



Silver Dunes
DESTIN, FLORIDA

HOA and
Rental Program
Guide for Owners





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Silver Dunes Mission and Values

Silver Dunes is a beautifully landscaped eight-acre vacation condominium complex directly on the Gulf of Mexico in Destin, Florida. As one of the most well-known and well-established vacation condominiums in the area, our 98 owners take pride in the culture we have created for our “little piece of heaven.”

Our mission and values are:

- **Family.** Silver Dunes is a family-focused vacation destination.
- **Service.** We strive to give our owners and guests an excellent vacation experience, hoping they will return to Silver Dunes year after year.
- **Team.** Our Silver Dunes management and staff lives by the golden rule –treat everyone as you want to be treated. Our work culture focuses on the values of treating everyone with respect, being open to new ideas, and encouraging continuous improvement. Not only do we want Silver Dunes be known as “the place you want to be,” we also want it to be known as “the place residents of Destin want to work.” Our employees are recognized for hard work and customer service– we strive to make employees feel appreciated, valued, paid fairly, and offered excellent benefits.
- **Board.** Our board is comprised of nine Silver Dunes owners, who are elected to represent the interests of all 98 owners. The board has a fiduciary responsibility to make decisions in the best interest of the association, all owners, and employees.
- **Investments.** Collaboratively with the board, owners, and Silver Dunes management, we maintain a long-term vision and capital plan for the Silver Dunes complex – making wise investment decisions to maintain and enhance the value of the property and its appeal to our owners and guests.

Meet the Team

While most complexes in Destin are managed by outside agencies, Silver Dunes is not. We have property management, accounting, leasing, security, maintenance, and housekeeping all on-site – and solely dedicated to service at Silver Dunes. Our housekeeping team provides excellent cleaning and inspection services; our security team provides peace of mind, our accounting manager provides financial reporting for all owners in the rental program; the front desk manages reservations and responds to guests needs; and our management team is here to make the property and the rental program the best the best it can be.



Derek Maxwell, General Manager – From the first day I started I knew Silver Dunes would become my second home. Silver Dunes has become home to many of us and I thankful for the opportunity of becoming part of the family.



Denise Dorsey, Accountant - Work for me here at Silver Dunes is rewarding. I believe in going the extra mile because it is a place filled with opportunities.



Falin Lawson, Front Desk Agent - Silver Dunes is an outstanding work environment that will allow me to grow as an employee while watching Silver Dunes accomplish new and wonderful things.



Amber Kameenui, Director of Maintenance – Silver Dunes has given me a chance to meet people from all different walks of life while creating new memories to share.



Pat Moorer, Director of Housekeeping – I love working at Silver Dunes. This is the happiest job I've ever had and will be the last because I wouldn't choose to work anywhere else.



Chris Trafton - Beach Service Manager – In 1999 my parents moved us down from Tennessee to this beautiful area that we all call the Emerald Coast. It didn't take much to make me fall in love with this place and within a couple of years I had my first beach job. From that point on I knew that the beach life was for me! Today we have a handful of beach service equipment and offer chair/umbrella rentals, stand up paddle boards, kayaks, as well as a few beach games (corn hole, spike ball). Words cannot express how excited, grateful, and happy we are to be at Silver Dunes!



Stay Connected

Annual Owners Meeting

Silver Dunes hosts its annual owners meeting every fall. There is an owners' poolside reception that Friday evening, followed by a formal meeting Saturday morning. Votes are counted and board election results are announced during this annual meeting.

Meeting logistics and candidate resumes are sent via mail prior to each year's meeting.

Updates via Email and USPS Mail

Periodically throughout the year, the Silver Dunes property manager and the Board share news and announcements via letters, reports, etc.

Facebook HOA Page

Silver Dunes has a private Facebook page for all owners (titled Silver Dunes HOA). This is an excellent way to stay connected throughout the year on property initiatives. Owners also leverage this forum to request recommendations for vendors, restaurants, share tips, etc.

Public Facebook and Twitter Accounts

Silver Dunes also shares news with followers on a public Facebook page (Silver Dunes Condominium) and a Twitter handle (@SilverDunesFL). Please also share posts when you are here, to further promote our property!

Beach Webcam

Silver Dunes Beach Cam



Be sure to check out the beach webcam, accessible via the www.SilverDunesFL.com website. There is something to just being able to see our beach live when you are not there in person.

Why is Silver Dunes Such a Wonderful Place to Invest in Your Vacation

Home?

Silver Dunes is a **family-oriented** vacation destination in the heart of Destin, and beloved by our owners for so many reasons:

Silver Dunes is a Year-Round Destination.

