

## Family List Eligibility

### Who can be on the family list, immediate family only?

- Spouse
- Mom
- Dad
- Brother
- Sister
- Son / Daughter
- Grandma
- Grandpa

## Amenity Pass & Payments

### How do I know if my renter paid their amenity fee?

Go to the **Reservation Tab**. You'll see a note confirming purchase, and the **Pass Status** column will show when it was purchased.

## Reservation Issues

### Why am I getting "failed to create reservation"?

Possible reasons:

- Missing required information
- Invalid or undeliverable email address
- Dates overlap with an existing reservation

### Why am I getting "failed to complete booking"?

Possible reasons:

- Missing required information
- Incorrect payment details or ZIP code
- Unsupported photo file type

## Free Amenity Passes

### Who qualifies for a free amenity pass?

Guests who are **not direct family members** but are staying **with your visiting with you** in your unit.

## Owner & Guest Passes

### How do I create a pass for my guest as an owner?

- Go to the **Guest Parking Pass Tab**
- Click **Create Owner's Guest Parking Pass**
- Fill out all required information

## Vehicles & Parking

### What if I (owner) have a rental car?

Add it to your family list with an expiration date.

### What if my guest has a rental car?

- Either wait to purchase the pass until they have the car, OR
- Purchase the pass and update vehicle info at the front desk or with security

### Can guests add a pet or second vehicle after check-in?

Yes — they must visit the **front desk or security**.

## Pre Registration

To prevent bottlenecks at the front desk and avoid frustrating your guests, it is essential to **send the registration link in advance** and have them complete preregistration. The process typically takes 5–10 minutes, depending on whether guests have all the required information ready. **If guests do not preregister, the lobby may become overcrowded during check-in times.**

## Passes & Stickers

### Do owners still need a sticker?

Yes — Hang tags and owner decals are currently required; once the license plate reader system is installed, they will be suspended and an email notification will be sent to all owners and management companies.

### Do guests still need a hang tag?

Yes — Hang tags are currently required; once the license plate reader system is installed, they will be suspended and an email notification will be sent to all owners and management companies.

## **Support & Assistance**

### **Who accepts free passes?**

- Security
- Front desk
- CAM

### **Who can guests contact for help?**

Email: [\*\*support@theparkspot.com\*\*](mailto:support@theparkspot.com)

## **Owner Portal**

### **How do I log in?**

- Click “**Forgot Password**”
- Use the email provided by your management company
- Emails are **case-sensitive**

## **Refund Policy**

### **What is the refund policy?**

- Full refund available up to **24 hours before check-in**
- No refunds within 24 hours of check-in

### **How do guests request a refund?**

Email [\*\*support@theparkspot.com\*\*](mailto:support@theparkspot.com) with the **last four digits of the card used.**