



# **WELCOME TO TROPIC SHORES RESORT**

**Dear Owners and Guests:**

**Welcome to Tropic Shores Resort located on Florida's most famous beach! We are honored to have you as our guest and look forward to providing an exceptional vacation experience for you, your family, and your friends.**

**We are very proud of our Resort and hope you will consider Tropic Shores Resort your "home away from home". We hope that you will join us in keeping the facilities clean, safe, and enjoyable by taking note of rules we have posted throughout the Resort. They are for the protection and enjoyment of all guests and comply with Federal, State and Local safety requirements.**

**This In-Room Directory is provided to assist with questions regarding the Resort, as well as the local area, that you may have during your stay. The front desk is open from 6am-1am. Please dial "0" to contact the Front Desk during these hours if you need assistance. In case of emergency during the hours of 1am-6am please call "911". They have access to our building when the resort is closed.**

**Thank you for choosing Tropic Shores Resort. We welcome your suggestions on how we may improve your Resort experience.**

**Enjoy your stay!**

**Sincerely,**

**Tropic Shores Resort Staff and Board of Directors**



## Directory of Services

**Activities:** To enhance your vacation experience, the Resort provides weekly hosted activities. Enjoy a game of Bingo, create crafts to take home, or enjoy an evening movie! A schedule of weekly activities is provided at check-in. Be sure to check for special events! There are a few activities that you need to sign up for in the Activities Binder located at the Front Desk. Most activities you can just show up at the time posted on your schedule. Should you have any questions regarding on-site or local activities or area attraction, please see the Front Desk or the Activities Coordinators.

**Age of Use:** You must be **18** years of age or older to sign out the beach amenities, front desk items and other amenities/activities offered by the Resort. The Resort uses this practice to ensure that guests are aware of charges and/or rules related to use of the amenity. **You must be 21 years of age to check-in.**

**Arcade Games:** Fun for the entire family! The Resorts pool table and arcade games are located in the Social Room. While using these areas we ask that you remember the following:

- Guests under the age of **14** must be supervised in the Social Room.
- No food or drinks are allowed on the game tops.
- Wet swimsuits are not allowed in the Social Room or on any Resort furniture.
- No running or horseplay is allowed.
- Please use trash containers, do not leave trash on the games.
- Please be kind to the equipment – no slamming or banging.

The Resort also has a variety of board games, puzzles, and books available in our owner's lounge located in the lower lobby. If you need assistance with any of the Resort's amenities, please see the Front Desk.

**ATM Machine:** For your convenience, an ATM machine is located in the Front Lobby next to the elevators.

**Balcony Doors:** Please be aware that an open sliding balcony door will create a wind-tunnel effect if the unit entrance door is open. **This action may cause the door to SLAM**, inadvertently causing bodily injury. **Please do NOT open them both at the same time.**

For the safety of all guests, please do **not** throw objects from balconies.

Flocking birds create unsanitary conditions around the Resort, please **DO NOT FEED** the birds from your balcony.

**Beach Access:** At this time the only way to access the beach is to go out the front door and around our parking lot to the public beach access called Van Ave.



## Directory of Services

**Beach Amenities:** At this time, during the construction of our pool area, we are offering **very limited** amenities. We have chairs (NO lounge chairs) and boogie boards. Amenities are available **Monday through Friday at 9am**. Owners/Guests **must** come to the Front Desk to request the amenities. Our Activity Director and the Front Desk will be assisting in retrieving the amenities for you. When you are finished with the amenities, please leave them on the side of the Northside door that you received them from and then let the Front Desk know that you returned them and what room you are in. You are **not** allowed to bring these items back to your room as we are very limited. Failure to return the items at the end of the day will result in being charged. During Laundry hours please exchange your beach towels there. However, if it is after hours you will need to wait until Laundry opens at 9am the next day.

**Business Services:** Located in the upper lobby area, the Resort has two computer stations available for guest use. Please be aware that the Resort is not responsible for any content viewed on the internet. Please erase all your history – if you need any assistance, please see the Front Desk.

- Please do not bring food or drinks into the computer area.
- Items printed from these computers can be picked up at the Front Desk. Fees may be charged for print jobs in excess of 10 pages.
- Please limit use to 30 minutes to allow others to use the equipment.
- Do not download any programs onto the system.
- Do not use internet sites that might include vulgarity, nudity or unsuitable content as others will use the computer after you (even after you clean out your history).

Copy and fax services are available at the Front Desk. There may be a charge for these services.

**Change Machine:** The Resort has a change machine on-site, located in the Social Room next to the games. Please advise the Front Desk if you experience any issue with this equipment.

**Check-In Time:** Check-In time is any time after 4:00P.M. Guest **MUST** be **21** years of age to check-in. If you will be arriving during the hours of **1am-6am** you **MUST** call the resort during business hours to receive a code to access the check-in box. The check-in box will have an envelope with your name on it. In the envelope there will be your room key, parking pass and welcome packet. First thing the next morning it is your responsibility to come to the Front Desk to formally check in.



## Directory of Services

**Check-Out Time and Procedures:** Check-Out time is any time before 10:00A.M. and strongly enforced. We do not offer a late check-out program. Please note that a LATE FEE of \$50 per hour will be charged if a room is not vacated by 10:00A.M.

