



New information and General Need to Know Information

Booking System

We are currently in the process of changing our Reservations software from Resort Data Processing to Barefoot. The present system (RDP) is obsolete. We should make the transition and go live the first part of 2017.

Hospitality Staffing Solutions (HSS) - Housekeeping

We have had some bumps in the road this season on cleaning we will not deny. It was a complete housekeeping department change-over. HSS is learning our expectations, our property and rules. HSS Corporate was made aware our issues and has been working diligently in making corrections to fix the cleaning issues and also to obtain a full time regular staff.

2016 Deep Cleans (Price Increase)

2016 Deep Clean price- 2 bedrooms \$225; 3 bedrooms \$275

Hospitality Staffing Solutions (HSS) has started the unit deep cleans. Cleaning will be done during open times, and we will contact you by email or letter as we have done in the past should we find that items are needed for the unit.

The Deadline to contact Wendy (HSS) that you will be doing your own deep clean in August 1, 2016. On completion of your cleaning contact our Executive Housekeeper, Wendy at 850-235-8458 to make an appointment for a walk thru.

Mandatory Deep Clean and Replacement Procedures:

1. Deep clean date will be blocked off in system for two days. We schedule the units with the earliest winter arrival dates first.
2. Cleaning, Kitchen organization, Inventory, and Pictures.
3. Work order repairs will be put in on what we found.
4. Old items left in closets and under beds will be photographed and discarded. All owners have been asked in the previous years newsletters and unit reviews to remove clutter or place these articles in your owner's closet. (example... tile, paint, thin set, grout, beach toys, rusted beach chairs, lamps, TV's, pictures, old bedspreads etc.). Ample of time has been given so if items still remain they will be discarded. We must clean these rooms up.
5. Other undesirable items that are Worn/scratched/faded/torn/stained such as kitchenware, blankets, comforters, bedspreads, bed skirts, pillows and mattress pads will be photographed and disposed of.
6. Replacement: a list of what needs to be replaced will be sent to owners. The owners will have 2 weeks to ship or bring items to housekeeping to be checked off the master list. After 2 weeks the replacements will be handled by housekeeping with a 25% markup. Owners, please be advised that once items have had the tickets removed, has been removed from the box, or if there has been a rental since the new items were placed in unit, there will be no refund given.



Owners are given ample amount of time even before deep clean time to inventory themselves, meet and confirm with housekeeping, and ship or deliver items themselves.

7. If there is an abundance of kitchen items which make cleaning in the season difficult we will place the extras in a storage bin in the master closet and you may place it in your owner's closet on your next arrival. We will notify you if this is done.
8. Carpet cleaning and or tile cleanings will be scheduled after cleaning. You will see a separate charge; this work is contracted out to local cleaning companies.
9. Upholstery cleaning and mattress cleaning will be scheduled after cleaning. You will see a separate charge; this work is contracted out to local cleaning companies.
10. You will see the charges on your monthly owner's statement.

Televisions, Vacuum Cleaners and Vertical Blinds updates required

Televisions

We have been notifying owners since December 1, 2015 to replace their old box TVs with flat screen TVs. It has come time that if we enter a unit that still has an old box TV, we will handle the replacement for you and discard the old box TV. There are many reasons why we must do this: 1. Guests assume all units have flat screens especially in 2016 2. Guests refuse units with old TV's, 3. It is taking up a lot of maintenance time from other units with the abundance of work orders to look at these old TV's because they are not compatible with the cable boxes or guest can not get HDTV.

Vacuums Bagless vacuums only. They have been the most popular trend in the vacuum cleaner industry for a number of years now. Bag less vacuum can be easier to take care of. Bag less vacuums are a bit more convenient and most filters last 6 months to a year. The different size/type Vacuum bags are getting difficult to find and costly to the owner.

Vertical Blinds

It is time for verticals to be replaced with draperies or other window treatments available. Verticals are a nuisance, dating the units, and they are quite time consuming for maintenance with the abundance of work orders to see about units that have tracks not working (opening/closing failures) and slats that have fallen down by no fault of the guest. Repairs to vertical blinds are not considered guest damages, and the cost of repair will go to the owner. With the cost of repairs (which repairs never last) money would be better spent replacing them with professional draperies, inexpensive drapery panels or other window treatments instead of band aiding dated verticals.

