







## KINGSTON RESORTS OWNER REFERENCE MANUAL

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## **I.**

### **WELCOME TO THE KINGSTON RESORTS FAMILY OF PROPERTY OWNERS**

You can take pride in participation in the most prestigious rental program in Myrtle Beach at beautiful Kingston Resorts.

You and your guests will enjoy everything that Kingston Plantation and Kingston Shores has to offer. The oceanfront Embassy Suites Hotel and Conference Center with 70,000 square feet of meeting space and the oceanfront Hilton with 33,000 square feet of meeting space, can accommodate a wide variety of group needs. Our expansive “Splash” pool complex with a lively Caribbean theme features several levels of exciting slides, spouts, jets, a giant water bucket, and even a quiet pool for toddlers. Over ten swimming pools and four Jacuzzis can be found throughout the property. The Embassy Suites Hotel and Hilton Hotel feature both casual and upscale dining experiences. The Landing featuring 78Fitness and Spa33 along with a putting green, sand volleyball, tennis and pickle ball courts, will meet both your work out and relaxation needs. We have something for everyone.

This manual has been created to provide information and answers to questions most commonly asked by Owners. Most of the information you will find here is also referenced in the Unit Rental Management Agreement. We hope that this manual will be a helpful adjunct.



## **II. WHAT NEW OWNERS NEED TO KNOW**

Thank you for joining the Kingston Plantation Rental Program! The Embassy Suites Hotel, Hilton Hotel, and the Kingston Plantation Rental Company are operated by Hilton Hotels Corporation. The following checklist will help clarify what you as an Owner and Kingston Plantation as the rental management company, are responsible for when you participate on our rental program.

### **REKEYING YOUR UNIT/ SECURITY REQUIREMENTS**

All units on our rental program are required to have a keycard system in place, therefore, any hard key units coming on the program will need to be rekeyed to the Resort's coded key system. The units must comply to AAA requirements-that is a peephole in the entry door, safety bars for first floor patios and a deadbolt lock that can be locked from the inside but only opened from the exterior by an "emergency" key kept by the Management Company. This rekeying will be arranged, on the owners' behalf, with a local locksmith by the Management Company.

### **TELEPHONE**

Your telephone service will be handled through Kingston Communications while you are on our rental program. All units on our rental program are required to have voice mail. The system allows guests to receive messages and make local and long-distance calls which are charged to the guest and not to the owners' account. When the owner or guests of the owner are occupying the unit, their accounts are credited for local calls under 60 minutes in duration and long distance calls are discounted. Monthly billing is from:

Kingston Communications  
PO Box 4683  
Pawleys Island, SC 29585  
Direct Tel: 1.800.240.1314

### **THE LANDING**

The premier amenity of Kingston Plantation is "The Landing" - a spa and fitness center that brings together luxury and healthy living. If you are looking for a change of scenery and some diversity in your social calendar, top off your day at the spa or simply relax and unwind around the fire pit with s'mores and your favorite concoction from our seasonal beverage station. One can also enjoy the Landing's outdoor spaces with brick walkways, manicured lawns and wide inviting porches. From here, you'll be able to catch an ocean breeze and smell the salt air. 78Fitness enables you to Live Stronger through the use of top of the line cardio machines and strength training equipment. Exercise classes like yoga, kick boxing, and Zumba are held in the adjacent Movement Room. On-Demand classes customized to your schedule are also available. 78Fitness offers three golf simulators, 3 clay tennis courts, 1 hard court, 4 pickle ball courts, an indoor lap pool and sauna too!

Spa33, surrounded by a palette of dreamy blues and gentle greens, will allow you to relax in an atmosphere of refined luxury and cool comfort. Lovely water features and a light filled tranquility garden transform this space into a truly calming oasis. Hair and nail treatments are available through our high-end salon, which feature a special lounge perfect for bridal parties and girlfriend getaways.