Although we are unable to extend check-out times, guests are welcome to stay on property and enjoy the facilities for the entire day of check-out. We have showering and changing facilities available for guests needing to prepare for late flights.

To assist your housekeeping staff, please take a moment to prepare your room when leaving:

- Please load any dirty dishes in the dishwasher, add detergent soap and start.
- Please place used linens (except mattress pad) and towels on the tile floor in the hallway **inside** your room.
- Please turn off all lights and unplug appliances.
- Please take out your trash – any UN-opened items can remain in room and will be donated to Staff
- Please turn in unit keys and settle final charges at the Front Desk.

**IF EXTRA CLEANING SERVICE/TIME IS NEEDED TO CLEAN YOUR ROOM YOU WILL BE CHARGED AN EXTRA CLEANING FEE OF \$50**

Thank you for your assistance. We welcome your suggestions and request that you complete the survey that you were provided with at check-in to help us continue providing excellent service.

**Child Safety:** Many of our areas are designed for children, but we do ask that you supervise them at all times. This is important not only for everyone's enjoyment of our property, but also for their safety. Unattended children may be stopped by our staff and returned to their parents. This includes any activities provided by Tropic Shores.

Pack n' Plays and highchairs are available by request at the Front Desk. These items are first come, first serve.

**Conservation:** Just a reminder that energy costs affect everyone. Please do your part to keep costs down by limiting the electricity and water to the minimum required for your comfort and safety.

**Deliveries:** For your safety, please have delivery personnel check in at the Front Desk. We will notify you that you have a delivery. You will need to come to the Front Desk to receive your delivery. This includes all food deliveries.

**Emergencies:** For medical, fire or other emergencies, please call 911 and then notify the Front Desk immediately (dial "0") so they can direct the emergency personnel that respond where to go. There is no charge for 911 calls.





## Directory of Services

**Fitness Center:** The Fitness Center is located in the lower lobby, next to the Owners Lounge. It is open for your use from 8:00A.M. until 11:00P.M. Children under the age of 18 must have adult supervision. Shoes are required. As a courtesy to the next user, wipe down the equipment after use. Please note other posted rules.

**Front Desk:** The Front Desk is staffed from 6am to 1am every day. During the times that there are no staff guests will be responsible for calling 911 if there is an emergency. They have access to our building at all times. We have also provided the General Managers phone # for non-emergencies such as access to the check in box (please refer to the check-in procedures for access during this time)

**Gift Shop:** Sunscreen, lotion, lip balms, toothbrushes, apparel and so much more are available in the Resorts gift shop located in our Main Lobby next to the Front Desk.

**Gratuity:** It is our pleasure to serve you throughout your stay. A gratuity box has been provided at the Front Desk should you wish to provide a special “thank you” to an individual(s) who made your stay welcoming and comfortable. There is also a gratuity envelope provided in your room.

**Grills:** Gas grills are available for use on Southside of the building. Please notify the Front Desk when you are ready to use a grill and they will call maintenance to get the grill started for you. When you are finished with the grills please turn them off and let the Front Desk know so that maintenance can go out to close them up. Utensils for grills may be checked out at the Front Desk and must be cleaned upon return to the Front Desk. BBQ grills or hibachis are strictly forbidden in the units or on the balconies by the fire code.

**Handicap Rooms:** Specially appointed rooms are available for persons with disabilities. Audio/Visual Alarm Smoke Detector, Telephone Decoder for TDD and Closed Caption Decoder equipment is available for the hearing impaired. Additional railing/benches are available for bathrooms, as needed. For additional information, please contact the Front Desk.

**Hot Tub:** When the hot tub is back up and running no one under the age of **12** is allowed in the hot tub, unless accompanied by an adult. We strictly enforce this rule.

**Housekeeping Services:** Housekeeping services are provided during the week. Please reference your “Welcome Packet” that you received at check in so you will know when you will get any services during your stay. Please refrain from using products that damage the Resort’s linens and surfaces, for instance, spray tanning products, nail polish, polish remover etc. These items stain surfaces and linens. In addition, please do not use linens to mop floors, wash cars, etc. You will be held responsible for any linens or items damaged by these actions or products. Units left in an excessive dirty condition upon check out will be charged an additional cleaning fee based on length of service time and supplies needed to make the unit available to the next arriving guest.

**Keys/Locks:** For your safety, inform the Front Desk immediately if a key is lost. Your room key will allow after-hours re-entry. After 11pm simply tap your room key onto the key reader to the left of the door, it will open.



## Directory of Services

**Laundry Facilities:** Located on the lower level, a do-it-yourself laundry facility is available on-site for your convenience. These machines are credit/debit card **only**. The Resort does not recommend leaving clothing unattended. Please do **not** overload the machines.

If more dry time is needed, wait until the machine has completely run its cycle then add more money. If you add more money while the machine is still running, it will restart the entire cycle.

You may **exchange** any linens or towels at the Laundry Room located on the lower level during the hours of 9am-4pm every day.

