



PALMETTO DUNES™
OCEANFRONT RESORT
HILTON HEAD ISLAND

Thank you for booking your vacation with Palmetto Dunes Oceanfront Resort. If you have additional questions after reading the information below, please feel free to contact us at 877-773-9565. Thank you for your time and we look forward to your visit.

1. CHECK-IN

- **The check-in process does not begin until 4:00 pm.** —We do our best daily to get all accommodations ready for arrivals, however check-in times are not guaranteed. Please feel free to enjoy the resort amenities while you wait — this includes golf, tennis, pickleball, beach, biking, kayaking and more. You may also grab a bite to eat at one of our onsite restaurants including Big Jim's Restaurant or The Dunes House Bar & Grill on the beach or head over to Shelter Cove Harbour & Marina and stroll the shops and restaurants on the water.
- Please check-in at the Welcome Center at the main entrance of Palmetto Dunes located at **4 Queens Folly Rd, Hilton Head Island, SC 29928**. The Welcome Center is open daily from 8am to 7pm (8 pm in season). They can be reached at 844-366-7423
- If you plan on stocking up on groceries, please make sure to bring a cooler to keep your food cold until check-in.
- Upon arrival, you will need to provide a credit card. A \$250 authorization will be taken at check in, unless Vacation Rental Damage Protection is purchased (\$45) and then a \$100 authorization will be held for incidentals. This hold, if not used, will be released about 5-7 business days, depending on your bank.

2. AFTER HOURS CHECK-IN

- If the Welcome Center is closed at time of arrival, your keys, directions & applicable gate passes for your unit will be located at the After Hours Check-In Area where there will be lockers assigned to arriving guests. This is located by the Welcome Center. A cell phone # & email address are needed by all guests. If you know ahead of time that you will be arriving late, email frontdesk@palmettodunes.com.

3. CHECK-OUT

- **Guest check out is 10:00 a.m.** Additional fees will be charged for late departure.

4. CAR PASSES

- Car passes will be issued at guest check-in and are required to enter the gates of Palmetto Dunes Oceanfront Resort. Must be displayed on your dashboard.
- A surcharge will be applied to additional passes requested upon arrival. Quantity of car passes is limited.

5. RESORT DIRECTORY

- Each rental unit has a copy of this helpful resource. A blue binder, the Resort Directory has information on all activities, contact information and more.

6. VILLA AND HOME CONTACT INFORMATION

- Reservations & Information. 800-827-3006
- Maintenance (8:00 am – 7:00 pm)..... 855-881-4253
- After Hours Emergency (7:00 pm – 8:00 am)..... 844-207-8221
- Front Desk..... 844-366-7423
- Resort Security..... 843-785-1120
- Pass Office 843-785-1125

7. INCLUDED SUPPLIES

- A complimentary “starter supply” of toilet paper, bath soap, dishwasher detergent and liquid, paper towels, facial tissue, shampoo and conditioner is provided in your vacation rental.
- A standard supply of towels consisting of two bath towels, one hand towel and one washcloth per person (not to exceed maximum occupancy) is provided. All beds are pre-made with clean linens. If your unit has a sleeper sofa, linens will be provided for it. **Call the front desk at 844-366-7423** to purchase additional towels and linens.
- All vacation rentals have a washer and dryer within the unit for your use and convenience.
- The kitchen is well equipped for most of your everyday cooking needs.
- Beach supplies and beach towels are not provided. Our Outfitters shop has beach equipment rentals at a discount. Please contact **Hilton Head Outfitters at 866-380-1783**.

8. REFRIGERATORS

- When stocking an empty refrigerator, please allow 24 hours for the appliance to cycle and stabilize to the normal temperature.
- Controls should be set on the middle settings.
- If your freezer is cool, the refrigerator is working. Over-stocking the refrigerator may cause a loss in circulation, resulting in poor performance.

9. POOLS

- Several complexes have their own community pool. Guests have access to the community pool in the complex they are staying in. Certain community pools are open seasonally.
- Some homes have their own pools. Certain pools & spas can be heated (seasonally) for a fee. Must be arranged 3 weeks or more prior to arrival. Last minute arrangements will have additional late fees charged plus the fee to be heated. Please call the **front desk at 844-366-7423** to inquire.
- Please practice safe swimming techniques, as there are no lifeguards on duty.

10. VALUABLES

- The resort assumes no responsibility for loss of money, jewels, or other valuables left in villas or cars. Upon returning home, if you discover that you left items behind in your vacation rental, please contact the **front desk at 844-366-7423**. We will work with you to return your items. Unclaimed item will be donated to a local charity after 30 days.

11. AIR CONDITIONERS

- To prevent the air conditioner from freezing, please do not set the thermostats below 70°.

12. KEYS

- All keys must be returned to the front desk on the day of checkout. If you have keyless entry, please use the ***Hospitality by Glad to Have You Resort App*** to check-out. Lost keys result in a \$30 charge per each key.
- If departing prior to 8 am, please return keys to the welcome center by placing in the key slot to the left of the front door at the welcome center.

13. ISLAND CRITTERS

Your vacation rental is treated for insects on a regular basis. Along with the lovable wildlife we have on the island, you may encounter others that are not as lovable. Listed below are a few of the most common pests:

- Alligators: Never feed, taunt, or approach an alligator. They are very quick on their feet.
- Lizards: Most are harmless with the exception of the red ones.
- Spiders & snakes: Many species both poisonous and non-poisonous.
- No See Ums: Looks like a flea —best avoided by utilizing insect repellent.
- Palmetto Bugs: Looks like a cockroach —harmless but plentiful.

14. RESORT POLICIES & RULES

Listed below are a few important items to know about the resort during your stay:

- Please help keep the resort beautiful by depositing all debris in litter receptacles. Place garbage bags in the service yard or the disposal chute for collection. Please do not place your garbage by the curb or any secondary location.
- Please do not place towels and bathing suits on railings or balconies.
- Park in designated parking spaces only. Do not park on vacant lots, on yards, or on the street.
- Do not place signs, balloons, or other lawn ornaments on the property.
- Boats and personal watercraft may not be stored at your vacation rental. Marina space must be arranged prior to arrival.
- Motorized scooters, motorcycles, boat trailers, campers and trucks are prohibited at all properties.

- Some properties do not allow charcoal or gas grills. Please check with the front desk to confirm.
- Pets are not permitted at any of our vacation rental properties unless it is during the pet friendly season of October - March and it is designated as a pet friendly unit.
- Violation of this policy will result in cancellation of the reservation and additional fines may apply.