Stress to Guests

We had many guests arrive to the property very early this year, some as early as 7:30am before the current guest were even out of bed. Owner please stress to your guest that check in time is 4pm. Please do not tell your guest that they can check in before 4pm. In doing so, it has caused a lot of very unhappy guests who have taken their frustration out on the reservation staff. We want to stream line this by getting all of our departures checked out and luggage carts free and ready for check-in rather than have check-outs and check-ins happening in a building at the same time.



Owners please do not distribute keys to your guests. Please inform them to come to Building C to check in. In giving guests (daily/weekly/monthly) keys, it disrupts our system of housekeeping and check-in. When housekeeping arrives they have found your guests in the room before the room has been cleaned. We have in the past cleaned around their groceries, luggage and guests, however it is impossible to clean the room properly this way.

Owners Booking Reservations

When booking reservations in the system please be sure you are only book yourself under Owners reservations. If it is family or anyone else it must be booked as Owners guest. If you plan on coming in first and family later and will need a maid service in-between these reservations need to be separate so it shows on cleaning lists and we can prepare to staff accordingly for that day.

Owners Booking Reservations for the reduced 10%

When making owner's guest or owner's guest paying reservations please fill in ALL information. An owner's guest, a reservation in which DOPMA receives only 10% commission is a guest that has not been a guest of the Dunes of Panama before. Previous guests do not qualify for reduce commission. Please check with the office for guest history.

Owner's guests paying need to be booked as an owner referral reservation. In order for the commission to be reduced the owner must retrieve and enter into the online system all of their guest information and the rate you wish to charge along with corresponding directly with the guest for deposits. The Tax rate 11.5%, Registration fee \$25 and Cleaning fee \$85/\$100 and Deposit \$250/\$350/\$500 policy are all to be the same amounts and policies as DOPMA. Owners are to correspond with their guests on changes of dates to their guest's reservation and cancellations of their guests.

After the owner has entered the entire guest's information, DOPMA will issue the confirmation and handle the check in and check out of the guest. Also be sure to include the state your guest is from and zip code. This helps keep our State Analysis Reports Room Revenue accurate. Owners, please use the guest's names, not your name, when booking guests so we know who to expect and greet on arrival.

Should DOPMA personnel be asked to book guests, enter information and rates into the system, correspond with guests for changes of dates and deposits, etc. then this reservation will not be considered a 10% booking. Instead, the reservation will be either commissioned 20% or 30%, which ever commission season we are in for the dates of reservation.

Moving DOPMA Customers to Book a Rental For 10% Commission

This has been a problem with a select few owners and has placed DOPMA in some bad situations. We can no longer be lenient moving an already booked and confirmed guest in order to book another guest for 10%. Guests have chosen your unit through us or by our website for their vacation spot over other available units and competing condominiums. This one way thinking of the owner has caused problems not only for the guests, but also the reservation staff trying to mend the business relationship with guests. The 10% program was introduced so that owners could assist in booking their unit during open dates. It was not introduced to move previously booked reservations and do harm to the DOPMA rental program relationship with its

guests. The reservation system is live, so do not procrastinate in booking a customer online as the reservation that is entered first in the system is the confirmed reservation. If this practice continues after this notice, your unit will be removed from the IRM to avoid any further booking issues with customers and DOPMA will rent after all other units have been rented