With experienced massage therapists and a variety of treatment options, you're in good hands. Whether you're soothing aching muscles or escaping everyday worries, there's nothing like a Spa33 massage

for healing body and mind. The spacious men's and women's locker rooms feature showers as well as steam rooms. Facials and body treatments rejuvenate skin and liven spirits for a truly transformational experience. Choose from a variety of lavish spa packages in one of our five treatment rooms. Sessions for individuals and couples are available.

#### HOMEOWNER ASSOCIATION

The grounds and buildings at Kingston Plantation are part of the Kingston Plantation Master Association which is managed by LTL – Litus to Let. They can be reached at:

Litus to Let  
9776-H Kings Road  
Myrtle Beach, SC 29572  
Tel: 843.839.1717  
Fax: 843.467.2222

The Royale Palms is managed by LTL - Litus to Let. They can be reached at:

Litus to Let  
1551 21st Ave. N., Suite 24  
Myrtle Beach, SC 29577  
Tel: 843.448.9000 X126  
Fax: 843.626.0101

Your specific regime is:

#### KINGSTON PLANTATION CONDOMINIUM MANAGEMENT OFFICE

Our normal office hours are Monday - Friday from 8:00am until 5:00pm. Our mailing address is:

9800 Queensway Blvd.  
Myrtle Beach, SC 29572  
Direct Tel: 843.497.7386  
Direct Fax 843.497.2049

Our physical office address is:

941 Plantation Lake Drive  
Myrtle Beach, SC 29572



### III.

#### **PROPERTY MANAGEMENT RESPONSIBILITIES**

1. The Kingston Plantation Condominium Management Office acts as the point of contact with homeowners on the rental program. The management office is staffed with property managers and administrative personnel.
2. All property managers working for Kingston Plantation Condominium Management Office have current licenses, as required by the State of South Carolina.
3. The Management Office is responsible for overseeing the quality of each unit on the rental program. If repairs are necessary, the property manager will coordinate them on the owner's behalf. Owner approval will be obtained for any single item of repair costing over \$500.00. If the property manager is unable to contact the owner, or if an emergency situation warrants an immediate decision, the property manager will use her/his best judgment based upon possible property damage, loss of rentals, or additional expenses that may be incurred due to delays. Routine repairs will be completed as needed to minimize guest complaints. Outside service agreements will be honored when possible to do so without inconveniencing guests. There will be a handling fee for passing along charges from an outside contractor, if billing is to be settled via the Management Company.
4. The Management Office will make all owner's use and owner referral reservations. These must be communicated by the owner of the unit during normal office hours: Monday to Friday 8am-5pm. All reservations should list the names of anyone permitted to check in or collect keys during the reserved period. Please provide a cell phone number and cleaning preference at the time of booking.

The following information will be needed for all owner referrals: guest name(s) and address, cell number, number of adults and children (please remember, no pets allowed). A credit card will be required to confirm the reservation. Confirmations will be emailed to the guest/s within a day. Cancellation policies vary by season unless a reservation is for 30 days or more, in which case a 30-day cancellation notice is required. Commissions are typically mailed out within 3 weeks of the guests' departure from the Resort.

5. The Management Office will coordinate access for all contractors and real estate agents when directed to do so by the Owners. Contractors must follow the KPMA (if applicable) and Homeowner Association guidelines for approved working hours. Weekend showings with real estate agents must be scheduled in advance to ensure unit availability.
6. The Management Office will retain files for each unit on the rental program. These files contain the Unit Rental Management Agreement, proof of current owners' liability insurance coverage, copies of any relevant service contracts for owners' appliances within the rental unit, and other pertinent information. Additionally, the office retains copies of each owner's monthly rental statements for ready reference.



#### **IV. EVALUATIONS**

Interior evaluations are performed periodically for all units on the Kingston Plantation Rental Program. The purpose of these inspections is to identify and correct any housekeeping, engineering or quality/condition issues that may exist in a unit. The owner is then contacted regarding any additional items that require attention.

