

## TEMPORARY PARKING PASS PROCESS

### When to Use - A Temporary Parking Pass is Required When:

- a guest is expected to stay at a unit for longer than two nights, or
- when an owner is staying at their unit short-term, and is driving a rental car, or
- a resident is driving a rental / courtesy car while their car is in the shop, or
- any other situation where an authorized resident or guest would be driving a vehicle without a permanent parking sticker.

### Process to Obtain Temporary Pass: (Monday through Friday except holidays)

- Call the St. Croix office number (239) 593-3434 and speak to the administrative assistant. Be prepared to provide ALL of the following: arrival and departure date; vehicle make, model, and color; license plate and state; unit number; resident name. If you do not have all of the information, do not call until you can provide it.
- Provide an email address and let the administrative assistant know if you will have access to a printer to print the pass.
- IF YOU HAVE PRINTER ACCESS:
  - Upon arriving at your destination, check your email for the parking pass (check spam and junk folders – the email will appear from a “donotreply” email).
  - Print the pdf attached to the email and verify that the information is correct. If it is incorrect, contact the administrative assistant and have a corrected pass re-sent. Do not “scratch out” or write over information. Security will have a copy of all passes issued. Any altered passes will be ticketed.
  - Place the pass on the driver’s side dashboard face up. The bottom half (copy) may be removed or folded under if you choose to do so.
- IF YOU DO NOT HAVE PRINTER ACCESS:
  - As long as the administrative assistant knows that you don’t have printer access, the parking pass will be available in the clubhouse AFTER 4:00PM on the table inside the door.
  - If you can not get to the office between 4:00 and 4:30PM, call security at (407) 879-2751 AFTER 8:00PM. Security will bring your copy of the pass to you.
  - Place the pass on the driver’s side dashboard face up.

### Process to Obtain Permission to Park (Single-night and Weekends and holidays)

- A guest that is staying one night only, arrives after hours, or over the weekend and was not able to obtain a parking pass must contact security at (407) 879-2751 and provide the unit number, and vehicle information.
- If vehicle will be staying more than a second night, or into the following week if on a weekend, a parking pass must be obtained. Security will not be permitted to continue to give permission to park night after night.
- Security will not be permitted to recognize “a note on the dashboard” as a valid parking permit.