

WELCOME TO  
**COCONUT PALMS**

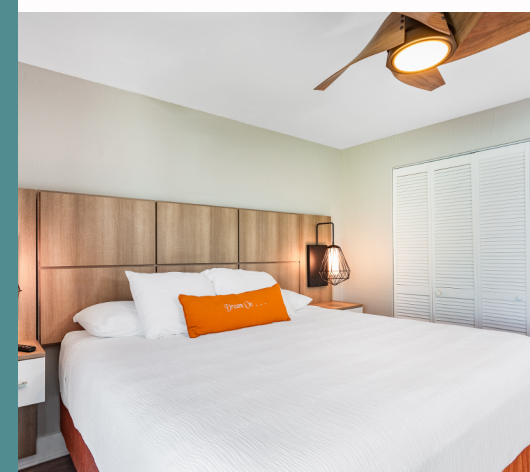


**Coconut Palms Beach Resort II**

611 S. Atlantic Avenue  
New Smyrna Beach, FL 32169  
(386) 428-1874

[WWW.COCONUTPALMSBEACHRESORT.COM](http://WWW.COCONUTPALMSBEACHRESORT.COM)

v.2021.01





Dear Guest,

*Thank you for choosing to stay with Coconut Palms Beach Resort II. We are honored that you have chosen to spend your valuable vacation time with us and we pledge to constantly strive to exceed your family's vacation expectations and provide memories for a lifetime.*

*Please review the following resort information for details about amenities, recreation, and safety and security measures. We invite you to make yourself at home while you are here with us and if there is anything we can do to make your vacation more enjoyable, please let us know.*

*Enjoy your stay!*

*Sincerely,*

*Resort Management & Staff*



#### GUEST SERVICES

Guest Services can be reached by dialing "0" from your villa phone between the hours of 7 a.m. and 11 p.m. Security is available between the hours of 11 p.m. and 7 a.m. by dialing 386-402-6144 should you need assistance. Please contact our Guest Services team if you have any requests for Housekeeping or Maintenance, or if you require additional amenities.



#### TELEVISION CHANNEL LINE UP

A channel guide is available from each television from channel 3.1.



#### AMENITIES

In your villa, we have provided you with a starter kit containing coffee, cream, sugars, soaps, shampoo and conditioner. Our Guest Services team has additional amenities that are available upon request.



#### WIFI

Resort Wi-Fi Network: CoconutPalms2\_Guest  
Password: CP232169  
Once you have entered the password on the splash page, check the box to agree to the usage terms.  
For Wi-Fi support, please dial 877-470-1964 to reach Spectrum, our wifi provider.



#### OUR GREEN EFFORTS

Our resort continues to stay engaged and informed about the latest greening efforts available. We are working toward conserving energy and water and are switching to LED lighting in our villas and common areas.

We invite you to re-use your towels and place your recyclable trash in the square bins provided in your villa. We have reduced the amount of print materials used during the registration process and recycle our villa key cards to reduce waste. Please dial "0" for more information.



#### HOUSEKEEPING

Daily stayover cleans are not provided unless scheduled with Guest Services. A fee is associated with this service. Complimentary towel exchange is available and can be scheduled with guest services by dialing "0" from your villa phone.



#### LOST & FOUND

For items lost on the property, visit [www.ChargerBack.com](http://www.ChargerBack.com) to "Report A Lost Item." Should you have an immediate concern, please dial "0" from your villa phone for assistance from Guest Services.



#### RESORT RECREATION

##### Pools

We have 3 heated pools available on the property for guest use. Two are located behind the main building, and the third is located behind the Royal Palm building. The average pool temperature is maintained between 82 to 85 degrees F. Current hours of operation are posted on the signage located on the pool gates. All pools are swim at your own risk and do not have lifeguards available. No diving, flipping or horseplay is permitted. Each guest must wear the provided wristband while in the pool area and may be asked to vacate the pool area when non compliant. Please dial "0" from your villa phone for more information.

##### Fitness Center

The fitness center is located on the 3rd floor of the main building. Please use your villa key card to access the fitness center 24 hours a day. Children under the age of 16 must be accompanied by an adult.

##### BBQ Grills

BBQ grills are located at the grassy area behind Thatch buildings, in the area between the main building and Traveler building, behind the pool at Royal Palm and at the side of the parking lot at Pineapple building. BBQ grills are available on a first-come, first-serve basis. Grilling utensils can be picked up from the Guest Services desk. Personal grills are not permitted on balconies or any other common area. Please dial "0" from your villa phone for additional information.



#### RESORT INFORMATION

##### Checkout

Checkout time is 10 a.m. To request a late checkout, please dial "0" from your villa phone. All requests are granted based on availability and may have an associated fee. All charges must be paid prior to the checkout time of 10 a.m. on the day of checkout.

##### Climate Controls

Thermostats in guest villas are set to 74 degrees F before guest arrival. Our air-conditioners operate at their best capacity at this temperature, while on the "auto" setting. All thermostats are programmed to not be turned lower than 68 degrees F. to ensure optimal function and longevity of the air conditioning units, keep sliding doors and windows closed when the air conditioning is turned on.

##### Ice

Ice makers are provided in all villas, with the exception of Studio units. After each checkout, all ice is disposed of for health and safety reasons, so it may take up to 24 hours after check-in to produce ice regularly. to obtain bags of ice please dial "0" from your villa phone for more information.