**Lost and Found:** Please double-check your room for all personal items before you check out. The Resort is **not** responsible for items lost on the property. However, any item found is held by the Resort for a period of two weeks. Items found after a guest departure will be shipped at the guests' expense.

Our lost and found is located in the Resort's Administrative offices. Inquiries regarding misplaced items can be made at the Front Desk. Lost and found is open Monday – Friday 10am-4pm.

**Luggage Carts:** Luggage carts are provided for your convenience and should be returned **PROMPTLY** to the lobby after use. Carts are **prohibited** from entering the rooms.

**Maintenance:** We want you to be comfortable during your stay. If you experience any mechanical problems with items in your unit, please report them to the Front Desk. In most cases, repairs can be done with minimal disturbance or inconvenience to our residents.

**Mail:** Mail is picked up and delivered daily from the Front Desk except Sundays and Holidays.

**Non-Smoking Policy:** Please note that the entire property is non-smoking. **No** smoking of **ANY** kind, including any types of “vapes” and “Vapor Pens”, will be permitted anywhere on property. This includes but not limited to the balconies, pool deck (once opened), sundeck, and parking lot. A no-smoking fee of **\$250** will be charged to any unit in which a smoking odor and/or paraphernalia is identified.

We appreciate your consideration of our property and future guests.

**Occupancy:** Each unit sleeps a specific number of occupants. These occupancy limits are strictly enforced by the Fire Code as follows:

**One Bedroom Unit:** maximum occupancy of **four** (including children)

**Two Bedroom Unit:** maximum occupancy of **six** (including children)

**Owners Lounge:** Located in our lower lobby next to the fitness center, the Owners Lounge is a great place to relax and read a book, work on a puzzle, play games or watch TV. Any complete book/puzzle/game donations would be GREATLY appreciated.



## Directory of Services

**Parking:** Parking in the main parking lot is on a first come first serve basis. Additional parking is available across the street in our overflow parking area. Parking is for vehicles **only** – boats, trailers, motor homes and other recreational vehicles/trailers are **not** to be parked on-site. Should you need parking for such items, please see the Front Desk for assistance.

Car permits are provided at check-in. These permits must be visible on the dashboard of each vehicle. Unauthorized or non-permitted vehicles are subject to being towed at the owner's expense. Guest passes are available at the Front Desk for guests with visitors. There are **no** reserved parking spaces. Anyone parked in a handicap space that does not have the proper documentation will be asked to move or towed at the owner's expense.

**Pest Control:** The Resort reserves the right to access all units for pest control purposes.

**Pets:** While we love them too, **PETS ARE NOT ALLOWED!** No pets are allowed on Resort premises. If you are found with a pet, you will be asked to leave the property and pay a "pet cleaning fee." This includes pets in your vehicle. If you need boarding information, please ask the Front Desk staff. **ADA approved Service Dogs are the only exception.**

**Pool Area:** During construction the pool deck is closed. No access of any kind for any reason will be allowed.

**Pool Furniture:** There is no pool furniture available during the construction of our pool area

**Pool Towels:** Pool towels are provided as part of your room inventory. They can be found in the master bedroom closet or on your bed. Towels may be exchanged daily, one for one. Laundry room hours are 9am-4pm every day. You may bring your dirty towels and linens down to exchange for fresh ones during these times.

**Quiet Hours:** Quiet hours are observed between the hours of 11:00 P.M. and 8:00 A.M. All common areas are closed to the public during these times. Children must be accompanied by an adult when not in their unit. Please be courteous to other guests and minimize loud noises created by door slams, televisions, screaming etc. Radios on balconies should be kept at a low volume. If you are disturbed by excessive noise, please contact the Front Desk during business hours. If the noise is excessive during the hours of 1am and 6am when there is no staff at the Front Desk you may need to call 911.



## Directory of Services

**Recycling:** The Resort provides recycling bins in the elevator lobby on each floor. There is also a small blue recycling bin in your unit next to the regular trash can. Please place all recycling paper, plastic, and glass in these bins. Please **DO NOT** place normal trash inside these containers.

**Reservations:** Reservations for future stays can be made by dialing toll-free 1-877-504-4833 or by visiting our staff in the Reservation Office right off the main lobby during regular business hours. Business hours are:

Monday through Friday 9:00 A.M. – 5:00 P.M.  
Saturday 9:00 A.M. – 4:00 P.M.

**Roll-away Beds:** As a convenience for our guests, roll-away beds are available on a first come, first serve basis. Please contact the Front Desk for assistance.

**Room Supplies:** You have been provided complimentary supplies to begin your stay. During your tidy service cleaning (please refer to your “Welcome Packet” you received at check-in) these items will be replenished as needed. Additional coffee, shampoo, bath soaps, paper products, etc. may be obtained at the Front Desk.

**Safes:** Please do not leave unsecured valuables in your unit. We have provided safes in each unit so that you may safely store any valuable items. Tropic Shores Resort is NOT responsible for items left in your unit.

**Safety:** The safety of our owners and guests is our highest priority. We strive to provide a safe environment and have installed security cameras in many of the common areas to assist us in monitoring the many areas of the Resort both inside public spaces and outside.

