

40 Mooring Buoy – Helpful Hints and Instructions



Welcome to 40 Mooring Buoy!

We are happy to welcome you to our home and would like to ensure you have a wonderful stay by passing along some helpful hints and instructions about the house and its amenities.

Important Phone Numbers:

- 40 Mooring Buoy home phone: 843-785-7315
- Palmetto Dunes Front Desk: 843-785-9100 (Open from 8am to 8pm and located in the PD Welcome Center near the resort front entrance)
- For all after-hours emergency maintenance issues: 843-686-9717
- Palmetto Dunes Security: 843-785-1120 (for concerns related to general security and noise – *Community Quiet Time Hours are 10pm to 7am daily*)
- Palmetto Dunes – Dunes Buggy: 843-689-4222; this is a resort courtesy shuttle available from April through Labor Day weekend at no cost. If you call the number above, the buggy will come to pick you up and take you anywhere on the resort, including Shelter Cove.

Wi-Fi Network name: 40Mooring

Wi-Fi password: 8437857315

General:

- Please do not wear golf shoes (spikes or soft spikes) inside the house.
- Close and lock all windows, lock the sliding doors, the side door to the service yard and the front door when leaving the home.
- Please do not rearrange the furniture, remove screens from the windows or remove curtains from their rods.
- You are encouraged to store your bikes on the bike rack provided; locks are strongly recommended.
- There are two fire extinguishers located in the lower kitchen cabinet to the left of the sink cabinet
- The garage is locked and not available for use.

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Outdoor Lighting: There are multiple lighting enhancements around the property:

- Outdoor LED low-voltage lighting in front of the house and around the pool deck- these lights turn on and off automatically at dusk and dawn.
- Outdoor LED spot-lights in the front and back (dimnable) - the switches are to the left of the front door behind the curtain and labeled.
- There are solar lights along the pathway on the right side of the house
- The Front Entry and Pool Deck (dimnable) lighting - switches are at the left of the front door and to the right of the center sliding door leading to the pool deck.



Swimming Pool and Deck:

- Please follow the posted Pool Rules
- Pool and spa lighting: press the LIGHT button on the control pad attached to the post near the spa; please turn off the lights when going to bed. For your safety, the pool lights are on a GFCI circuit and may trip off during a strong thunder storm. If this happens, please notify the Rental Agency so the pool light circuit can be reset.
- The SPA will run (without heat) when the SPA button on the control pad is pressed. Do not run the SPA for more than 3 hours since the water circulation is isolated to the SPA enclosure when the SPA mode is engaged and therefore does not circulate the water in the pool.
- The AIR BLOWER button simply adds bubbles to the SPA regardless of whether the system is in SPA or Pool mode.
- The HEAT button is disabled. Pool and SPA heat are available (May through October only) for an additional fee. Depending on air temperatures, the pool may take 2-3 days to heat up and generally will top out at 85 degrees. The SPA temperature will generally reach 95 degrees after 6 to 8 hours of heating up. Please keep in mind that it is a SPA (whirlpool) and not a hot tub. Contact the rental agency for further details if you would like pool and spa heat enabled.

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- The pool filter pump runs daily from 8:30 am to 10:00 pm which creates the waterfall; the waterfall will not run after 10:00pm once the filter pump turns off for the night.
- Pool cleaning is twice weekly (on Saturday and either Tuesday or Wednesday)
- Raccoon visits: to keep the neighborhood raccoon from taking a bath soiling the pool at night, please keep the bundled pressure treated posts over the edge of the pool steps when you are not using the pool. This way the raccoon can't step down into the water, particularly at night. Raccoon poop is associated with infections, especially in children.



- Please lower all umbrellas at night or when you leave for extended periods of time to protect against damage that may result from sudden winds.
- Two umbrellas are on rolling stands so that they can be positioned as desired.