If you are only familiar with Silver Dunes during a certain time of year, consider a vacation to explore during a different season.

- Spring – We cater to families on spring break. We do not rent to guests under the age of 25.
- Summer – Silver Dunes is a favorite with families, many of whom having been coming to Silver Dunes since they were children themselves.
- Fall – October or November is a great time for a Destin vacation. It is still warm, the sun sets over the gulf, and most restaurants have no waiting!
- Winter – Not only are our snowbirds characters, our beach is a wonderfully peaceful place to be during the holidays.



Our Private Beach.

You will not experience the crowds that are commonplace at the high-rise condos' beach fronts. Our beautiful, private beach is solely for our boutique complex of 98 condos.

And Excel beach service is exceptional!

Examples of Silver Dunes Reviews

“Little piece of heaven is what my family has always called it!”

“For 4 generations we have been enjoying Silver Dunes! The courtyard is SO perfect for fun with kids.”

“Our son's baseball team chose Silver Dunes based on one of the other parent's recommendations. It was perfect! The grassy area was great for the boys to play wiffle ball when they weren't playing baseball, the beach was right there, and the parents loved hanging out by the pool where we could see the boys playing. It is a great place for families and we can't wait to come back!”

“This is our 2nd year staying here. We love it! Condos are nice, the grassy area is a real plus for the kids. The beach here is beautiful and not overly crowded. Thanks George for our chairs, umbrellas and a clean beach everyday, a super nice guy. Hope to be back next summer!!”

“We have stayed here over 50 weeks in the past 15 years. Great beach front condos. George is still keeping the beach beautiful.”

“The sun was out, the surf was up, students filled the courtyard playing games, and swimmers relaxed and visited in the beautiful pool. Silver Dunes is a jewel along the gulf like no other! Priceless!!”

“Been going for 26 years! And had a blast every time!!”

“Wouldn't stay anywhere else...Great memories of our yearly girl trips. Wish I could go more often. Every condo I have been in was comfortable and felt like home. Always hate to leave.”

Our Beloved Courtyard.

Our complex is centered around an amazing grass courtyard. This is a very special area and truly unique to Silver Dunes. Every evening through the summer you will see kids of all ages playing soccer, frisbee, kickball, football, baseball, and more.

Great Condos and Great Views!

Many of our 98 units have recently been remodeled. We have 1, 2, and 3 bedroom units – each with a patio or balcony that looks out over the courtyard, pool, and/or beach.

Fun and Well-Maintained Grilling & Picnic Areas.