**Sauna:** Men’s and Women’s saunas are located in the lower lobby restrooms. Instructions are posted by the door for operation and the key may be signed out by an adult (min. 18 years old) at the Front Desk. There is a \$25 fee for any sauna key that gets misplaced.





**Sea Turtle Season:** Volusia County's beaches are an important nesting area for sea turtles during the period of May 1<sup>st</sup> through October 31<sup>st</sup>. We ask that you assist us in protecting these endangered species and their habitat by upholding our City Ordinances with the following:

- **LIGHTS OUT ON THE BEACH!** During sea turtle season, no flashlights, cellphone flashlights, fireworks or photography flashes are allowed while on the beach during the hours of 9:00 P.M. until 7:00 A.M. We do have a couple special "turtle" flashlights at the Front Desk to sign out.
- Do not touch, disturb, or harass nesting sea turtles, hatchlings, or their nests. If you find a sick or stranded sea turtle, leave the turtle on the beach, and notify the Front Desk. You may also call (386) 239-6484 yourself to report it.
- If on the beach at night, please walk along the water line and do not approach an adult turtle coming out of the water to nest. You may startle her, and she may return to the water without nesting.
- Turn off outside patio lights or close draperies at night. Shield all indoor lights from shining directly onto the beach at night. Lights disturb nesting turtles and disorient emerging hatchlings.
- While enjoying the beaches during the day, please do not disturb marked sea turtle nests.

Please take everything you bring to the beach with you when you leave the beach. Trash receptacles can be found at most crossovers.

**Social Room:** The Social Room is open from 8:30 A.M. to 11:00 P.M. except during Resort meetings, private functions, and other scheduled activities. The Social Room is open to all our owners and guests; however, it can be reserved for private use for a fee. Please inquire with the Activities Coordinators.

**Sofa Beds:** Pillows, linens, and blankets are located on the top shelf of the hall closet.

**Stamps:** Write home and tell them about what a great time you're having! Stamps are available for purchase at our Front Desk and postcards are for sale in our Shore Store. Our staff will be happy to mail them for you.

**Storage:** All items are to be stored in your room. Please do not leave any of your personal belongings in the hallways.

**Sundeck:** The Resorts sundeck is open from 8:00 A.M. until 11:00 P.M. and is located on the 6<sup>th</sup> floor just off the elevator lobby. Perfect for catching the afternoon sun!

**Telephone:** The Resort provides industry-standard telephone services. Please see the "Telephone Services" page of the Directory for call rates and instructions. A local phone directory has been provided in each unit.

**Trash:** There are trash and recycle receptacles on every floor near the elevator to dispose of your trash and recyclables. Please advise the Front Desk should you require medical waste disposal. Sharps containers are available for your use at the Front Desk. Do not dispose of these items with regular in-room trash as this is a safety issue for our staff. Please help us keep everyone safe.



## Directory of Services

**Unit Appliances & Equipment:** We have provided this general information to assist you in becoming familiar with your unit and its amenities. Should you have any questions regarding maintenance or housekeeping of your suite, please contact the Front Desk.

- **Air Conditioning:** Prior to check in, the air conditioning in your unit is set to a comfortable temperature. Once you arrive in your unit, it will take a short time to cool to the desired temperature. Please **DO NOT** leave doors open while running the air conditioning or set the system to lower than 68 degrees, as it will freeze the unit.
- **Dishwasher:** Please be sure the dishwasher is in the “off” position before loading and filling the soap dispenser. Once the loading is complete, please run the cycle. **PLEASE DO NOT USE LIQUID DISHWASHING SOAP IN THE DISHWASHER.** Extra automatic dishwasher detergent is available at the Front Desk. You are responsible for cleaning your dishes during your stay and upon your departure or you will be charged an **additional cleaning fee.**
- **Garbage Disposals:** Always run cold water while disposal is running. Disposals are for the discarding of plate scrapes, not all food debris. Please **DO NOT** place large quantities of food products, bones, coffee grinds, lettuce, corn cobs and marine shells in garbage disposal. These items do not grind well and may clog the unit plumbing. Remove all glass or silverware before use. **DO NOT PUT HANDS IN THE DISPOSAL AT ANY TIME!!** If disposal malfunctions, turn off the wall switch and call the Front Desk for assistance.
- **Refrigerators:** Upon arrival, your refrigerator should be set to a medium setting. Refrigerators are thoroughly cleaned after each check out. While cleaning takes place, the refrigerator is open for an extended period of time, which may have taken place immediately before your check in. Please allow at least 12 hours for the temperature to cool to its proper setting without making any adjustments.
- **Microwave:** An instruction manual is available, upon request, for the microwave oven. **CAUTION:** Do not use metal in the microwave. All items used in the microwave must be microwave safe **ONLY**.
- **Televisions:** Closed-Captioning and other features are available by selecting the menu button on the television remote control.

**Unit Furnishings:** Please do not remove any articles from the unit. We take pride in providing a comfortable and well-equipped unit for you to enjoy during your stay.

**Unit Supplies:** Your unit has been supplied with the most popular items utilized during a guest stay. In addition, the Front Desk has additional cooking and bakeware, mixers, utensils and other specialty kitchenware available upon request. Please clean and return items to the Front Desk as soon as possible as we have a limited supply. You will be charged a fee for any item that is broken or not returned at the end of your stay.

