

We are excited to welcome you to **Park N Spot, LLC**, your new amenity management company for **Grand Panama**! We look forward to working with you.

Below you'll find instructions to set up your **Owner Portal**, along with a timeline outlining key onboarding milestones. Completing these steps promptly is very important to ensure a smooth and seamless transition.

## Onboarding Timeline

- **January 1, 2026**- Owners are able to log in to confirm contact information, add all family members' information who qualify for an owner's decal and identify the rental company (if any) managing their unit(s).
- **January 15, 2026**- Rental companies will gain access to the platform to confirm the units assigned to their management company.
- **January 19, 2026**- Guest amenity reservations will go live for rental companies and self-managed owners.
- **February 1, 2026**- All guest amenity reservations will be **required** to be created through the Park N Spot platform.

**Please note:** This message is intended for **unit owners only**. Rental companies and self-managed owners will receive a separate email during the second week of January with reservation instructions.

## How to Log In to the Park N Spot Platform


- Step 1: Open your preferred internet browser.
- Step 2: Enter <https://theparknspace.com/wp-login.php?action=lostpassword> in the address bar.
- Step 3: Enter the email address that received the message from **support@theparknspace.com** and complete the password reset steps.
- Step 4: Go to the login page [www.theparknspace.com/grand-panama/](http://www.theparknspace.com/grand-panama/) and sign in using your email and new password.

## Confirm Your Personal Information & Rental Company

- Step 1: After logging in, please review your name and phone number. If needed, click the blue **Edit** button to make updates.

- Step 2: Under the **Properties** section, click **View Units** to confirm all units you own are listed.
- If any units are missing, please email **support@theparknsport.com** with the unit number(s).
- Step 3: Review the assigned management company listed for each unit. If it is correct, no action is needed.

### **Request a Management Company Change (If Needed)**

- Step 1: If the listed management company is incorrect, click  next to the unit.
- Step 2: Select the appropriate option or **Request Company Change**, enter the correct management company name in the message box, and click **Save Changes**.

### **Add Family Members (Owner Decal Eligibility)**

- Step 1: Click **Family List** from the main screen.
- Step 2: Select **Add to Family List**.
- Step 3: Complete all required fields, review for accuracy, and click **Add Member**.  
\*Owners with multiple units may assign their family members to any one of their units.\*
- Step 4: Repeat as needed until all eligible family members have been added.

Once your information is confirmed and all eligible family members are added, **no further action is required**. You may update your owner information or family list at any time by logging back into the portal and selecting the appropriate edit options.

If you have any questions or need assistance, our support team is happy to help at **support@theparknsport.com**.

Welcome aboard, we're glad to have you!

Warm regards,  
**Park N Spot, LLC**