Important Information to Convey to Owners Guest Paying & Owners guests

- A) D & E building are no pet buildings, except for the owners. Owner can not pass their rights on to others.
- B) Parking for 2 bedrooms (2 vehicles); Parking for three bedrooms (3 vehicles) and additional \$10 per day for other vehicles.
- C) No RV's, Boats, Jet skis or Trailered vehicles allowed during Spring Break, Holidays, and Peak Season. All other times of the year advance approval is required by Management. If a guest arrives with such they will be given off site storage rental information and turned around at the gate unable to unload
(Regardless if the trailer makes 2 vehicles we do not consider trailers a vehicle)
- D) Operation fee: 2 bedroom \$50, 3 bedroom \$75 for Non Commission reservations
- E) Registration fee: \$25 per reservation All reservations.
- G) Maid Service Costs Daily/Weekly- 2 bedroom \$100 and 3 bedroom \$120
Monthly- 2 bedroom \$140 and 3 bedroom \$160
- H) Cancellation Policy: 21 days (3weeks) before check in date
- I) Cancellation before 21 days: \$25
- J) Cancellation 21 days (3weeks) after 21 days (forfeit full deposit): 2 bedroom- \$250;
3bedroom- \$350; \$500 Spring Break
- K) Refund: \$225 or \$325 with 7-10 business days if canceled before 21 days.
- L) Check in time: 4:00 p.m. CST (Important notice below)
- M) Check out time: 10:00 a.m. CST (important notice below)

Check-In

During Memorial/Pre Summer & Peak Summer Season (5/25-8/4 -2017) each condo on DOPMA rental program must be prepared for occupancy within a very tight time frame. In many cases, condos require maintenance repairs, additional cleaning time, etc. DOPMA will make every effort to ensure that all our properties are clean and ready for occupancy by 4:00pm CST

but not guaranteed. However, in the event of unavoidable situations, it may be necessary to delay occupancy until the unit is completely ready. Should this occur please be advised there are no refunds, rate adjustments, date extensions or changes to the check-out time on departure day because of the situation. We appreciate your cooperation to ensure we can clean every unit as it should be so you and your party or guests may have a clean, enjoyable stay. We had many guests arrive to the property very early this year, some as early as 7:30am before the current guest were even out of bed. Owner please stress to your guest that check in time is 4pm. Please do not tell your guest that they can check in before 4pm. In doing so, it has caused a lot of very unhappy guests who have taken their frustration out on the reservation staff. We want to stream

line this by getting all of our departures checked out and luggage carts free and ready for check-in rather than have check-outs and check-ins happening in a building at the same time.

Owners please do not distribute keys to your guests. Please inform them to come to Building C to check in. In giving guests (daily/weekly/monthly) keys, it disrupts our system of housekeeping and check-in. When housekeeping arrives they have found your guests in the room before the room has been cleaned. We have in the past cleaned around their groceries, luggage and guests, however it is impossible to clean the room properly this way. We must prepare many units for occupancy within a very tight time frame so please be advised, and also please advise your guest should there be people or personal belongings in the room when housekeeping arrives that they are instructed to move along to the next unit being cleaned for the day. They will return back to your/their unit after all other rooms have been cleaned so not to lose time in the very tight time frame of getting all rooms cleaned for the day by 4:00pm.

Check-In Procedure

Upon entering the units for the first time, please take a look around and notify the front office within 24 hours of check in if we have missed anything. We will have housekeeping back to unit to correct the issue immediately.

Check-Out Procedures

1. Remove all trash from the unit. Please ask guest to take the kitchen waste can with them to the Trash Chute to avoid spills on the walkways.
2. Wash all dirty dishes and/or place in dishwasher with detergent and start.
3. Place all dirty towels in one area.
4. Be sure all patio doors are closed and locked
5. Turn A/C to 72
6. Do a final walk thru of the unit for any forgotten personal items
7. Close and lock Entry door
8. Return keys to C building office or drop in key deposit. We will reimburse the guest by way of payment. Please do not leave keys in the unit.

2016-2017 Cleaning Fee pricing:

Daily/Weekly Reservations Price:	2 bedroom \$85	3 bedroom \$100
Monthly Reservations Price:	2 bedroom \$100	3 bedroom \$150
Monthly Resv No Commission Price:	2 bedroom \$170	3 bedroom \$220
Owner/Immediate Family Price:	2 bedroom \$75	3 bedroom \$85
Owners Guest Reservations Price:	2 bedroom \$85	3 bedroom \$100

Owners Call Line/Reservation Line

Please use the owner's call line to go over HOA, Facility information, accounting, general property questions, building questions, board meeting information, and building insurance verification that may need sent to your insurance/mortgage company, sales information etc.

