

Check-in and Check-out Procedure  
Palazzo  
17281 Front Beach Road Unit 502  
Panama City Beach, Fl. 32413

Guest Name :  
Total Guests :  
Unit Number : Palazzo Unit 502  
Parking : Parking Garage underneath Palazzo or across the street  
Parking Garage code :  
Door Code Unit 502 :  
Check-in date :  
Check-out date :  
Check-in time : 4:00 pm (will notify you when ready)  
Check-out time : 10:00 am (elevator's busiest time 8-10am / 3-5pm weekends)

**PARKING** – There is a new system in place that you have to register your vehicle online. There is a \$20 fee per vehicle. No more than 2 vehicles can be registered. No exceptions. You must register your vehicles before you check-in to Palazzo. You will receive an email from Guest Services once your reservation is confirmed. Vehicles may be parked only in the areas provided for that purpose. Motorcycles, cars, and pick-up trucks only may utilize the parking garage. Vehicles may use the parking lot on the north side of Front Beach Rd. Parking Garage is two-way traffic. Please make sure to park in between the lines. If possible, back into your spot for easier maneuverability in the parking garage.

**PASS/RESORT BANDS** – will be in the kitchen. Unreturned, lost, or misplaced resort bands will cost \$10.00 each. Palazzo wristbands must be visible on owners, guests and renters beginning March 1 through September 30th or otherwise posted by management.

**LUGGAGE CART** – Luggage carts are not allowed inside the unit. Luggage carts will be in the elevator lobby area in the parking garage which is right next to the parking garage. There are 4 parking garage levels.

**BEACH CHAIR SERVICE FOR TWO** Complimentary beach chair service for two people from March 6<sup>th</sup> thru October 15th.(Weather Permitting) You need to register at the Beach Hut just at the bottom of the stairs of Palazzo on the beach. You will need to give your unit number (502) and my last name (Valentino) to register. First come first serve for the beach chair location.

**WE PROVIDE :** Free beach chair service for two (March 6th-October 15), 2 extra folding beach chairs, (4) beach towels, (1)beach bag, (1)beach umbrella, (1)small and (1) medium size cooler, (2)boogie boards, sandcastle toys, toilet paper, paper towel, garbage bags, dishwasher soap, hand dish soap, detergent, coffee filter, body soap, hair dryer. Please bring your own shampoo and conditioner.

**BEDDING:** Each Bed (Master, 2<sup>nd</sup>, and 3<sup>rd</sup> bedroom) have been set up with a white duvet. We use a duvet instead of an upper sheet and blanket on all our beds because this gives us an opportunity to wash the duvet every time someone stays at our condo. We personally use the duvet in our home and we love it. We want to give our guests a feeling of comfort and knowing that we are keeping our cleaning standards at the highest level. If you decide you do not want to use the duvet you will find in each of the

bedroom closets a blanket and sheet set up for each bed. Please fold up the duvet and place where you found the blanket sheet combo. If you are going to use the fold out couch the pillows, blanket/sheets are in the top cabinets to the right of the make-up counter.

#### **IMPORTANT NOTES:**

- \* No pets allowed (no exceptions). Strictly enforced by the Resort and the owner. Non-compliance is grounds for immediate eviction with no refund of unused rental time.
- \* Non-smoking unit. No parties allowed inside the unit.
- \* Wi-Fi guest network: palazzo-guest.encowifi.com Wi-Fi Password: **54541884** – For any internet issues, please call ENCO customer service at (844) 275-3626 (8:00 AM – 10:00PM). Guest needs to be in the condo for trouble shooting.
- \* Clean/wipe/wash off the sand off the beach supplies before bringing them back to the condo each time that you use them.
- \* Please refrain from rearranging the furniture and unplugging the electronic equipment, like the televisions.
- \* Very important to notify us right away when something breaks or is not working. Please do not wait after check-out to notify us.
- \* Do not leave the sliding door open when the heating and air conditioning is on as this may result in the system's failure. This will also help to keep the flies, mosquitoes and no see-um from entering the condo.
- \* Do not leave any valuable items in the condo. Maintenance and security personnel have access in the unit in case of emergency. Pest control is being done bi-monthly.
- \* Lock the door and close the sliding glass doors are every time you leave condo.
- \* For any security concerns, please call the Security at 850-704-0972.

#### **CHECK-IN PROCEDURE:**

1. Go to the parking garage on the right side of the building and input the garage access gate. Always start with # for the parking garage. You must register your vehicle online before you arrive at Palazzo. This must be confirmed before you leave for your vacation.
2. Get a luggage cart which is in the elevator lobby. There are 4 elevator lobbies on the 1-4 floors of the parking garage.
3. Go directly to unit 502 to unload all your things. Enter the code for the door that has been provided for you to get into the unit. Return the cart back.
4. Please text me to confirm that you were able to get into the condo

#### **CHECK-OUT PROCEDURE:**

1. Please check out no later than 10:00 am (we start cleaning at 10:00 am).
2. If you had to use the beach towels during your stay, please wash and dry them the night before you leave and put them back in the area that you found them.
3. If you used any of beach items we left for your use in the pantry (coolers, umbrella, beach chairs, boogie boards, sandcastle toys) please clean them up and return them to the pantry so our next guests can enjoy using them as you did.
4. Please wash the dirty dishes prior to departure.
5. Wash all used bathroom towels before you leave (you can leave them in the dryer).
6. Empty refrigerator, discard food and take the trash out (trash chute is directly across from the condos front door).

7. Remove used linens from sleeper sofa (if used) and place them in one of the bathroom tubs (master or 2<sup>nd</sup> bedroom). Please put the sofa bed back into the couch with the cushions on top.
8. Please place all TV remotes next to the TV in living room and Master Bedroom. Leave TV remotes for 2<sup>nd</sup> and 3<sup>rd</sup> bedroom in the baskets provided.
9. Double check all draws to make sure that you have not left anything behind
10. Make sure to leave the resort bands back in the kitchen.
11. Please make sure to lock the doors and close both sliding glass doors.

In case you are departing before 10:00 am, it will be greatly appreciated if you can leave a message on my cell phone to inform me. We want to get the condo cleaned and ready as early as possible for all our guests. Please do not hesitate to either text or call with any concerns that you might have during your stay. Thanks again and have a great vacation.

*Nick Valentino*

*(561)601-1515*

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