**Vending Machines:** For your convenience, coin-operated snack and soda machines are available in the Lower Lobby area. These machines take credit/debit card and cash.

**Visitors:** We hope you enjoy the Resort and invite others to visit during your stay. Please remember to register all visitors and cars at the Front Desk.

**Wireless Internet:** The Resort provides wireless internet access in all guest units and public areas. The network is called “Tropic\_WiFi” and there is no password.

**The Resort does not provide support for wireless services. For technical difficulties, please contact Spectrum Services at 1-855-836-8715**



## Beach Safety

***These rules and regulations are strictly enforced by the beach patrol, and they will issue a fine if they are disobeyed!***

- The legal drinking age is **21**.
- No open bottles of alcohol (including beer) on the beach or streets.
- The speed limit on the beach is **10mph** and your driver's side window must be open.
- Don't drive in the water or in the soft sand. You will get stuck!!
- Pedestrians have the right-of-way on the beach.
- Don't sunbathe, throw balls, or Frisbees in or across traffic lanes.
- Hitchhiking is against the law.
- No camping or sleeping overnight on the beach, streets, or parks.
- Parking in our hotel parking lot when you are not a guest is prohibited and your car will be towed.
- No animals are allowed on the beach.
- No open fires of any type are permitted.
- Please dispose of any litter or trash in the receptacles provided.
- Please swim in the designated areas and as directed by the lifeguards.
- All flotation devices must have a safety rope attached.
- Please keep the noise level of any audio device adjusted to an acceptable level.
- Removal of any beach sand is not permitted.
- For the safety of the sunbathers, we ask that they not lie beside or behind their vehicles, but between the sea wall and the front of their vehicle towards the soft sand.
- Parking is permitted in an orderly fashion on the west side of the traffic lanes.
- Motor vehicle access is still permitted on the beach from one hour before sunrise to one hour after sunset, except at high tide.
- The section at the very north end of the beach is reserved for pedestrian use only.

### **RIP CURRENTS**

Rip currents are caused by breaks in the sandbars running parallel to the shore. When water from incoming waves flows back out, the water tends to funnel out through the breaks, causing a strong, narrow current that can pull swimmers from shore. Rip currents vary in size, up to 10 or 15 yards wide.

People can spot rip currents by looking at areas where water is being churned out, or when the waves break, they will see the water flowing back into the sea. The water where rip currents are present is normally discolored, appearing to be murky and dark brownish.

People visiting the beach are advised to swim in front of a tower staffed by a lifeguard. In addition, if caught in a rip current, **DO NOT PANIC OR TRY TO SWIM AGAINST THE FLOW**. Instead, swim parallel to the shore until out of the current, and then swim into the shore or tread water until a lifeguard arrives.

Rip currents are also known as run outs, and they do exist all year round. Always check weather conditions and if you have any questions, please check with the lifeguard.





## Beach Safety

### ***JELLY FISH***

Jelly Fish are “transparent blobs” found floating in the ocean, many with long stingers. They move freely with the current. If you see them floating in the ocean, swim away from them! They can inflict a painful sting and cause skin blisters. Also, watch walking on the beach in bare feet, as they often wash up on the sand along the beach and can inflict pain if stepped on. **DO NOT** pick up jelly fish, as they can sting, even if dead. If you are stung by a jellyfish, see a beach patrol officer, lifeguard or doctor immediately. The Front Desk usually has vinegar on hand (this can help with the pain of the sting).

### **SUN EXPOSURE / SKIN CARE**

Most of us understand that buying and using sunscreen is essential. Making sunscreen a daily habit can reduce your risk of skin cancer, even if you already have some damage.

**Know what you’ve got** – Look for a high SPF (Sun Protection Factor). Most dermatologists recommend at least SPF 30- along with active ingredients that protect against UV-A: Abobenzone (also referred to as Parsol 1789), titanium dioxide, and zinc oxide. A sunscreen that doesn’t have at least one of these listed in its active ingredients does not protect enough.

**Put it on correctly** – To get the full benefit of SPF rating, the FDA recommends applying one ounce of more per adult. Sunscreen should be applied at least 20 minutes before going into the sun and rubbed in well. It should be applied every one to three hours. Remember the “forgotten areas” – back of neck, tops of ears, backs of the arms and legs, and yes men, that bald spot.

**Keep it on** – Even the most enduring of the long-wearing formulas will come off after sweating, swimming, or rubbing. Reapply after any vigorous activity or swimming.

**Watch the clock** – Sun is most damaging between 10:00 A.M. and 4:00 P.M. UV-A light (which does the most long-term damage) passes through windows in cars and buildings.

**Cover-up** – Hats and clothes can provide protection equivalent to SPF 20 or more.

**Protect the kids** – Studies show that 80 percent of sun damage occurs before the age of 18. Make sunscreen a habit for children, and they’ll benefit for a lifetime.

