movie	10p	5p
	Close	6p	6p	6p	7p	5p Day 11p Movie	5p Day 11p NightSwim	7p