All rental units must be maintained according to the guidelines and standards of the Resort. If a unit is rated “below standard” based on unit inspections, guest feedback through post stay surveys or posts on social media, the owner will be advised and given a specific time in which to complete the required upgrades. If the work is not completed within the time allotted, the unit will be removed from the rental program.

Owners are urged to give their immediate attention to this evaluation. Time is of the essence to allow sufficient lead time for materials to be ordered and contractors scheduled. Refurbishment/remodels should be coordinated during the winter months to ensure the property is ready for the following rental season.

Owners’ participation and support of this process is critical to the success of the rental program and the first-class reputation of the Resort.





## **V. OWNER RESPONSIBILITIES**

While the day-to-day management of the rental property is the principal responsibility of Kingston Plantation Management Company, the following areas require the owner's participation:

### **UTILITIES (electricity, cable and water)**

The owner is responsible for maintaining a current account with the utility company. The owner must provide notification to each utility regarding address or billing changes. Most regimes include the water usage as well as basic television cable, in the monthly regime homeowners association dues.

### **INSURANCE**

In accordance with the Unit Management Rental Agreement ....section 7 (a) "unit interior insurance" and section 10. "indemnification and insurance" ....owner shall be responsible for obtaining and maintaining insurance coverage for the personal property and fixtures within the unit as well as unit interior perimeter surfaces. Owner is also required to secure single limit liability insurance coverage of at least \$500,000 during the term of this Agreement. An HO6 policy is recommended as this often includes a provision for possible loss of business claims. The owner is responsible to furnish a copy of the current proof of coverage to the Management Office.

### **REGIME MANAGEMENT COMPANY**

In the ordinary course of property management, Kingston Plantation Management Company, as your agent, will notify the individual homeowners association of any problem brought to their attention that falls under its area of responsibility (i.e, landscaping, pools, roof, pest control, exterior structure of the building, interior leaks, etc.). Accordingly, should you have concerns or continuing problems, it may become necessary for you to become personally involved and communicate with your individual association. As an owner, you have a greater influence with the individual association and are in a better position to get results.

In the event of a leak or damage caused by adjoining units, the Kingston Plantation Management Company will coordinate repairs and insurance documentation (if needed) for units on the rental program. Owners are responsible for damages inside their units unless circumstances dictate otherwise. Please contact your Homeowner Association for information regarding rights and responsibilities in such situations.

### **CHANGE OF ADDRESS/TELEPHONE NUMBER**

Owner must provide written notification of address or telephone number changes to the Kingston Plantation Condominium Management Office.

### **OWNER AND OWNER REFERRAL RESERVATIONS**

Owners should notify the Condominium Management Office (preferably in writing or during regular office hours) of planned owner/owner referral use at the earliest possible date. If you are unsure of exact dates, it is suggested that you be overly aggressive and, if necessary, change/ cancel dates later.

ALL OWNER REFERRAL RESERVATIONS MUST BE MADE BY THE OWNER! A REFERRAL COMMISSION WILL NOT BE PAID IF THE OWNER DOES NOT MAKE THE INITIAL RESERVATION. Confirmations for owners' use will be emailed to the owner's email address of record and owner referral confirmations will be emailed to the guests' email address.

#### NOTIFICATION OF EXTENDED ABSENCE

In order to quickly respond to maintenance issues in your unit, we ask that owners notify the Condominium Management Office of any planned long-term trips. Whenever possible, the owner should provide the name of a contact person in the owner's absence who may be called in case of an emergency. If the Condominium Management Office cannot reach the owner in a timely manner, she/he will make the best possible decision based on potential losses.



## **VI. DECORATING GUIDELINES**

All units will receive an annual Property Improvement Plan (PIP). Like hotels, rental units need to be updated at least once every ten years to remain competitive and meet guest expectations. Carpet, furnishings, beds, and decorative items should be professionally or tastefully coordinated with a consistent theme.