**WARNING: EVEN ON A CLOUDY DAY YOU CAN GET A SUNBURN!!**





## General Safety

### HELP US HELP YOU HAVE A SAFE AND ENJOYABLE VACATION

- NEVER automatically open your door to anyone! Our employees wear uniforms and name tags and will always identify themselves and tell you the purpose of their visit.
- NEVER leave your unit door open, even when you are in the room.
- NEVER leave money, jewelry, travelers checks, credit cards and other valuable items in your unit, even for a short time. You may use the safe provided in your unit.
- NEVER reveal your unit number to someone you don't know.
- DO call the Front Desk if you observe anything or anyone out of the ordinary.
- DO lock your unit and car at night or while you are away.
- Please drive carefully! Remember that most people are not familiar with the area and may make mistakes.
- Skateboards, roller skates, scooters, etc. are not allowed anywhere on property.

### BALCONY CLIMBING

Over the past years, injury and death has occurred to some visitors who have fallen from balconies while attempting to move from room to room on the outside of the building. This practice is illegal and is considered a Disorderly Conduct (**F.S.S. 877.03**) and is an arrestable offense under Florida Law.

**Management will strictly enforce the rule prohibiting balcony climbing!!**

### IN CASE OF A HURRICANE

If evacuation is imminent, proceed south on A1A (Atlantic Avenue) to Dunlawton Avenue, turn right and follow the evacuation signs to the mainland. If you do not have an automobile, please contact the Front Desk and we will assist in finding transportation for you.

### IN CASE OF FIRE

#### **PRE-PLAN...LOCATE TWO (2) EMERGENCY EXITS WHEN YOU ARRIVE!**

1. Feel the door – if warm, remain in the room and call for help.
2. If the door is cool, leave the room – close windows and door – take along room key.
3. In case of smoke or heat, crawl on hands and knees
4. Sound alarm.
5. If trapped in a room, close and seal door with **WET** towels.
6. Do **NOT** use elevators, Use stairs

***MOST IMPORTANTLY STAY CALM!!!***



## Pool Safety

### **POOL HOURS OF OPERATION ARE 8:00 A.M. TO 11:00 P.M. (When the pool deck is completed)**

- All children under **12** years of age using the pool or hot tub **MUST** always be accompanied by a responsible adult.
- Proper swimming attire is required, NO cutoff blue jeans are allowed in the pool.
- NO diving into the pool.
- NO glass of any kind allowed in the pool area.
- NO food or beverage allowed in the pool.
- NO frisbee throwing in the pool area.
- NO unit towels allowed in the pool area.
- NO profanity on the pool deck.
- NO skateboards or roller skates in the pool area or parking lot.
- NO body boards or inflatable rafts in the pool or spa.
- NO disposable diapers in the pool or spa. Please use swim diapers.
- NO nudity or obscene behavior in the pool area.
- Please keep music low so not to disturb others.

### **ALL OWNERS AND GUESTS**

- NO towels are to be out on pool chairs before 8:00 A.M. Please allow the staff to complete their work so we may have the pool deck prepared to open on time.
- Pool chairs are available on a first come first serve basis.
- **NO** reserving chairs at any time. Any towels left abandoned on pool deck chairs for a period of 20 minutes or longer will be removed by the Resort staff.
- If for any reason and at any time these rules are violated, you may be asked to leave the pool deck indefinitely. In severe instances the authorities may be called, in addition to, being asked to vacate the premises.
- Please keep in mind that these rules are for the protection and comfort of ALL our Owners and Guests.



## Owner Information

Welcome to the community living at Tropic Shores Resort!

One of the most important aspects of being an owner is taking the time to educate yourself about your timeshare and its benefits. Educated owners use their knowledge to make reservations, exchange with RCI (and other exchange programs), or use the Owners Rate benefit. The first step in using your Resort is knowing what benefits are available and understanding how to request use.

Tropic Shores Condominium Association of Volusia County, Inc. is a non-profit Florida corporation formed for the purpose of maintaining all aspects of your Resort. Your annual maintenance fees pay for the operating expenses of the Resort, including repairs & maintenance, taxes and utilities, just to name a few!

The ownership of your unit week interval(s) is subject to certain protective covenants, conditions and restrictions as described in your Public Offering Statement. The Public Offering Statement and other documents provided at the time of purchase are used by management to operate the Resort. There are rules of use, reservation procedures and other documents that also provide important information to owners. Please take the opportunity to read and familiarize yourself with these important materials.

Understanding the Resort's operations allows owners to make informed decisions regarding use.

### **The First Step**

The first step in using your owner use week is to decide what you want to do for your vacation:

