

Just before your arrival you will be sent a Welcome Packet via email.

**\*\*\*Make sure the email address is for the arriving guest. The Welcome Packet will have the property and apartment access codes.\*\*\***

**Office Hours: Monday-Friday 9:00 a.m. to 5:00 p.m. CST**

**Mark Kutash - Email [manager@thecourtyardsonroyal.com](mailto:manager@thecourtyardsonroyal.com)**

**There is no onsite parking.** The closest parking is available at Premium Parking – P-409 – 2135 Decatur St., New Orleans, LA 70117, 844-236-2011. Reservations are strongly recommended and can be made online. There is loading zone in front of the property.

**There is no on-site luggage storage.** Check the internet for nearby luggage storage companies.

**Resort is NOT handicap accessible or suitable for people with walking difficulties.**

**There is no elevator. All 6 units have steps, are not suitable for small children or people with mobility issues.**

**No pets** are allowed except service animals. Current service animal certification and rabies vaccination documentation must be provided to the resort 30 days prior to arrival. Email address to send this documentation is: [manager@thecourtyardsonroyal.com](mailto:manager@thecourtyardsonroyal.com)

Contact the resort prior to confirming the vacation to request any special needs during your stay. We may or may not be able to make accommodations.

Occupancy limits are strictly enforced. Violation could result in forfeiture of the unit and/or other penalties.

Resort cannot honor requests for upgrades or moves.

For RCI Guests you will be sent an invoice for \$400 that must be paid prior to receiving the access codes. There is a \$50 non-refundable resort fee and a \$350 security deposit that is refundable if there are no damages or theft.

Smoking of **ANY PRODUCT** in the unit will result in a \$250 charge for odor removal and additional cleaning and/or other penalties. Ashtrays are provided in the courtyard.

**There is no front desk.** Self check-in begins at 4:00 PM. Early check-in may be requested and, if available, there is a \$75.00 early check-in fee payable in advance.

Contact: [manager@thecourtyardsonroyal.com](mailto:manager@thecourtyardsonroyal.com) for more information and availability.

Upon arrival send an email to [manager@thecourtyardsonroyal.com](mailto:manager@thecourtyardsonroyal.com) to confirm that you have arrived. Enjoy your visit!