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- Cantilever Umbrella (next to wicker seating) Instructions:
 - Pull the lower handle into up position.
 - Lift umbrella by elbow and handle and slide into up and extended position
 - Lock lower handle to secure arm in place.
 - Untie canopy.
 - Use crank handle to extend canopy.
 - Please do not move the umbrella from its position next to the seating arrangement. The upper section will pivot 90 degrees towards the pool to provide shade near the steps if desired.
 - Reverse process to close the umbrella at the end of the day or after use.
- Please do not move the wicker sectionals as they are clipped together.
- Please do not move the dining table and its chairs and bench.
- Please do not place any cushions in the pool, they won't float for long and will only become water-logged.
- Please use the provided non-breakable dishes and cups on the pool deck.

Beach access:

- Option A: from the front of the house, make a left at the end of the driveway (please use the walking/biking path) and then another left at Brigantine. At end of Brigantine you will see the beach access path off to your front left. This is beach access point #85.
- Option B: Proceed to the Dunes House by making a left out of the driveway and walking or riding towards the Mariners entrance gate. Make a left into the Dunes House parking lot just before the bridge. Parking can be hard to find during peak times as the lot is not very big. There are bike racks available there. The Dunes House has food and beverages, outdoor showers, and restrooms. This is beach access point #83.
- You can ride rental bikes to and on the beach. Please note that bikes may not be left unattended on or along any of the beach access paths.
- There is an outdoor shower in the service yard on the right side of the house and a hose at the back right corner of the house. Please use both to wash off any sand so that it remains outside.

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Kitchen and Laundry:

- There are two ice makers - one in the door and one in the freezer with larger sized ice cubes.
- Please return pots and pans to the pot-holder rack in the cabinet the left of the oven.
- Please place all plastic ware in the upper cabinets to the right of the refrigerator.
- Please empty the water from the Keurig reservoir before checking out.
- The garbage disposal switch is located in the cabinet under the sink on the right.



- Please shake sand out of all beach towels and beach attire outside before placing them in the washing machine.

Carolina Room:

- Ceiling fan control is located in the dining room, hold down the light button to dim the light if desired. Do not use the chains to control the light and fan.
- If the fan and/or light do not come on, pull the corresponding chains to turn on accordingly, then use the wall mounted control.
- Please close the sliding windows prior to departure; they are a tight fit, if you can't lock them don't force the lock, simply push the windows closed.



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HVAC:

- Maximum cooling temperature is 68 degrees
- Maximum heating temperature is 78 degrees
- To ensure the best cooling and heating results do not change the FAN setting; please leave on AUTO.
- Thermostats: There are two thermostats, one for each system/zone. The first one is located next to the dining room pass through window and controls the living room/dining room/kitchen areas. The second thermostat is located in the hallway leading to the bedrooms and controls the sleeping areas.



- Should you experience any problems with the HVAC system notify the rental agency promptly so they can call the service company to resolve the issue.

TV Troubleshooting:

- Use the “System” switch at top left of the Hargray (cable box) remote to turn on both the TV and Cable Box at the same time.
- To turn on TV separately, press TV and then power button on top right of the remote.
- The HD channels are located in the 400 range; the TV picture size is optimized for HD not the regular channels. Please do not change the picture settings.
- Make sure everything is plugged in; sometimes a previous guest may have unplugged something, and it was not plugged back in.
- Make sure the correct input setting is selected on the TV (Vizio) remote (Cable Box or DVD)
- If you are still having a problem, unplug the power cord to the cable box for 20 seconds then reconnect; allow a few minutes for everything to reboot.
- If none of this resolves the issue, please notify the rental agency.

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Trash:

- Trash removal is on Wednesday and Saturday mornings (usually early, before 8 am) so be sure to place the trash in the dumpster the night before.
- The dumpster is located in the service yard at the side of the house; access is through the laundry room.
- Do not wheel the dumpster to the street; the trash service company will come and get it from the service yard.

Landscaping:

- The landscaping crew comes once a week (usually on Tuesday or Wednesday) to conduct general cleanup, weeding and lawn mowing, as needed.
- The irrigation system comes on twice a week in the very early morning hours.

Pest Control:

- There is a comprehensive service contract in place for pest control services that covers both the inside and outside of the home.
- If you see any pest related activity, please call the rental agency so that they can arrange for a technician to come by to address the situation.

We hope that you enjoy your stay and come back again!