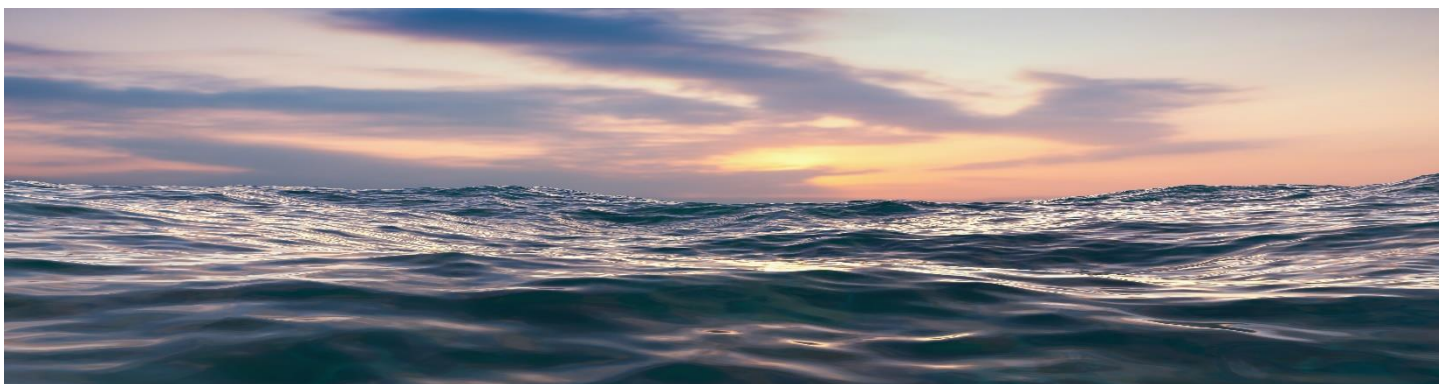
Do you plan to come to your Resort?

Do you plan to exchange to another vacation destination?

If you cannot go on vacation, do you plan to rent out your week through the TSR rental program or send a guest in your place?

Once you have determined your vacation plans, the next step is to reserve a week here at the Resort. Float/Flexible (Prime) owners **must** make a reservation for each "use" year of ownership. You do **not** have a week to stay, exchange or rent until you make a reservation. A reservation request **must** be completed each year. Owner use weeks are **not** automatically assigned to float/flexible (Prime) owners.





## Owner Information

### **Don't Lose Your Week**

Except for a few fixed weeks, your timeshare Resort is primarily a float property. In a float environment each unit in a timeshare development is sold to a different owner each week. Owners have the flexibility to request a week anytime throughout the year within their ownership limitations pending availability.

As an example: One timeshare unit sold to individuals each week results in 52 owners. Each owner can make a reservation throughout the 52 weeks of the year (apart from the FIXED weeks 6 & 7). If the first week of January goes by and no owner has reserved that week, there are still 52 owners, but there are 51 weeks remaining for reservations. If the second week of January goes by without an owner reservation, there are now 52 owners with 50 weeks available for owner reservations and so on. Once all unit weeks have been requested during the year, there are no remaining weeks to reserve.

Each year, several of our owners fail to make a timely reservation. These owners lost their ability to come to the Resort, exchange or rent their unit because they did not make a timely reservation. Our Reservation Request Form allows you to choose a first- and second-week request. We suggest that you provide more than one week on your Reservation Request Form. If your first request is not available, we will check the second request availability.

**Maintenance Fee Billing - PLEASE BE ADVISED THAT IF YOU ARE NOT CURRENT WITH ALL OF YOUR DUES, ASSESSMENTS, AND/OR PERSONAL CHARGES, YOU WILL NOT BE ALLOWED TO RESERVE YOUR WEEK OR OCCUPY A UNIT!!!**

Annual maintenance fees and real estate taxes are due January 1<sup>st</sup> of each year. Billing for the current dues is mailed approximately thirty (30) days prior to their due date.

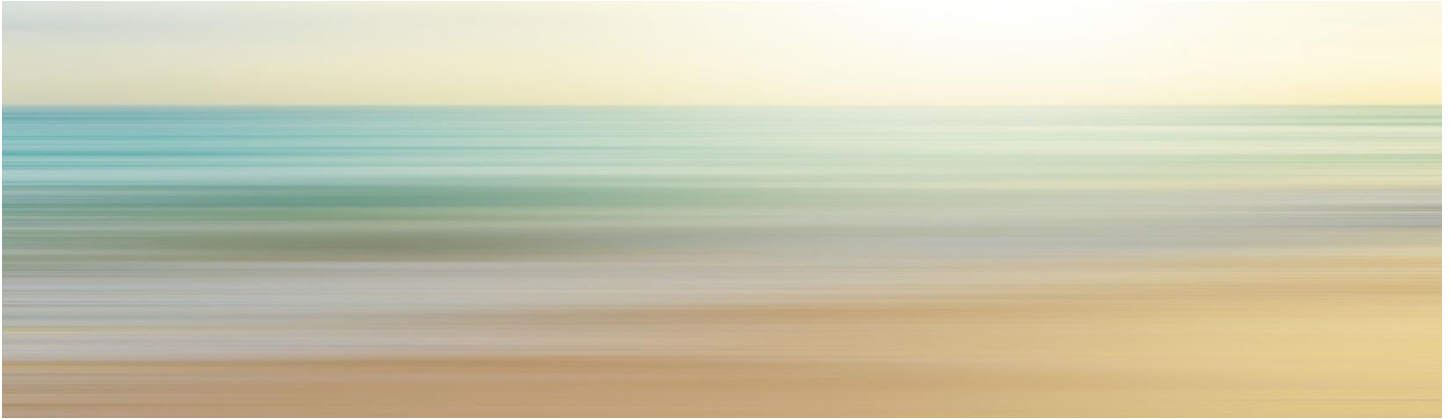
### **Maintenance Fee Pre-Payment**

Maintenance fees and real estate taxes for the next year can be pre-paid at any time. If you would like to pre-pay, just pay the current years' amount and any other amount you choose. You may pre-pay in one lump sum or make smaller monthly payments. When the billing goes out, it will show all payments received and any balance that may be owed. There is a 3% credit/debit card fee for all payments made online or by phone. There is no additional fee if payments are made by check or cash (if in person).