### **FLOOR COVERING: BEDROOMS, DINING ROOM, LIVING ROOM**

Carpet in rental units will receive a great deal of wear and tear. Therefore, it is important to choose good quality carpet and padding - please contact the Management Office if you are considering choosing berber carpet! Additionally, the carpet should be wall-to-wall and uniform in color throughout the unit. Carpet should have primary backing of synthetic material (polypropylene) and a secondary backing of jute or synthetic material. Carpet fiber (yarn) must be either synthetic or natural with at least a 32-oz. total yarn weight. A minimum 6-lb. rebond padding is recommended. Laminate or ceramic tiled units will also be required to have tastefully coordinated area rugs.

### **FLOOR COVERING: BATHROOMS, ENTRY WAY, AND KITCHEN**

These areas must be finished with either slip-resistant ceramic tile, marble or linoleum. The lighter colors are recommended.

### **LIVING ROOM FURNITURE**

A queen sleeper sofa is required with either a love seat or easy chairs. The living room furniture should be tasteful and functional. The sofa bed and chairs must have heavy-duty fabric upholstery. Vinyl upholstery is not acceptable. Coffee tables, end tables, etageres, and sofa tables must be matching and coordinate with the upholstered furnishings. It is highly recommended that glass tops with rounded edges be installed on all wooden pieces to extend the life of your furniture. Lacquer painted surfaces are not allowed. Wall mounting or space appropriate furniture should be used for television placement. Furniture, like wallpaper, carpet and drapes, should be neutral in color so that it will not become outdated too soon. It is not acceptable to use outdoor furniture as indoor furniture.

### **BEDROOM FURNITURE**

The master bedroom should have a king bed. Guest bedrooms should have two queen size beds, unless room size will only accommodate a full bed.. Greater flexibility in bedding can help rentals during group/convention seasons. All bedding should be extra firm with good mattresses and matching box springs to ensure the guests' comfort. Mattress and box spring units must be covered in a flame retardant fabric. The mattress must be the innerspring type and meet cigarette ignition test standards. Beside each bed must be a minimum of one bedside table/night stand with a lamp. All beds must have matching headboards. When it is time to replace the mattresses and box springs in your unit, it is advisable to have a heavy-duty bed frame with a proper center support for full/double, queen and king-size beds. Investing in a good quality bed frame helps ensure the life of your bedding. Bedding should always be purchased in "sets" because the mattress and box spring are designed to work together for comfort and support. Putting a new mattress on an old box spring can cause a sagging bed. Trundle and/or bunk beds are not acceptable. A minimum of one matching four-drawer dresser is required per bedroom. Glass tops with rounded edges are highly recommended on all wood-top dressers/nightstands, etc. to extend the life of your furniture.

## WINDOW TREATMENTS

All units must have window treatments that show white to the exterior. Pull drapes with wands on architrack rods are required for rental units as they prove to be more practical. Vertical blinds are not recommended because of high repair bills. If drapery is used for window treatments, blackout lining is required. All bedroom and living room windows must have drapes or blinds to allow for privacy.

## BEDSPREADS

A washable quality bedspread or bed topper that complements the unit décor is required. Fabrics that match drapes or require dry cleaning should be avoided. Neutral colored dust ruffles should be used to hide box springs and provide a finished look.

## WALLS (Paint and Wallpaper)

Quality paint in good condition on all interior walls is preferred. Wallpaper is not recommended because the humidity in this area creates an environment for mildew growth. If you choose to use wallpaper, it must be professionally finished with either a minimum type 1, 15-oz. weight paper or vinyl wall covering. Wallpaper that matches drapery, bedspreads or other upholstered items is not recommended. Wallpaper tends to be outdated quickly and usually holds up longer than the drapes or upholstered items, thus causing added expense when something must be replaced. Corner guards on the exposed walls are highly recommended in traffic areas.

## PATIO FURNITURE

Due to high winds experienced along the coast line it is necessary to have patio/balcony furniture made from sturdy material such as metal, aluminum, recycled plastics, wood, etc to prevent the furniture from moving in the wind.

