



## 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 7pm, but can change seasonally, 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 seasonally to residents and guests. Call the number above to have the Buggy take you anywhere on the resort. The Buggy will bring passengers to the beach, golf courses, restaurants, shops, tennis courts, as well as Shelter Cove Harbour, Shelter Cove Towne Centre, and the Plaza at 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.

## *40 Mooring Buoy – Helpful Hints and Instructions*

- There are multiple fire extinguishers located in the lower kitchen cabinet to the left of the sink cabinet
- The garage is locked and not available for use.
- It is highly recommended to lock your car at night.
- The PDPOA website (pdpoa.org) has useful Resort information posted under the Guest Tab.

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 (dimmable) - 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 (dimmable) 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 Spa:

- Pool cleaning is twice weekly (on Saturday and either Tuesday or Wednesday)
- The pool filter pump runs continuously throughout the day.
- When pushing the buttons on the Spa control pad, push once and wait up to 30 seconds before something happens...the response is not always immediate.
- Pool and spa lighting: the lights turn on automatically at dusk each evening and turn off at 11:00 pm. If you wish to turn the lights off earlier or turn the lights back on after they shut off, press the LIGHT button on the spa control pad.

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- The SPA will run (without heat, please see below for more information on heat) when the SPA button on the control pad is pressed. The water level will drop in the Spa and recirculate internally.
- The Spa will auto shut off after 2.5 hours in order to recirculate the water with the pool. Running the Spa for longer periods of time will adversely impact the quality of the pool water. Wait 30 minutes before running the spa again in order to let the pool water recirculate.
- The JETS button turns on the Spa Jets if desired. The jets will run independently from Spa mode.
- Pool and Spa heat are disabled unless they have been requested (only available from May through October) for an additional fee. When requested, pool heat is set at 85 degrees and spa heat is set at 98 degrees.
- When heat is available and Spa is selected, a red light will flash on the pad indicating the heater is running. Once the set temperature is reached, the light will turn solid red.
- Please keep in mind that it is a Spa and not a covered hot tub and therefore requires about 30 minutes to reach the set temperature. The Spa will revert to pool temperature after Spa mode is turned off.
- In the spring and after strong winds there will be more debris than usual in the pool.
- Contact the rental agency for further details if you would like pool and spa heat enabled.



Pool Deck:

- Please keep the landscape stones out of the pool.
- 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.
- The two large free-standing umbrellas are positioned to provide maximum shade during the late morning and early afternoon hours. These umbrellas can also tilt when the collar located halfway up is turned. Please do not move these umbrellas from their current locations.
- Please do not move the wicker sectionals as they are clipped together.
- Please do not move the outside dining table.
- Please do not place any seating cushions in the pool, they won't float and will only become water-logged.
- Please use the provided non-breakable dishes and cups (located in the upper kitchen cabinet to the right of the refrigerator) on the pool deck.

Beach access:

- Option A: From the front of the house, cross the road and make a left (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 and has a ramp for easy access with bikes, wagons or carts.
- Option B: Proceed to the Dunes House by making a left out of the driveway and walking or riding towards the North Gate (the gate you entered through). 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 offers food and beverage (service is suspended during inclement weather), outdoor showers, and restrooms. This is beach access point #83 and is served by a ramp as well.
- 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.

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 lower kitchen cabinet the left of the oven.
- Please place all plasticware 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 before placing items 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.
- Close the sliding windows prior to departure; they are a tight fit, if you can't lock them, please do not force the lock, simply push the windows closed.



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:

- SMART TV in Living ROOM:
  - Cable TV: Turn on the TV and Cable Box with the Hargray remote.
  - If TV programming does not appear, it may be necessary to press the OK/SEL button on the Hargray remote or use the Sony remote to select HDMI-1 to reset the TV input
  - Use the Hargray remote to control volume and change channels.
  - Streaming: Use the Sony remote to log into streaming services. Prior to departing, please remember to log out of any streaming services you use during your stay.
- ALL other TVs
  - 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.

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- Make sure the correct input setting is selected on the TV (Vizio) remote (Cable Box or DVD)
- 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.
- If you are still having a problem, unplug the power cord to the cable box for 30 seconds then reconnect; allow a few minutes for everything to reboot.
- If none of this resolves the issue, please notify the rental agency.

### Trash:

- Trash removal is on Wednesday and Saturday mornings (very 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.
- Ensure the bungy straps on the dumpster lid are clipped to keep animals out.

### Landscaping:

- The landscaping crew comes once a week (usually on Wednesday) to conduct general cleanup, weeding and lawn mowing, as needed.
- The irrigation system runs on Monday and Thursday 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.

*40 Mooring Buoy – Helpful Hints and Instructions*

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

