

ARRIVAL/DEPARTURE OCCUPANCY NOTIFICATION GUIDELINES

***Occupancy** - Owners must depart by 11:00AM and arrive after 5:00PM per the Pinnacle Place (PP) Master Deed on the scheduled Friday arrival date. Stop & Go will immediately inform Pinnacle Place Board of Directors (BOD) if occupants do not follow these requirements. ***Owners who fail to exit a unit by 11:00AM or enter a unit prior to 5:00PM on turnover Fridays will be charged a \$200 penalty fee.**

***One Week Stay Occupancy Notification** - Owners must email GAO with intent to occupy a unit, one week prior to the official Pinnacle Place (PP) owner schedule Friday arrival date for a one week stay. This notification gives Stop & Go a two-week lead time to adequately schedule appropriate staff. Without this advance notification, Stop & Go may not have scheduled enough staff for cleaning the number of units used or conversely, be required to pay staff that arrive but do not have units to clean. ***Owners that do not follow these guidelines will be charged a \$50 penalty fee.**

***Two Week Stay Occupancy Notification** - Owners must email GAO one day prior to the official Pinnacle Place (PP) owner schedule Friday arrival date for a two week stay. This notification gives Stop & Go a two-week lead time for the required turnover Friday cleaning. This allows Stop & Go the opportunity to schedule staff appropriately. Without this advance notification, Stop & Go may not have scheduled enough staff for cleaning the number of units used or conversely, be required to pay staff that arrive but then do not have units to clean. **Owners that do not follow these guidelines will be charged a \$50 penalty fee.**

***Failure to Email GAO of Intent to Occupy a Unit** – Should Stop and Go Cleaning find a used condo in which the owner failed to notify GAO of their intent to occupy within the expected timeframe, the owner will incur a **\$250 penalty fee in addition to the normal \$300 housekeeping fee. (\$200 penalty fee due to failure to email GAO of intent to occupy a unit and \$50 fee for a required clean inside the two-week notification period.)** Housekeeping prefers owners notify GAO of their intent to occupy, within the appropriate time frame, even if the owner is not sure they will be using their unit. Should circumstances prohibit the owner's use of their condo, the owner would still need to cancel the "reservation" at a minimum **48 hours prior to the official PP owner schedule Friday departure date.**

***Owner occupancy cancellation** - Owner must cancel occupancy 48 hours prior to the **official PP owner schedule Friday departure date.** Without this notification, Stop & Go may be required to pay staff that arrive but then do not have units to clean. ***Owners that do not follow these guidelines will be charged a \$50 penalty fee.**

*** Additional Housekeeping Services** - Stop & Go will try to accommodate additional owner requested housekeeping services, other than on turnover Fridays, **only** if owner sends an intent to occupy email to GAO **two weeks prior to the required housekeeping date.** Cleaning will only take place during the hours of 9:00AM to 5:00PM. Pricing fees are the same as a turnover Friday clean.

ASSOCIATION BYLAWS: The Association Bylaws are provided to owners at closing. A copy is available on the Association website at pinnacleplacecondos.com.