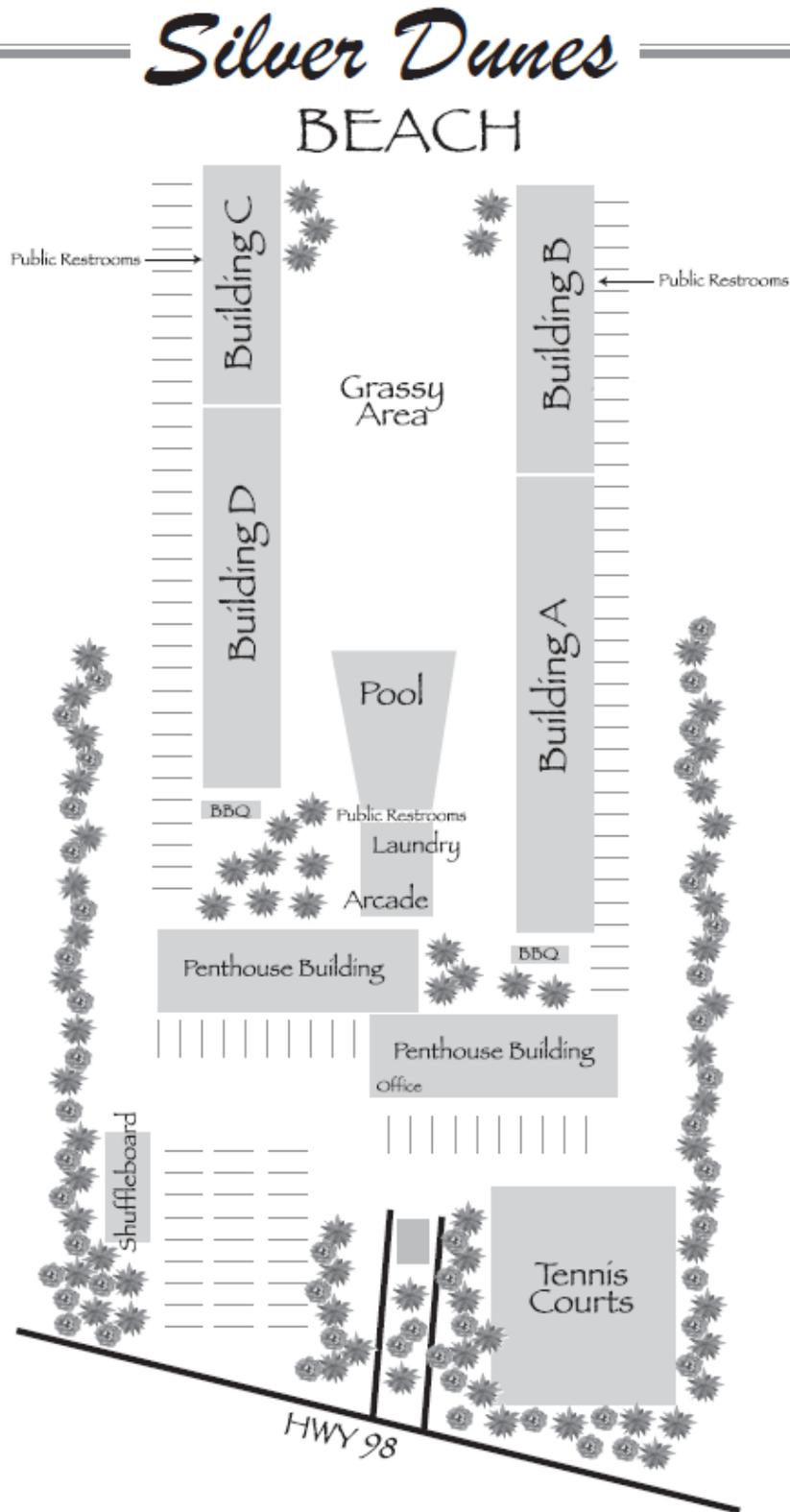
Most afternoons, you'll find "master grillers" swapping stories and sharing charcoal. Many of our owners and guests opt for grilling out rather than going out – particularly during the busy summer months. Ask our management team about the best seafood markets and butcher shops in town.

Great Amenities and Beautiful Landscaping.

From the beautiful courtyard pool (which is heated in cooler months), to lighted tennis courts and a fitness center, Silver Dunes has something for everyone. And the palm trees and oleander provide a wonderfully relaxing backdrop for any vacation.



Property Layout and Amenities



Beach Service:



EXCEL
BEACH SERVICE



Chris Trafton and his staff have been providing beach service along the Emerald Coast and we are lucky to have him here at Silver Dunes. Beach service is available March 1 through October 31st each year, with wooden cabanas available for guests in the off season.

Guests can reserve beach chairs and umbrellas through Chris (by calling 850-420-8062) or by emailing Chris@excelbeachservice.com). Or, guests can locate Chris at hut on the beach. He rents chairs and umbrellas as well as paddle boards and kayaks on a daily or weekly basis. He generally has the chairs up by 8:30 in the morning and begins collecting them around 4:30 in the afternoon. He's a great aficionado when it comes to places to eat, weather forecasts and more!

Chris provides multiple options for Silver Dunes' owners. Owners can rent beach chairs and umbrellas, just as guests do. Or owners can purchase personalized chairs/umbrellas through Chris and, for a small fee, he will set your chairs/umbrellas out each day of your visit, and then dry them out before replacing in your beach locker after your visit. Interested in a seasonal plan that both owners and guests can enjoy...call Chris today for more info.

If your unit does not have an assigned beach locker, please contact Chris for a locker assignment.

Beach charges are due prior to your check out (and can also be charged directly to your owner's statement).

Fitness Room:

Located on the second floor of the Penthouse building. Open daily from 8:00 am to 4:30 pm. Stop by the Front Office to get a key.

Arcade:

Open Daily 9:00 am until 10:00 pm.

Laundry Room:

Open Daily 8:00 am until 10:00 pm.

Internet Access:

Silver Dunes is equipped with campus-wide WiFi, including access at the pool, courtyard, and the beach.



Pool:

Open 9am to 10pm daily. No glasses or glass containers are allowed in the pool area. No food or drink in the pool. Pool furniture must remain in pool area. No diving, running or horse play allowed. Children under 12 must be supervised by an adult while in the pool area. No children in diapers allowed in the big pool.



Tennis Courts, Basketball, and Pickleball:

Courts are open 7am until 10 pm daily. Please make reservations for the courts at the guard house after 4:30 pm of the preceding day. No scooters, skateboards, or bicycles allowed on the courts. Please wear tennis shoes or soft soled shoes only. Shirts are required to be worn while on the courts. Please be courteous and respectful of other players.