## ACCESSORIES

Accessories should be consistent with the decor or theme of the unit, and should be coordinated throughout for a total look. We recommend a clean appearance in the units as with the use of too many knick knacks lends to a cluttered appearance. Baskets and pine cones are not recommended because they attract bugs and collect dust.

Accessorizing with trees and floral arrangements is encouraged as they help to make a unit feel more like home. These accessories should be professionally made of silk (not plastic). Candles should not be used to decorate rental units as they are a fire hazard and we as a resort do not allow open flame in any of the rental units.

## LAMPS AND LIGHTING

Light fixtures and lamps that have not been updated within the past 10 years should be replaced. New fixtures instantly update the appearance of a room while using less electricity to gain better lighting. Units should have adequate lighting throughout and shades should be in good condition. Quality lighting by each bed and sitting area is required.

## WALL DECOR

All units must contain wall decor in the living room and each bedroom. Minimum acceptable decor consists of framed artwork or photographs, soft hangings, metal art, and decorative mirrors. Family photos should not be used to decorate rental units.



## **VII. REQUIRED INVENTORY/FURNISHINGS**

Exhibit B of the Unit Management Rental Agreement gives a detailed list of the basic equipment needed for the rental program.

A periodic inventory is performed by Kingston Plantation Management Company to ensure that the required items are available to the guests. Although it is the responsibility of the owner to provide the required inventory, the Management Company may purchase, on the owner's behalf, and replace any missing or defective items discovered upon inspection, or as reported by the rental guests or housekeeping.

The following are guidelines regarding the quantity of equipment and furnishings needed in relation to the number of bedrooms the property has:

### LIVING ROOM & DINING ROOM

- 1 bedroom unit-seating for 4 people
- 2 bedroom unit-seating for 6 people
- 3 bedroom unit-seating for 8 people
- 4 bedroom unit-seating for 8 people

DINNERWARE (Winter Frost White Corelle) GLASSWARE (Chivalry by Libby) FLATWARE (Allison by Rogers)

- 1 bedroom unit - 8 place settings
- 2 bedroom unit - 12 place settings
- 3 bedroom unit - 12 place settings
- 4 bedroom unit - 12 place settings

The lockout units in Brighton, Royale Palms, and South Hampton are also required to have the following:

- 1 Bistro table w/2 chairs or a desk
- 1 microwave 0.07 cu ft or larger
- 1 small refrigerator minimum of 3.0 cu ft
- 1 lockout cabinet or piece of furniture to coordinate appliances
- 1 single cup coffee maker with auto shut off

### TELEVISIONS

- 42" minimum flat screen, with remote, in living room
- 32" minimum flat screen, with remote, in each bedroom

### TELEPHONES

A minimum of 2 per unit (unless a lockout unit in Brighton, Royale Palms, or South Hampton where 1 telephone is required) with message light capability.

### BEDROOMS

- Washable bedspread or bed topper
- Blankets: 1 per bed, plus an additional blanket per bedroom

Pillows: standard size pillows to complete each bed and 2 additional per bedroom (three standard pillows are used on king beds)

Alarm Clock: 1 per bedroom

Trash Receptacle: 1 per bedroom

#### BATHROOMS

Trash Receptacle: 1 per bathroom

Hair Dryer: 1 per bathroom

Shower Curtains: 1 per bathtub/shower, with plastic liner

Decorative floor rugs and toilet covers are NOT permitted for sanitary reasons.