### **Delinquent Maintenance Fees**

Association dues are billed annually and are due on or before January 1<sup>st</sup> of each year. The Board takes a very aggressive approach with the collection of past due accounts. If an owner becomes delinquent, no reservation requests will be accepted, all outstanding reservations will be cancelled, and you will **not** be able to occupy the unit, rent your unit, or bank it with RCI or any other exchange company until your account is current. You also will **not** be able to use the Resort as a day guest until all maintenance fees for the year are paid in full. If delinquency persists more than 90 days after the date due, the account may be turned over to a collections agency with significant additional charges to accrue, and a lien on the week(s) will be filed.





## **Owner Information**

### **Board of Directors**

The Board of Directors meets frequently, and your attendance is welcome. The Board meeting dates are posted at the Resort, or you may call the Front Desk for meeting dates and times. Owners unable to attend meetings can provide written materials to the General Manager for discussion at meetings, as needed.

### **Annual Homeowners Meeting**

An annual meeting of the Tropic Shores Resort owners is held in November each year. The annual owners' meeting allows you and other owners the opportunity to meet the Board of Directors as well as future candidates that, as owners, you have the opportunity to elect to represent you. Also, financial reports, insurance, property taxes, and other topics of interest to timeshare associations are discussed.

### **Resort "Day Use"**

As part of your ownership of Tropic Shores Resort, owners can utilize the Resort's recreation and common areas at any time throughout the year. This use of the property during times other than your owner use week is generally referred to as "Day Use".

We ask that owners remember these important reminders when utilizing their "Day Use" benefits:

- Owners must be present during use of the Resort property. Benefits of ownership are non-transferrable to friends or family members.
- Owners must check in at the Front Desk before beginning their day use. This will allow us to verify that the owner account(s) is/are in good standing and the owner is eligible to use the facilities.
- Each party is limited to 6 persons and one car per contract per visit (including the owner).
- Use of beach amenities will be provided on an "as available" basis.



## Local Area Information

### ***BROCHURE RACK***

The Resort offers brochure racks with local area information, directions, and discounts on attractions and entertainment. You may want to contact the several local Chambers and the Conventions and Visitors Bureau (CVB) for event and attraction information. Also feel free to ask our helpful staff.

### ***CHURCHES***

There are over 150 churches representing more than 50 denominations in the Daytona Beach area. Check with the Front Desk, your telephone directory yellow pages, or Google for listings under "Churches".

### ***FISHING***

The area is rich in every type of game fishing, ranging from fresh water to deep sea fishing. A license is required and available from most sporting stores, Wal-Mart, or Bait and Tackle shops. For rules and regulations about fresh water, salt water, and other fishing information visit [www.myfwc.com](http://www.myfwc.com).

### ***SHOPPING***

The Volusia Mall is located across from the Daytona International Speedway on International Speedway Blvd. (ISB). At Daytona One you will find the Cobb Theater and other shopping and restaurants. The Pavilion Mall is in Port Orange off of Dunlawton Ave. past Interstate 95. Tanger Outlets is now open near Highway 95 and LPGA Blvd. Several strip malls are in Daytona on International Speedway Blvd. There are several strip malls throughout the area, mostly on the mainland.

### ***THEATERS***

There are several theaters in the area including the Regal Pavilion Mall in Port Orange and the CMX Daytona Luxury 12 Theater near the Speedway. Consult the phone book or Google for the phone numbers.

### ***GOLF***

There are over 24 championship golf courses in the area and the home of the LPGA. If you need directions, please feel free to ask the Front Desk.

### ***SPORTS***

There are many sports activities in the area including the famous NASCAR Daytona International Speedway featuring races year-round and special exhibits and activities.



## Telephone Information

### DIALING INSTRUCTIONS

Front Desk.....	0
Voicemail.....	55
Room to Room Floors 2-9.....	2 + Room Number
Floors 10 & 11.....	2 + Last 3 Digits of Room Number
Local.....	7 + Number
Local Information.....	7 + 411
800 Calls.....	7 + 1 + 800 + Number
Local Operator.....	7 + 0
Long Distance Operator.....	7 + 00
Credit Card.....	7 + 1 + Area Code + Number
Operated Assisted or Collect.....	7 + 1 + Area Code + Number

**If you choose to record a voicemail message during your stay,  
please delete it prior to departure.**

**Please also delete any messages you have received during your stay.  
For assistance, please contact the Front Desk.**

### RATES

Local Calls (386)	No Charge
800 Calls	No Charge
Local Information 411	\$2.00 for 1 <sup>st</sup> min. \$.25 per additional min
Long Distance Calls	\$.30 1 <sup>st</sup> Minute plus \$.25 cents per each Additional minute plus \$1.50 surcharge

**Should you need to make an international call during your stay, you may purchase a “calling card” at  
one of the convenient stores close by**