At the front desk, owners and guests can check out tennis rackets, basketballs, shuffle sticks, etc.



BBQ Grills:

There are two grilling areas: one between Building A and the Penthouse Building, and one between Building D and the Penthouse Building. You will need to provide your own briquettes. No grilling is allowed on any patio or balcony, unless using an electric grill.



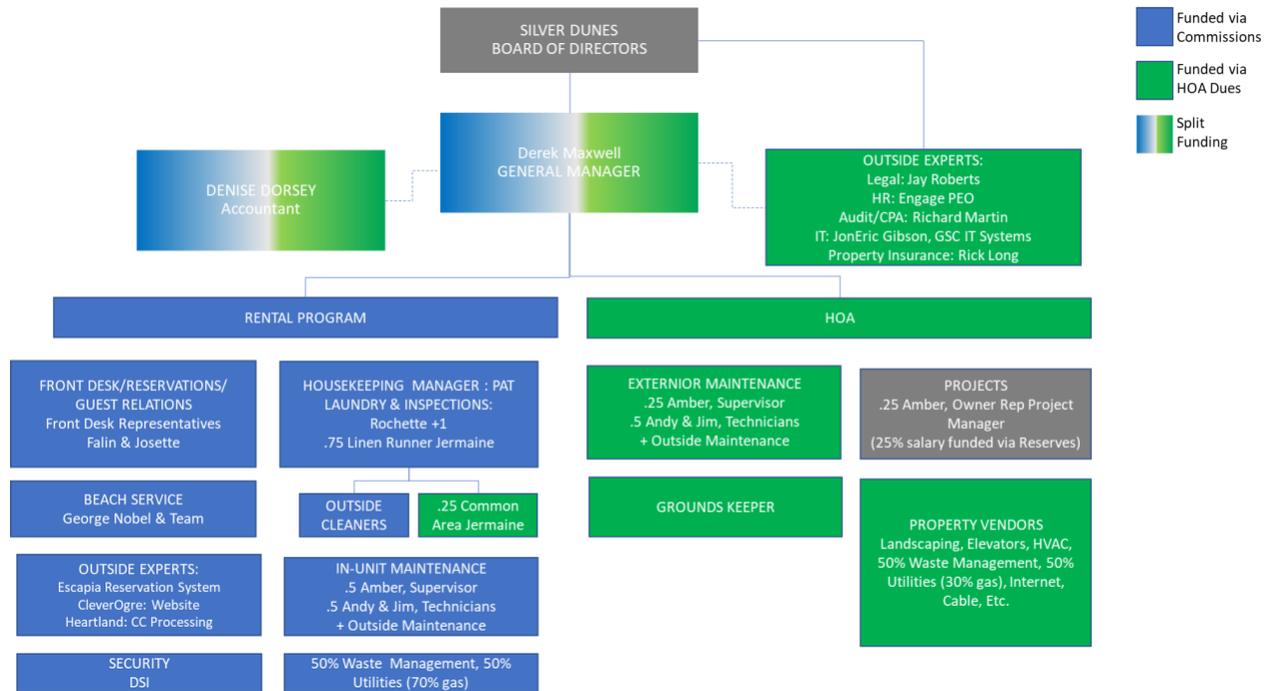
Pets:

Absolutely **NO** pets allowed on the premises except to aid the handicapped.

Silver Dunes HOA and Financial Structure

Silver Dunes Association is classified as a non-profit, which means the HOA determines HOA monthly costs, assessments, and even rental program fees without profit. Any overage helps fund the future year's expenses.

To accurately understand how these fees are calculated, it is best to first understand how Silver Dunes financials are structured.



HOA Dues

Silver Dunes monthly HOA dues fund property expenses and reserves for major projects and capital improvements.

Specifically in regard to HOA property expenses, dues fund items including:

- Half of our property manager and accounting manager's salaries
- The small business loan (SBA) resulting from the rebuild of Silver Dunes after Hurricane Opal (1995)
- Property and flood insurance
- 25% of Maintenance Supervisor and 50% of maintenance staff's salaries for preventive maintenance for the property itself
- Half of the water and electricity expenses and 30% of the gas expense for the complex (in-unit electricity paid via individual owners)
- 100% of internet and cable television
- Half of Waste Management's (dumpster emptying) monthly bill
- Service contracts for the property, most notably landscaping, pest control, fire system maintenance, pool maintenance, and elevator maintenance
- 100% of Grounds Keeper

Rental Program

The rental program funds items such as:

Rental Program Administration

- Half of our property manager and accountant's salaries
- 100% of salaries of front desk personnel
- 50% of Maintenance Supervisor's salary and 50% of maintenance staff's salaries
- Property activities to attract rentals in summer and winter seasons
- Rental-specific items, such as credit card processing fees, website maintenance, reservation system, advertising, etc.
- Housekeeping management and laundry service, including:
 - 100% of salaries of housekeeping management and inspectors
 - Cost of laundry service
 - Annual purchase of linens and towels
 - Cleaning supplies
 - Starter-rental kits, including toiletries

Guest-Related Expenses

- Half of the water and electricity expenses and 70% of the gas expense for the complex (Note: Gas percentage is higher due to cost of heating pool in winter months for snowbirds)
- Half of Waste Management's (dumpster emptying) monthly bill
- 100% of the nightly security service

Capital Reserves

- Capital projects are reviewed and approved by the Board as needed. 25% of the Maintenance Supervisor's salary is allocated to capital reserves for project management/oversight of the capital initiatives.

The budget is determined annually, at which time HOA dues are calculated for the following year.

Revenue from the rental program significantly reduces overall HOA operating expenses.

If you choose to rent your unit, please do consider leveraging Silver Dunes in-house rental program. All commissions received subsidize operating costs, fund the salaries of Silver Dunes staff, and so much more.

The more owners who leverage our in-house program, the more we can invest in Silver Dunes.

Silver Dunes In-House Rental Program

Why is an in-house leasing program your best option?

We are on-site. While most complexes in Destin are managed by outside agencies, Silver Dunes is not. We have property management, accounting, front-desk, security, maintenance, and housekeeping all on-site – and solely dedicated to service at Silver Dunes. Our guests do not have to speak to management in other states, nor do our guests have to pick up keys in other locations after a long drive to town. Our management team is here to ensure our guests have the best stay possible. Need a crib rental? Want the scoop on how to get extra discounts at the outlets? Interested in local events and tourist activities? Just stop by the front desk!

We have hundreds of repeat guests each year, who book directly through the office. We have great relationships with families who have been coming to Silver Dunes for generations. Many families book multiple units and keep our bookings exceptional strong over the summer months. **These guests love our complex as much as we do; they help maintain the culture we strive for, and they take care of the units they rent.**

Revenue from the rental program significantly reduces overall HOA operating expenses. As previously stated, if you choose to rent your unit, please do consider leveraging Silver Dunes in-house rental program. All commissions received subsidize operating costs, fund the salaries of Silver Dunes staff, and so much more. The more owners who leverage our in-house program, the more we can invest in Silver Dunes.

Scope of Services

In a nutshell, owners leveraging the rental program receive these services:

- Advertising and promotion of unit to attract guests, including website and reservation system
- Coordination of keys, check-in and check-out by the Front Desk
- Guest services, including after-hours calls
- Oversight and coordination of cleaning services, laundry services, and unit inspections (cleaning fee passed through to guests)
- Oversight and coordination of in-unit maintenance
- Bookkeeping and financial reporting
- Payment of monthly invoices, such as utilities and telephone (if applicable)
- Receipt and disbursement of rental proceeds, including cost of credit card processing
- Wooden chaise lounges in winter months (note: Silver Dunes Rental Program rents these from George Noble in the off season)

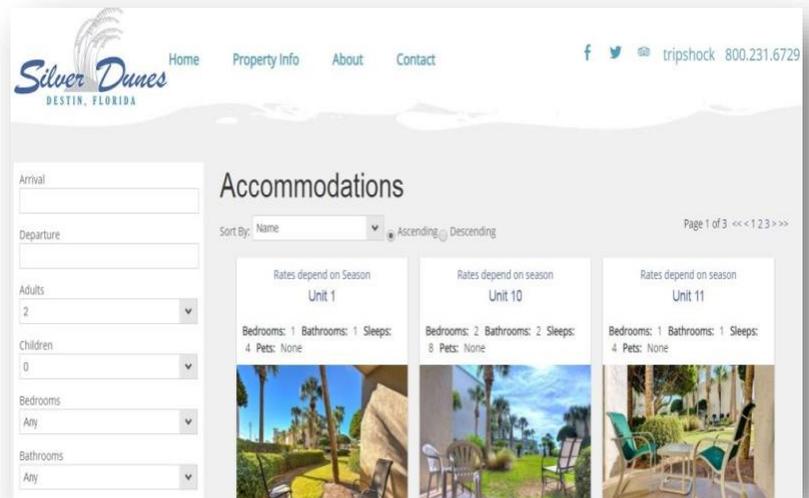




Marketing Your Unit

Our leasing team leads a host of initiatives to market your unit, including:

- Modern website, including Google Search Engine Optimization (SEO)
- Industry's premier reservation system, Escapia (developed by HomeAway.com)
- Advertisements via Google AdWords
- Professional photography of your unit
- Active campaigns with TripAdvisor with Expedia
- Ability to add videos of unit (pass-thru fee)
- Ability to add additional marketing channels, such as HomeAway.com and VRBO (pass-thru fee)
- 1,000+ current and past guests on email group and Facebook; ongoing communications across all channels



Amenities Package

Silver Dunes Rental Program offers guests an amenities package with discounts on golf, boat rentals, and more.

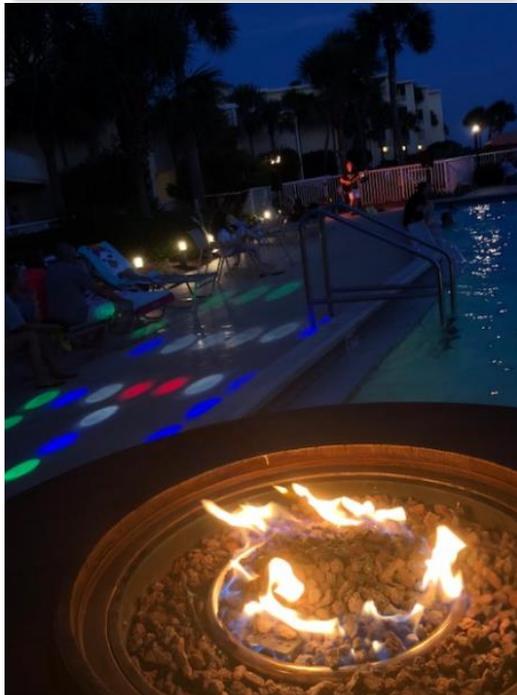


Summer Family Activities

During the summer months, the Silver Dunes Rental Program hosts evening activities to further our family environment:

- **Movie Night Mondays:** Join us by the pool to watch a family-friendly movie on our new 16ft blow-up big screen. Movie starts at sunset.
- **Wednesday S'mores Night:** Have a sweet treat with friends and family around one of our two fire barrels.
- **Pool Party Fridays:** On Friday nights, we have our weekly pool party. We have party lights, glow sticks, and fun music for all to enjoy.

These events take place from 7pm- 9pm (weather permitting) and are open to everyone! What better way to make memories than by giving our owners and guests something that their families will remember for a lifetime!



Snowbird Program

Silver Dunes Rental Program has a large number of monthly snowbird rentals each year, from December through the second Saturday of March. During this time of the year, Silver Dunes Rental Program coordinates a host of weekly events:

- Monday, Wednesday and Friday: Water aerobics in the heated pool
- Thursday: Ladies' Coffee
- Wednesday and Thursday: Bunco
- Friday: Cocktail Hour

*days subject to change



Maximizing Your Rental Revenue

The Rental Program monitors leasing rates in the area via market comparison studies. We compare our rental rates, cleaning fees, reservation fees, and amenities to comparable complexes in order to stay competitive, while maximizing our owners' rental revenues. Analysis is prepared by unit size and by each season of the year.

Further, the Rental Program offers a host of services to keep your expenses in line. Unlike other agencies, the Silver Dunes Rental Program does not charge owners for credit card processing fees. The Silver Dunes program provides free lightbulb and filter changes. In-unit maintenance is billed in 15-minute increments; and given in-unit maintenance is provided by Silver Dunes' staff, there are no trip charges and drive-time charges.

Silver Dunes passes through cleaning fees to guests. Other than annual deep cleaning (or personal stays), owners in the Rental Program are not paying guests' cleaning fees out of their rental revenue.

Leasing Program Communications

- Emails and phone calls to Property Manager and Front Desk: Emails and calls are always responded to within the day, and typically within the hour.
- Owners Portal: Through our Escapia system, we offer owners a portal with tools and features to track revenue and overall trend performance.
- Financial Reporting: Our Accounting Manager provides monthly and annual statements, inclusive of rental revenue and expenses (HOA dues, commissions, beach service, utilities, etc.)
- Auto Deposits: ACH transactions are posted on the 10th of each month



SILVER DUNES

RENTAL PROGRAM BENEFITS



Competitive Management Fees – *Low commission rates and no hidden fees!*

- No credit card processing fees
- No annual linen fees
- Guests pay cleaning fees
- Direct deposit of rental proceeds
- Onsite management staff
- No limits to owner and owner-guests usage