**VIII.**  
**SAMPLE OF OWNERS MONTHLY RENTAL STATEMENT**

**Page:1**

From Date - To Date  
01/01/17 - 01/31/17

Unit#:  
Class Code : ON

Mr. John Doe  
123 Main Street  
Myrtle Beach, SC 29572

**1234**

**STATEMENT**

<b>12/31/16</b>	<b>Previous Account Balance</b>						<b>\$0.00</b>	
				<b>A</b>	<b>B</b>	<b>C</b>		
	Room Rental Revenue	Ref#		R	0	C		
01/31/17	REV Suite Rental Revenue	170131 4368		3	0	0	\$229.95	<b>D</b>
						Sub-total	\$229.95	<b>E</b>
	Management Fees							
01/31/17	MKT Marketing Fees	170131 4368					(\$5.98)	<b>F</b>
01/31/17	MNG Management Fee	170131 4368					(\$80.48)	<b>G</b>
						Sub-total	(\$86.46)	<b>H</b>
	Other Expenses							
01/31/17	HLT Health Club Fee	3688	Health Club Fee				(\$40.85)	<b>I</b>
01/31/17	INV Inventory Replacement	170131 4368					(\$2.30)	<b>J</b>
01/31/17	MNT Maintenance & Repairs	13117					(\$22.50)	<b>K</b>
01/31/17	PER Personal/Crown Club Chgs	13117					(\$11.00)	<b>L</b>
						Sub-total	(\$76.65)	<b>M</b>

Y-T-D Rental Nights :3	Y-T- D OwnerNights 0	Y-T-D Comp Nights :0				<b>N</b>
<b>O</b>	<b>P</b>	<b>Q</b>	<b>R</b>	<b>S</b>	Bal-	\$66.84
Year-To-Date Gross Revenue	Year-To-Date Mgmt. Fee	Year-To-Date Owner Revenue	Year-To-Date Expenses	Year-To-Date Payments		
\$229.95	(\$86.46)	\$143.49	(\$76.65)	\$0.00		

*Please see the following page for explanation of items "A-S"*



## **IX.**

### **EXPLANATION OF OWNER ACCOUNT STATEMENT**

- A. RENTAL NIGHTS (R)  
Number of nights the unit is occupied by rental guests occupying the unit in the given statement period. The year to date total is at the bottom of the page.
- B. OWNER NIGHTS (O)  
Number of nights blocked by the owner for personal use and repairs/refurbishments in the given statement period. The year to date total is at the bottom of the page.
- C. COMP NIGHTS (C)  
Number of nights (including year to date total) will always equal zero in this unused field.
- D. RENTAL REVENUE  
Number of occupied rental nights multiplied by the average daily rate OR Winter Rental revenue.
- E. TOTAL ROOM RENTAL REVENUE  
Total rental revenue for occupied rental nights and Winter Rental if applicable.
- F. MARKETING ASSESSMENT  
Established marketing fee (currently 2.6% of gross rental income) to promote rental activity through national franchise affiliation and other promotional activities.
- G. MANAGEMENT FEE  
Established management fee (currently 35% of gross rental income) to manage the rental of the unit and the amenities of the condominium by guests renting through Rental Manager.
- H. TOTAL MANAGEMENT FEES  
Total marketing fees and management fees.
- I. HEALTH CLUB FEE  
78Fitness membership fee (currently \$53.00 per month plus tax)
- J. INVENTORY REPLACEMENT FEE  
Established fee for replacement items covered in Exhibit B (currently 1% of gross revenue).
- K. MAINTENANCE & REPAIRS  
Individual billings for work performed in the unit by maintenance staff or contractors.
- L. PERSONAL/ CROWN CLUB CHARGES  
Cleaning fees or folio charges made by owner or approved owner's guests.
- M. TOTAL OTHER EXPENSES  
Total of all expenses including but not limited to 78Fitness membership, inventory replacement, maintenance, personal charges, cleaning fees, and annual service fees.
- N. CURRENT PAYMENT  
Check amount for given statement period.
- O. Y -T-D GROSS REVENUE  
Total room revenue (E) for calendar year.
- P. Y-T-D MANAGEMENT FEE  
Total management fees (H) for calendar year.
- Q. Y-T-D OWNER REVENUE  
Total gross revenue less management fees (E - H) for calendar year.
- R. Y-T-D EXPENSES  
Total other expenses (M) for calendar year.
- S. Y-T-D PAYMENTS  
Total rental payments through the end of the previous month (excluding current payment).





