

KNOW BEFORE YOU GO

Prior to your arrival you will be sent a Welcome Packet via email with a PDF attachment.

Make sure the email address is for the arriving guest.

The Welcome Packet will have the property and apartment access codes.

Email contact: contact@thecourtyardsonroyal.com

Office Hours: Monday-Friday 9:00 a.m. to 5:00 p.m. CST. Please be respectful of the time when contacting management. There is no front desk. Self check-in begins at 4:00 PM.

Early check-in may be requested. There is a \$75.00 early check-in fee payable in advance. Contact: contact@thecourtyardsonroyal.com for more information and availability. Check-out is 10:00 a.m. There is a \$75.00 late check-out fee.

There is no onsite parking. The closest parking is available at Premium Parking – P409 – 2135 Decatur St., New Orleans, LA 70117, 844-236-2011. Reservations are strongly recommended and can be made online: <https://www.premiumparking.com>. On street parking is permitted for residents only.

Loading Zone. The loading zone is provided for loading and unloading only. Please be respectful of other guests and move your car as soon as you have completed your unloading. There is no bag storage. Check online for the closet bag storage to 1428 Royal St., New Orleans, LA.

Linens: Additional linens are provided in each unit. Should you care to freshen your linens during your stay there is a washer and dryer provided in the courtyard for your convenience.

The resort is NOT handicap accessible or suitable for people with walking difficulties. There is no elevator. All 6 units have steps and 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: contact@thecourtyardsonroyal.com.

Contact the resort prior to confirming your 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. One-bedroom units have a maximum capacity of four (4). Two-bedroom units have a maximum capacity of six (6).

RCI Guests will be sent an invoice 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.

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.

Upon arrival please send an email to contact@thecourtyardsonroyal.com to confirm that you have arrived.

Thank you for choosing the Courtyards on Royal. Enjoy your visit!