Online Owners Link – *Real time access to the information you need!*

- Make owner stays and owners guests stays with online reservation software
- View future reservation details and projected income
- View booking calendars
- Review owners statements

Expert Reservations Sales – *Falin and team have client service as their #1 priority!*

- Knowledgeable reservationists with personalized sales skills
- Trusted computer systems and software – Escapia
- Sales tax processing

Comprehensive Marketing Campaign – *Targeted to promote families, not rowdy crowds!*

- Direct advertising including Homeway, Bookit.com, Expedia
- www.silverdunesfl.com
- Social Media (Facebook, TripAdvisor, tweeter and more!)
- Target email campaigns
- Direct email campaigns
- Interactive media
- Print media (post card initiatives)

On-site, Professional Staff – *Being on-site makes a world of difference!*

- Direct on-site check in
- Restaurant and activities recommendations through the front desk
- Games and movies available at front desk
- Housekeeping, inspections, and maintenance – ALL ONSITE!
- Coordination of contracted services through on-site Maintenance Supervisor (carpet, tile HVAC, etc.)

High Quality Housekeeping and Linen Services-

- Property Inspections Daily
- Assigned Inspectors to your unit
- Pre-Arrival Freshen-ups
- Departure cleaning with commercially cleaned linens
- Deep cleanings each winter
- Luxury quality Linen Pool – No annual linen cost

Maintenance Service – *On-site, Trusted Professionals, who care!*

- Routine and preventive maintenance with onsite maintenance staff
- Comprehensive preventive maintenance Inspections
- Hurricane preparations and recovery
- Appliance installs and removals

Housekeeping Services and Property Inspections

Owners in the rental program and owners who do not use an outside rental agency have access to Silver Dune's housekeeping services.

Highlights of our housekeeping program include:

- Silver Dunes has housekeeping inspectors assigned to each building. After each departure, and before every arrival, your inspector will walk your unit. If your unit is on the rental program and unoccupied, your unit will also be walked daily. This helps ensure no one is in your unit that shouldn't be, no water is running, A/C isn't turned too low, etc. Plus, keeping the same set of eyes on your unit will help with reporting of maintenance issues and any damages caused by guests.
- Silver Dunes leverages an outside vendor service to wash, dry, and fold our towels and bed linens. By doing this, we are able to leverage our internal housekeeping team for inspections—rather than laundry service.
- Silver Dunes uses high-quality, name-brand cleaning supplies.
- Each unit is stocked with a large number of towels at the beginning of each stay. Guests have the opportunity to stop by the front desk during the week and pick up an additional pre-bagged towel set without the hassle of bringing original towels to exchange.
- Each unit is also stocked with a set of starter supplies, including soaps, toilet paper, paper towels, dish detergent, shampoo, conditioner, and make-up removal wipes.
- For units in the rental program, during the winter months your unit will be deep cleaned, as well as given a unit condition report for suggested owner improvements. Housekeeping will also complete a comprehensive inventory inspection of required items (e.g., iron, kitchen utensils, drinking glasses, pot/pans) and restock necessities as appropriate (at cost).



Maintenance Services

Silver Dunes maintenance provides certain in-unit services to all owners, as part of monthly HOA fees, including changing of HVAC filters and light bulbs.

Silver Dunes also keeps maintenance personnel on staff to support our owners' in-unit maintenance needs (hourly rates apply, plus cost of supplies).

Owners can request the following maintenance services through Silver Dunes, billed in 15-minute increments:

- **Handyman:** Small interior repairs (such as installing owner's closet locks, hanging artwork and flat-screen TVs)
- **Appliances:** Service, installation, maintenance
- **Electrical:** Outlets, switches, etc.
- **Ceiling Fans and Light Fixtures:** Interior and exterior fans and fixtures
- **Cabinetry:** Repairs, touch-up finishes, adjust drawers and doors, replace hardware
- **Patio Screen Doors:** Replace and repair screens and tracks
- **Interior Painting:** Individual Rooms, Settling and Crack Repair, Touch-Ups
- **Plumbing:** Drain clogs, fixtures, pipe leaks, shower heads, toilets (repair/replace)
- **Refuse Removal:** Coordinating removal of appliances and furniture
- **HVAC:** Minor repairs (outside companies are called for major repairs)

Silver Dunes staff is not equipped to provide major remodeling projects or concierge services.



HOA Dues and Pricing of Supplemental Services

HOA Dues

Monthly dues are based on the forecasted operating expenses for the year, plus reserves for major projects, painting, etc. 2020 dues are \$895/month.

