

Property Management and Self-Managed Owners

Information Sheet for Grand Panama

All guests who stay at Grand Panama must pre-register and pay for the resort fee that includes a Grand Panama Welcome Packet with the parking pass(es), wristbands and pet sleeves(if the guest is staying in a pet friendly unit) inside the Welcome Packet. Grand Panama only accepts credit card payments. Guests can pre-register with a link from Park N Spot sent by their management company or self-managed owner. Guests can also register at the front desk.

Fees: An administrative fee and sales tax will be added to all fees.

The resort fee is \$55 . The resort fee includes 1 parking pass and wristbands for everyone in your reservation 13 and older. Occupancy levels are strictly enforced. Wristbands are issued based on unit occupancy:

- 1 Bedroom – 6 person occupancy
- 2 Bedroom – 8 person occupancy
- 3 Bedroom – 10 person occupancy
- 3 Bedroom Penthouse – 13 person occupancy: **Units 1-2102, 1-2103, 1-2202, 1-2203, 2-1402, 2-1403, 2-1502, 2-1503 only**
- 4 Bedroom Penthouse – 15 person occupancy: **Units 1-2101, 1-2104, 1-2201, 1-2204, 2-1401, 2-1404, 2-1501, 2-1504 only**

Wristbands must be worn while on property. **Wristband replacements are \$10.**

An additional parking pass can be purchased for \$35 during registration. Only 2 parking passes are allowed per unit. Vehicles parked in restricted areas or without parking passes will be booted and/or towed with a \$150 fine to remove the boot.

Motorcycle parking is \$55. Trailer parking (only during Biker Weeks) is \$55.

Pets: Guests bringing a pet to a PET FRIENDLY unit must register the pet in the guest registration system. The **Pet fee for a 1-7 day stay is \$50 per pet. Each additional day is \$5 per pet. A pet sleeve, given at registration with dates of visit, must be attached to the pet's leash and visible to security at all times.** No more than (2) two pets shall be allowed per PET FRIENDLY unit. All documentation, including the pet registration form, shot records and a recent photo of the pet must be uploaded to our guest registration system. **NO PETS OVER 25 POUNDS OR ON THE DANGEROUS BREED LIST WILL BE ALLOWED.** Guests who bring a pet over 25 pounds or on the dangerous breed list will be asked to remove the pet from the property and or be evicted. ESA and Service Animal forms are available during the registration process. Friends and family of owners will be required to purchase pet sleeves.

Front Desk: The Grand Panama Front Desk will be open from 7:00 a.m. until 11:00 p.m. daily. Guests who arrive after hours will need to contact Security for guest packets or a temporary parking pass.

Guest Issues: Guests who have a problem or issue inside a unit must contact the unit owner or management company for assistance. Your emergency contact should be you or your management company, not Grand Panama Security. You can use Grand Panama Security as a local number for owners who self-rent and live outside of the immediate area. Grand Panama Maintenance and Security are not responsible for issues inside a unit unless it involves emergency situations like water leakage, fire hazards etc. Grand Panama Security cannot provide passcodes to your units. Grand Panama Security should be called for issues with other guests, parking issues, noise complaints, or emergency situations. Grand Panama Security can contact maintenance with any issues that need to be addressed for the resort. Grand Panama Maintenance is not responsible for fixing issues within a unit but should be called for emergency situations that can affect other units.

Guests Arriving After Hours: For guests who have completed their pre-registration and whose Welcome Packet is prepared, security personnel are authorized to provide these packets upon their arrival.

If a guest has not pre-registered, security will issue a temporary parking permit valid until 10:00 a.m. the following morning. These guests will be informed that they must complete the registration process and collect their Welcome Packets before 10:00 a.m. to avoid the possibility of their vehicle being booted.

Vendor Parking Passes and Wristbands: All vendors, including contractors, maintenance personnel, cleaning services, and others, are required to check in at the front registration desk upon arrival. They will be issued a GREEN parking pass and the necessary number of rubber wristbands at no charge. The GREEN parking pass must be displayed on the vendor's rearview mirror and will indicate the duration of their permitted stay, not exceeding six months (with the option for renewal).

Please note that vendors are not permitted to park in the Tower 1 or Tower 2 parking garages, the designated 15 or 30-minute loading and unloading zones, or the stand-alone garage. Approved vendor parking is limited to the areas outside of Tower 2 and the back parking lot. Vendors can drop off supplies and materials at either entrance but must move their vehicle to a designated parking area. Additionally, vendors are not allowed to use Grand Panama luggage carts.

Vendors failure to comply with these parking regulations and other association policies may result in the vendor being banned from the property or their vehicle being subject to booting or towing.

Contact Information:

Security On Site: 850-625-5960.

Front Desk: 850-238-8988 registration@grandpanamacoa.com

Grand Panama Board of Directors: gpboard@grandpanamacoa.com

FirstService Residential Management Group: lindsay.williams@fsresidential.com

Guest Registration: See property manager or front desk

Grand Panama Website: www.grandpanamacoa.com