## **X. EXCLUSIVITY**

The Unit Rental Management Agreement entered into between the Owner and Promus/FCH Condominium Company, L.L.C. or Royale Palms Rental, L.L.C., gives Kingston Plantation Condominium Management Company the exclusive right to act as rental agent for the Owner's property. The Agreement specifically states that:

- A. Kingston Plantation Condominium Management Company is the exclusive rental agent for the owner's property.
- B. All revenue from rental of premises will be collected by Kingston Plantation Management Company.

Owner will receive a commission, separate from her/his rental receipts, for transient referrals into units on the Kingston Plantation Rental Program, as outlined in the owner referral structure below, provided that the owner on our rental program made this owner referral reservation. The Owner Referral commission structure can be changed annually. The current commission structure is as follows:

- 20% of the nightly rate for transient referrals to their own unit in January, February, March, April, May, September, October, November and December
- 15% of the nightly rate for transient referrals to their own unit in June and August
- 10% of the nightly rate for transient referrals to other units in any month excluding July
- Commissions are not paid on July rentals, monthly rentals, or any discounted rates below published rates
- For referrals of 10 rooms or more to the Embassy Suites Hotel (at Kingston Plantation only) and the Hilton Hotel (at Kingston Shores only), a 5% commission is paid on the nightly room rate

It is a breach of the Agreement for the Owner to bypass Kingston Plantation Condominium Management Company and personally rent and collect revenues from guests secured by the Owner.



## **XI. OWNER CHECK-IN POLICY**

We request that all Owner Use reservations, as well as all Owner Referrals, abide by the same procedures required of all Resort guests (check-in and check-out at the Front Desk at the Embassy Suites Hotel or Hilton Hotel and adhere to the standard check-in and check-out times).

These procedures ensure:

- that your unit has been properly serviced by housekeeping and is ready for your stay.
- that in the event of an emergency, we are aware of your arrival or if you have been delayed.
- that all of our guests receive a Welcome Package that contains the key /keycard to the unit, required car pass, and ID cards, that must be presented at 78Fitness and for charging privileges at the Resort.

The package may also contain other information regarding scheduled events during the time of your visit that you would not otherwise be aware of prior to your arrival.

## **XII. REGIMES**

A regime is an association whose membership is comprised of the Owners of a specific complex within Kingston Plantation Resort or Royale Palms at Kingston Shores. The owners elect a Board of Directors to manage the regime. The function of the Board is to oversee property management services that relate to the exterior of the property, exterior structure of the building, roof, landscaping, pools, and pest control. One member of each regime, excluding Royale Palms at Kingston Shores, represents their regime at the Kingston Plantation Master Association meeting.

Owners should familiarize themselves with the covenants and scope of duties of their regimes as this is not part of Kingston Plantation Condominium Management Company's property management.

## **XIII. UNIT RENTAL MANAGEMENT AGREEMENT TERMINATION PROCEDURES**

Requests to terminate the Unit Rental Management Agreement must be mailed or emailed to the Kingston Plantation Condominium Management Office at least ninety days prior to the effective date. The Management Office will contact you to confirm receipt of the request and the termination date. The owner is responsible for contacting Kingston Communications and 78Fitness to confirm service and membership preferences unless the termination is due to an ownership change.

Management Office staff will remove hotel items (i.e. vacuum, Resort Directory, linens, towels, safe, etc.) and do a final cleaning of the unit prior to it coming off the rental program. A final rental statement will be mailed to the owner and any outstanding balance on the account is due within ten days of receipt of the statement. The Management Office will deactivate the card key lock system and contract a local locksmith to re-key the entrance door hard cylinder. The new keys can be obtained from the Management Office after any outstanding balances have been paid. In the event of an ownership change, the new keys will be turned over to the sales agent prior to closing. The owner is responsible for providing a hard key to the Homeowner Association after the unit comes off the rental program for emergencies and pest control access.