Owner Administrative Fee

Silver Dunes no longer charges an administrative fee for personal (non-commission) guest check-ins.

Tenant Fee

The Board is exploring a fee for outside rentals, in order to fairly recoup the operating costs funded by the Rental Program (e.g., utilities, security, waste management services).

Maintenance Services

Rental Program: \$60/hour, billed in 15-minute increments

Non-Rental Units: \$90/hour, billed in 15-minute increments

Linen Program

Rental Program: \$600 one-time linen fee for owners in the Rental Program.

Non-Rental Program: Buy-in to the rental program is also recommended for owners who do not use the rental program but who want to leverage Silver Dunes for laundry service. Annual fee: \$200 for 1B; \$250 for 2B; \$300 for 3 BR.

Cleaning Services

Rates are set annually. 2020 rates are:

	Rental Program	Non-Rentals/Self-Rentals
1 BR	\$105	\$157
2 BR	\$145	\$217
3 BR or TH	\$185	\$277
In-Unit Maintenance Per Hour	\$60, billed in 15-minute increments	\$90, billed in 15-minute increments

Rental Program Commission Rates

Owners in the rental program pay commissions as follows:

- 25% commission rate
- Any owner in the rental program who would like to leverage HomeAway.com/VRBO for additional marketing of their unit can do so via the Silver Dunes Rental Program – with reservations made on VRBO linked directly to the Silver Dunes reservation system for payment and processing. Silver Dunes will fund 50% of the \$500 yearly subscription for any owners interested in a supplemental VRBO listing. Please contact the front desk for additional information on this program.

Recap of Service Offering and Pricing

In recap, these are the various service options available to owners:

	Non-Renting Owner or Owner Renting on His/Her Own	Owner in the Rental Program	Owner Renting Via Outside Agency
Commission Rates	N/A	25%	N/A
Coordination of keys, check-in and check-out by the Front Desk	Owners must complete an owner booking form (see following page) and email to info@silverdunesfl.com	Included in Commissions	N/A Outside agency responsible for organizing/delivery of keys to guests. Agency must send Silver Dunes guest information prior to each arrival
Guest services, including after-hours calls	If you are <i>renting</i> on your own, as a courtesy we ask that you direct all after hours requests to yourself, rather than to our on-call Rental Program team.	Included in Commissions	N/A Guests <u>must</u> contact the respective outside agency directly. Should outside renters contact Silver Dunes after hours, Property Manager's time will be billed to the Owner at \$100/hour, billed in 60-minute increments.
Advertising and promotion of unit to attract guests, including web-site and reservation system	N/A	Included in Commissions Optional use of HomeAway/VRBO with 50% of \$500 fee funded by Silver Dunes	N/A
Bookkeeping and financial reporting	N/A	Included in Commissions	N/A
Payment of monthly invoices, such as utilities and telephone (if applicable)	N/A	Included in Commissions	N/A
Receipt and disbursement of rental proceeds, including cost of credit card processing	N/A	Included in Commissions	N/A
Cleaning Fee	Fees set each year	Fees set each year	N/A

	Non-Renting Owner or Owner Renting on His/Her Own	Owner in the Rental Program	Owner Renting Via Outside Agency
Linens and Towels	Optional annual fee for use of Rental Program's linens: \$200 for 1B; \$250 for 2B; \$300 for 3 BR.	\$600 fee when joining the leasing program	N/A
Oversight and coordination of in-unit maintenance	\$90/hour, billed in 15-minute increments	\$60/hour, billed in 15-minute increments	N/A
Use of Wooden Chaise Lounges in Winter Months	Can be leveraged with fee paid to Silver Dunes Rental Program	Included in commissions (Silver Dunes Rental Program pays George Noble a monthly fee in winter months for these lounges)	Can be leveraged with fee paid to Silver Dunes Rental Program



Owner Booking Form (form to be completed for Owner Guests)



Silver Dunes Rental Program

Owner Booking Form

Owners not in the Silver Dunes Rental Program must complete this form for each booking.

CATEGORY	INFORMATION REQUIRED FROM OWNER:
Owner	
Owner Telephone	
Unit	
Guest Name	
Arrival Date	
Departure Date	
Guest Email	
Guest Telephone	
Guest Address	
# of Total Guests	
# of Adults	
# of Children	
Guest or Owner pay cleaning fee?	
Special Instructions?	

TO BE COMPLETED BY SILVER DUNES:

CATEGORY	INFORMATION COMPLETED BY SILVER DUNES
Confirmation #	
Booked by:	

Questions, Comments?

Please reach out to Derek Maxwell, Silver Dunes General Manager, with any questions or comments.