##### Parking

Parking permits are provided during check-in and are required to be placed in the front window of your vehicle. Please place permits so the date and reservation number are visible from the outside. Notify Guest Services if you have more than one vehicle or you have visitors that will be parking in the lot so that a parking permit can be provided. No trailers, large trucks, boats, mobile homes, 5th wheels, or buses are permitted to park in any of the parking lots at Coconut Palms Beach Resort II. All prohibited vehicles and those without parking passes will be towed at the expense of the vehicle owner.

##### Pet Policy

Pets and emotional service animals are not allowed at this resort. However, registered service animals are permitted.

##### Phone Instructions

All local and toll-free calls are free of charge from your villa phone. Long-distance and international calls will require the use of a telephone calling card. When making a call, simply dial the desired number or "0" for Guest Services. In the event of an emergency situation, dial 911 for police, fire, or emergency medical services. Please dial "0" from your villa phone to reach Guest Services for non-emergency numbers to police, fire, and medical services.

##### Laundry

Laundry facilities are located on the first floor of the main building, by the parking area by Thatch and on the first

floor of Royal Palm buildings. The cost per cycle is \$1.50, and quarters must be used. Laundry detergent can be purchased from Guest Services, and change is available on a first-come, first-serve basis. Hanging towels, linens or clothing on or from the balconies is not permitted. Towel exchange is provided for your convenience. Please dial "0" from your villa phone for additional information.

##### Maintenance

Contact Guest Services by dialing "0" from your villa phone if you should need assistance from our Maintenance team. Work orders are completed between the hours of 8 a.m. to 4 p.m. Work orders will be completed in the order they are received and whether permission is granted for the Maintenance technician to enter your villa if you are unavailable at the time of arrival. If permission is not given, please notify Guest Services to reschedule the repair. Management reserves the right to enter guest villas for events such as water leaks or potential leaks that can cause widespread damage. Do not attempt to make repairs or make alterations to any of the villa furnishings, fixtures, or equipment.

##### Smoking Policy

All villas are smoke-free. Smoking is permitted on guest balconies and at the pool areas. Keep doors and sliding doors closed while smoking to avoid smoke entering the guest villa. Do not dispose of ashes or cigarette butts on the grounds or from the balconies. Do not extinguish cigarettes on the building or flooring of the balcony. E-cigarettes, vaping devices, cigars, and pipes are subject to the same rules listed above. The use of candles is prohibited.

##### Vending

Beverage vending machines are located in the laundry room by the parking lot by Thatch buildings, on the first floor by the stairwell at Royal Palm, and at the Guest Services desk in the main lobby. Vending machines accept credit/debit cards and cash.



#### TIKI HUT

Please dial "0" from your villa phone for information.



#### HURRICANES SAFETY

In the event that there is an impending storm, resort management will provide updates and the necessary actions based on the current trajectory and strength of the storm. Management will monitor and follow the national and local government warnings, curfews, and evacuation orders. Consistent communication will be provided, updating our guests as conditions change to provide you with the most accurate and up to date information. Our staff is properly trained to react in a weather emergency, and it is crucial for your safety to follow all of the staff's instructions and evacuation orders. Even though the weather may appear non-threatening, once a Hurricane Watch is issued, the hurricane can reach the area under the advisory within 24 hours.



#### SAFETY & SECURITY

While in your villa, use deadbolt locks, latches, window locks, and sliding door locks. When exiting check windows and doors to ensure they are secured and locked. Pull the entry door and double-check that the door is secured. Do not leave valuable items in vehicles or in plain sight. Close vehicle windows, place all personal items inside the vehicle and lock all doors.

Use the peephole located in your villa entry door before opening the door for anyone who is knocking on the door. Report any suspicious, unlawful, or non-functioning locks and latches to Guest Services during the hours of 7 a.m. to 11 p.m. by dialing "0" from your villa phone or to Security between the hours of 11 p.m. to 7 a.m. by dialing 386-402-6144. Dial 911 for any emergency situation.

##### Fire Emergency

In the event of a fire alarm, do not investigate and immediately vacate your villa heading toward the nearest exit.

- Evacuation maps are located near or on the back of your villa entry door.
- Do not use elevators, instead proceed to the nearest stairwell (if applicable).
- Proceed outside of the building until a staff member has confirmed that there is no threat.
- Fire extinguishers are located in your villa and in the hallways in various areas. Do not modify, disable, cover, or hang items from the smoke detectors and/or fire suppression sprinklers located throughout your villa.

If You Cannot Evacuate:

- Seal all cracks with wet towels.
- Shut off all fans and air conditioners.
- Dial 911 from your villa phone or mobile device.
- Signal from your window
- Stay close to the floor if smoke is in the air
- Wait to be rescued



#### EMERGENCY NUMBERS

In an emergency situation, dial 911 from your villa phone or mobile device. If dialing 911 from a mobile device, if possible, please alert Guest Services or Security regarding any dispatched Emergency Responders. Guest Services and Security may be reached by dialing "0" from your villa phone or from a mobile device by calling 386-428-1874 and dialing extension "0". For Emergency Responders to find you, provide the address for the building you are occupying:

Coconut Palms (main 6-story building): 611 South Atlantic Ave

Pineapple Palms (2-story building): 808 South Atlantic Ave

Royal Palm (5-story building): 801 South Atlantic Ave

Thatch Palm (1 story bungalows): 511 South Atlantic Ave

Traveler Palm (2-story building): 511 South Atlantic Ave

