

Welcome Info & F.A.Q's



WELCOME TO A PINEAPPLE UNDER THE SEA
SANTA ROSA BEACH, FLORIDA

WWW.APINEAPPLEUNDERTHESEA.COM



Welcome to: "A Pineapple Under the Sea"

This brief information sheet covers frequent guest questions and provides information about "A Pineapple Under the Sea" and the community of Old Florida Village.

ARRIVAL/DEPARTURE:

Guests may arrive anytime after 4:00 p.m. C.S.T. (if the unit has been occupied the previous week) and should expect to check out by 10:00 a.m. C.S.T. on the final day of their stay to allow for housekeeping to prepare for the next guest. At the end of your stay, please load and run the dishwasher, remove the trash, ensure all doors are locked, and return the golf cart key on the key ring by the front door. We hope your stay was terrific!

DEPOSIT AND ADVANCE PAYMENT:

When you reserved your stay at "A Pineapple Under the Sea" you paid a refundable reservation deposit. The balance of the rental (plus sales tax) is due within 30 days of arrival. You may pay by check or credit card. Please contact Lynne Andrews to make those final payment arrangements. A keyless entry access code will be provided upon receipt of full payment. A charge for lost keys to the golf cart will be assessed at \$25/per set for unreturned keys.

LAUNDRY:

"A Pineapple Under the Sea" is equipped with a full-capacity washer and dryer on the second level. Linens, kitchen and bath towels are included for your stay. Please bring your own pool and beach towels. You will need to bring your own laundry detergent. Laundry baskets are provided for your convenience.

PARKING/GOLF CART:

A brick driveway in front of our home does accommodate three vehicles. Additional overflow vehicles can park near the swimming pool across the street. The golf cart is stored with a cover on the side entry brick pad. The golf cart is gas-powered and should be fueled upon your arrival. Please note – this golf cart is provided for your convenience and we ask that only licensed drivers be allowed to drive through the community. Please note that golf carts are not recognized by the state of Florida as licensed vehicles so please limit access to beach access only or inside the property. If you or a member of your rental party receive a citation by county authorities, any fees will be responsible by you, the guest, and not the owners. Please abide by these warnings as they are for your safety. If golf carts are abused by guests, the privileges of golf cart travel will be restricted for future guests.

TELEPHONE:

Local service is provided and long distance has been blocked. However, toll-free calls (800, 877, 866) can be made. Please use your calling card or a credit card for other calls outside the local area. You can use 800 CALLATT or 800 BELLSOUTH.) Wireless hi-speed internet is available for your stay.

TRASH:

Please make note that trash pick-up comes on Monday and Thursday morning before 8 a.m. each week. Please use the plastic trash cans (marked 474 for our address) on the side of our home and place at the end of the driveway before trash pickup. It's a good idea to have it ready and by the curb the night before as they tend to come early.

PETS/SMOKING:

"A Pineapple Under the Sea" is a smoke-free and pet free environment. Pets cannot be accepted in our home. Thank you for your understanding.

SWIMMING POOL & BEACH ACCESS:

There are two community pools available for your use in Old Florida Village. They are available for homeowners and their guests, subject to normal operating hours. There are two public beach accesses only a few minutes from our home. Due to Hurricane Dennis – the closest open beach access is: Ed Walline Park located directly across from Gulf Place. From our home, take a right out of the entrance and travel approximately mile. Ed Walline Public Beach Access is located on the left. Beach access is 100 yards straight ahead. For your convenience, public restrooms are available at both the swimming pool and Gulfview Heights beach access. There is an outside shower at the beach access as well as in front of our home.

CANCELLATIONS

Security Deposit is due within 5 days of making reservation. Full rental amount including 11% sales tax is due 30 days prior to occupancy. Cancellations must be made 90 days prior to arrival for refund of deposit less the administration fee. If you book within 90 days of your arrival date, you will have two weeks from the time you make the reservation to cancel with a full refund of your deposit less the administration fee. If you cancel after final payment has been made and if we are able to re-rent the property, your rental fees and deposit will be refunded less the administration fee of \$25.

REFUND/SEVERE WEATHER POLICY

Refunds will not be given for late arrivals or early departures. If hurricanes or other extreme weather conditions occur, the County Emergency Management Offices of North West Florida in conjunction with the National Weather Service (www.nhc.noaa.gov) may issue a mandatory evacuation notice. Only at that time, will refunds be pro-rated from the time of your departure. If no evacuation notice is issued by either of these government agencies and you choose to leave before the end of your reservation or to cancel because of the potential threatening weather, neither refund nor compensation will be made.

GUEST COMMENTS:

Please let us know about your stay and some of your favorite activities by signing our guestbook before your departure.

GUEST REFERRAL PROGRAM:

Thank you again for choosing "A Pineapple Under the Sea" for your vacation. We sincerely hope that you will recommend our home to your friends and that you choose to book your stay year after year. If a referral is made to our home you may choose a \$100 discount on your next stay or please accept a gift from us. Thank you!

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