Owners Call Line 1-877-494-2958.

Please use the Rental/Reservations line to go over questions regarding the Rental Program, Reservations questions, Rental Statements, Maintenance issues or questions, Housekeeping issues or questions etc. Reservations call line 1-800-874-2412.

Unit Cleaning



Owners, if and when you decide you would like to clean your own condo please, contact the front desk and inform us the evening before your departure date. We will notify the Executive housekeeper, Wendy (HSS) of your decision. Towels and bed linens will be brought to your unit so that you can make the beds. Once you have completed the cleaning, please contact the front desk and/or the Executive housekeeper, Wendy 850-235-8458 for a walk thru of the unit. Any areas missed will be addressed. If you must depart before the Executive Housekeeper does a walk thru should any areas be missed she will contact you with what the touch-up cost are.

Private Owners or Owners Using Outside Agency

Please be advised: Charges will no longer be billable to owners statements for owners needing specific work orders/maintenance and repairs in units that are not renting through the Dunes of Panama Management Vacation Rentals Office. We will assist you, but payment is required upfront.

Owners Who Rent themselves or Using Outside Agencies

If you are an owner who rents your unit or uses a rental company other than DOPMA please provide your guests with the correct information and contact information. Please check with your outside rental agency to be sure that they are giving the correct property information out. **See Important Information to Convey to Owners Guest Paying & Owners guests** such as No boats, trailers, jet skis on property during Spring Break, Holidays and during the months of June and July. That building D & E are owner's pet only buildings. Please advise the guests where they should go to check in, who to call if needing maintenance service, who to report poorly cleaned units too, who to contact regarding the return of security deposits, etc. The DOPMA front desk has defused and assisted many unhappy customers who have rented privately from owners and also have rented with outside agencies this past season.

Kids Club

This activity is provided and paid for by the Dunes of Panama Vacation Rentals and is not associated with any HOA fees or facilities fee paid by the owners for their building or property. All paying DOPMA guests attend at no charge to them.

Private owners, outside rental agencies, and "A" building guest are more than welcome to attend: The Kids Club is held on Wednesday mornings during June and July and is available to you and your guest at a cost of \$6 per person to cover t-shirts and painting supplies.

Kids Club is being held at the Gazebo/pool area of B & C. Starts at 8:30 a.m. and ends at 9:30 a.m. Please come to the C building office to receive an armband for your child.

Entry Gate

Please remember that there is a gate at the entrance. Many of the problems with traffic backing up at the gate comes from owners that send friends, rental guests, or service people to the property without making arrangements for gate access. No boats, trailers, jet ski parking on property during Spring Break, Holidays and June and July. Future daily gate codes are available by calling the office. A quick call or email in advance can save everyone a lot of frustration.

Pictures

If you have recent photos of your unit that you would like for us to use for the showing of your unit online, please send them to cspikes@dunesofpanama.com or lharris@dunesofpanama.com. Please note that some photos may not be able to be used do to the size, lighting, angles or



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personal items in the photos. We ask for your assistance since you may be taking your own photos for content insurance coverage; please provide/send them to us as well to expedite getting current photos of your unit displayed.

Comments

As always, our staff at the Dunes of Panama Vacation Rentals and Management Office appreciates your input. If you would like to contact our office with comments, suggestions or simply have further questions, please do not hesitate to call 850-234-8839 or fax or email the form that follows.

Thank you again for your continued support. We appreciate your business!



Dunes of Panama Owner Input Request Form

In order to better serve you, our owners we would like you to annually provide us with input regarding our operations.

Please take an opportunity to offer your input/suggestion regarding the following.

A. Administration

B. Office Operations

C. Maintenance Operations

D. General Suggestions (Please try to offer options)

Unit: _____ Date: _____

Owners Signature _____

Please email or fax to:

Email: Jhall@dunesofpanama.com

Fax: 850-235-8210



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