

2026 RENEWAL FAQ's (Frequently Asked Questions)

1. What is the timing for renewals?

- a. January 12, 2026, members will receive a Welcome Letter from the Park President with Renewal Instructions.
- b. January 12, 2026, Renewal Links will be active on your Member Portal at 8am
- c. Renewals will run from January 12 thru February 28, 2026

2. What is the cutoff for Renewals?

- a. February 28, 2026, is the last day to update your Renewals
- b. After February 28, 2026, if you have not logged into your portal to update your Renewals, your previous year's renewals will carryover. You will be billed accordingly.

3. When will Renewals be approved?

- a. Renewals will be reviewed and approved in the system the first 2 weeks of March.
- b. Our Staff will need approximately 2 weeks to complete the approval process.
- c. Finance will start the billing process approximately the last two weeks of March.
- d. Pump Out schedules will start to be built during this time as well.

4. When will my Renewals be billed to my account?

- a. Member Statements will be billed on account in the last week of March.
- b. Charges will appear the first week of April on your April statement.

5. Where Do I Find my Renewals?

- a. Your Renewals will be located in your Member Portal as a link under the Renewals tab at the top of your page.

6. How Do I Login to PORTAL?

- a. Go to <https://sandypines.com/members>
- b. Click on Member Portal

CAMPING SALES ACTIVITIES



CALENDAR MEMBERS CONNECT



HOME > MEMBERS
Members

Member Portal

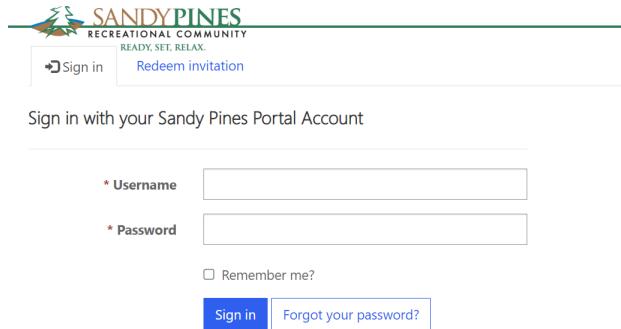
Click the Member Portal button to access the Sandy Pines Portal, your one-stop hub for managing your membership. Here, you can update renewals, view member information, sign in guests, and access membership statements—all in one convenient place.

Stay connected and keep your account up to date with ease!

MEMBER PORTAL

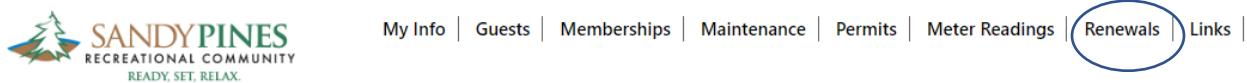
NEW - MEMBER PAYMENT SYSTEM INSTRUCTIONS

c. Enter your Username and Password; Click Sign In



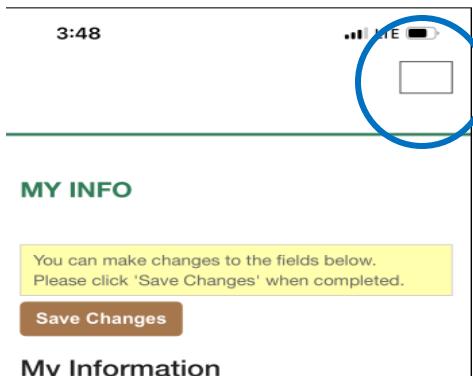
The image shows the login page for the Sandy Pines Recreational Community. At the top, there is a logo with a stylized tree and the text "SANDY PINES RECREATIONAL COMMUNITY READY, SET, RELAX.". Below the logo are two buttons: "Sign in" and "Redeem invitation". The main area is titled "Sign in with your Sandy Pines Portal Account". It contains fields for "Username" and "Password", both marked with an asterisk (*). Below these fields is a checkbox for "Remember me?". At the bottom are two buttons: "Sign in" (in blue) and "Forgot your password?" (in a smaller blue box).

d. Click on RENEWALS:



e. Follow the Instructions to maintain or make any changes to your renewal items
f. Click Submit
g. Your Renewals will be complete

7. iPhone users please note that you may see the following when logging in from your iPhone to complete your renewals (blank square for your menu selection)



a. Click on the Blank square as it is your menu selection. It will take you to the links for you to click on your renewals option.
b. Once your links appear click on Renewals to complete the same process as outlined above for the portal.

**My Info****Guests****Memberships****Maintenance****Permits****Meter Readings****Renewals****Links****8. How Do I Reset my Username?**

- To reset your Username, please call Member Service.
- They will have your Username on file in the system
- They will NOT have access to your Password for security purposes

9. How Do I Reset my Password?

- To reset your Password, you will need to login to your Member Portal
- Enter your Username (if you forgot your Username, please call Member Service)
- Click on **FORGOT YOUR PASSWORD**



READY, SET, RELAX.

Sign in with your Sandy Pines Portal Account

Remember me?

- Reset your Password
- If you Share the same password with your Statement Link, you will need to reset that password as well.
- Once Reset, you may proceed to your Renewals

10. What do I need to do when my renewal is active?

- RETAIN** – Confirm cards, property, leases and services you want to keep for the upcoming season
- REMOVE** – Any cards, property, leases and services not needed for the upcoming season

c. **CHANGE** – If you already have a Pump Out Plan but want a different plan, click CHANGE and select the plan you want to Change to. **Only existing Pump Out Plans can be Changed on the portal.**

11. Will I receive Confirmation of my Renewal(s)?

- a. Yes, you will receive an email confirmation showing a summary of the NEW Renewals you have approved.
- b. THIS IS NOT A BILL**

12. When will I receive Confirmation?

- a. No changes to your renewal – an email confirmation will be sent immediately
- b. Requested changes on your renewal – an email confirmation will be sent that your changes have been submitted
- c. Once changes are completed by administration – a final email confirmation will be sent

13. When are my Renewals billed and due?

- a. Your Renewals will appear on your April Member Statement
- b. Your Renewals will be due April 25th

14. Can I make changes on my portal and will they show up on my renewal?

- a. Same as in years past, you may make changes on your Member Portal. We continue to encourage members to make changes and keep their portal updated.
- b. THESE CHANGES WILL NOT APPEAR ON YOUR 2026 RENEWALS**

INSTRUCTIONS:

How to Submit Your Renewal

1. Renewal Items are listed below these instructions.
2. Review each Renewal Items in the table below along with the summary information.
3. Determine if you are retaining that Item or need to remove the Item.
4. To remove an item from your renewal, click on the blue dropdown button next to the line you want to remove and select "Remove".
5. To reset an Item back to "retain" (if removed in error), click the blue drop down next to the line and select "Retain".
6. To change a pump out plan to a different plan, click the blue drop down next to the line and select "Change".
7. When you have completed your review and adjustment of the Items, click "Submit Renewal" at the bottom of the page.
8. Once you submit your renewal, you will not be able to make any further modifications.
9. Repeat these steps for any additional membership accounts that you have until all renewals are submitted.

For additional questions or help, please contact Member Service at 616-896-8315 Ext. 0 or at memberservice@sandypines.com.