

LUX

AT THE GROVE

BY

ICM CARTER STREET LLC

INFORMATION PACKAGE



OUR COMMITMENT

*"Our mission is to provide a **5-star, hassle-free experience**, ensuring our guests have an unforgettable stay in Miami, a city we truly love and enjoy."*



If you have any inconveniences during your stay,
please reach out to us to ensure we
have the opportunity to make things right.

For additional trip planning information, visit our
website at www.soluhomes.com



Welcome and Bienvenidos to Miami!

As a family, we revel in the simple joys of life: enjoying delectable cuisine, spending precious time together, discovering new places, and staying active. Our Airbnb isn't just a place to stay; it mirrors the experiences Miami has to offer. Our commitment is to ensure our guests enjoy a 5-star experience. We understand that every guest is unique, with their own preferences and standards. That's why our home is thoughtfully equipped with essentials to meet your needs. But if you find something missing or have a special request, don't hesitate to reach out. Thanks so much for choosing us and we hope to welcome you back soon!



Key Contact Information



Property Manager

Sira Sainz

+1 (786) 659-1479

luxmanagement@gmail.com

Contact the Manager For:

- General inquiries or anything you may need
- Catering services
- Housekeeping requests
- Supply requests (towels, soaps, etc.)
- Home information (amenities & contents)
- Payment processing and billing inquiries
- Stay extensions or modifications
- Recommendations for local experiences
- Maintenance & Repairs
- Any issues or concerns during your stay
- Reviews & feedback

Notes:

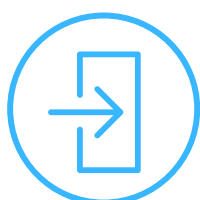
- Please remember to include your vacation dates and the name of the villa you are staying (or planning to stay at) when inquiring.
- If you have trouble reaching your local property manager, please email us at luxmanagement@gmail.com instead.

For additional trip planning information, visit our website at www.soluhomes.com

Key Home Information

PROPERTY ADDRESS

“3059 Carter Street, Miami, Florida, 33133”



4:00PM
CHECK IN



11:00AM
CHECK OUT



Customized door code information will be provided separately prior to your check-in or through your booking channel

Username: Luxgrove | **Password:** Luxgrove3055c

Distance from Home

	Miami Int. Airport	20 min	5.7 mi
	Closest grocery store	5 min	0.7 mi
	Closest restaurant	5 min	1.0 mi
	Closest drugstore	2 min	0.2 mi
	Miami Beach	27 min	11.1 mi
	Brickell/Downtown	14 min	4.2 mi

Service Provider Directory

By staying at a Lux At The Grove rental property, you will have access to a list of available services and activities that can be arranged during your stay. Scan the QR code to visit our website and learn more about the available services and experiences during your stay.

- Visit local attractions, museums, or cultural sites
- Try local restaurants and cafés nearby
- Swim in a private poolCar Rentals
- Host a small gathering
- Cook meals in a fully equipped kitchen
- Book a private chef or catering service
- Watch TV, stream movies, or play games
- Go shopping at nearby stores or markets
- Schedule in-home spa or massage treatments
- Enjoy a movie night with provided streaming services



www.soluhomes.com



On-Call Property Manager

By booking with Lux At The Grove, you will have access to an on-call property manager. If you have any additional questions, they can assist you with local recommendations should the above list not have connections you are looking for

The services providers included in this page and other associated pages are not employees of Lux At The Grove and therefore we cannot and do not guarantee any particular level of service.

- Our service lists are provided as a courtesy for travel planning; we do not take responsibility for services rendered.
- We feature top-rated providers based on experience and guest feedback.
- Lists are regularly updated for reliability, but we do not endorse or favor any provider.
- We do not accept payment for promotion or affiliations.

Getting to Coconut Grove

Flying to Miami

Miami International Airport (Airport Code MIA) has direct flights from major cities around the world. It serves as a key hub for domestic and international travel. The airlines that frequently operate flights to and from MIA include American Airlines, Delta, United, Southwest, JetBlue, Spirit, and international carriers such as British Airways, Lufthansa, and LATAM.

MIA

MIAMI
20 MIN

FLL

FT LAUDERDALE
35 MIN

PBI

PALM BEACH
1.5 HR

RSW

FORTMYERS
2.5 HR

Car Rentals in Coconut Grove, Miami

It is highly recommended that you rent a car to explore everything Coconut Grove and the surrounding Miami area have to offer. Below are some car rental companies near Coconut Grove for your convenience:



Enterprise Rent-A-Car

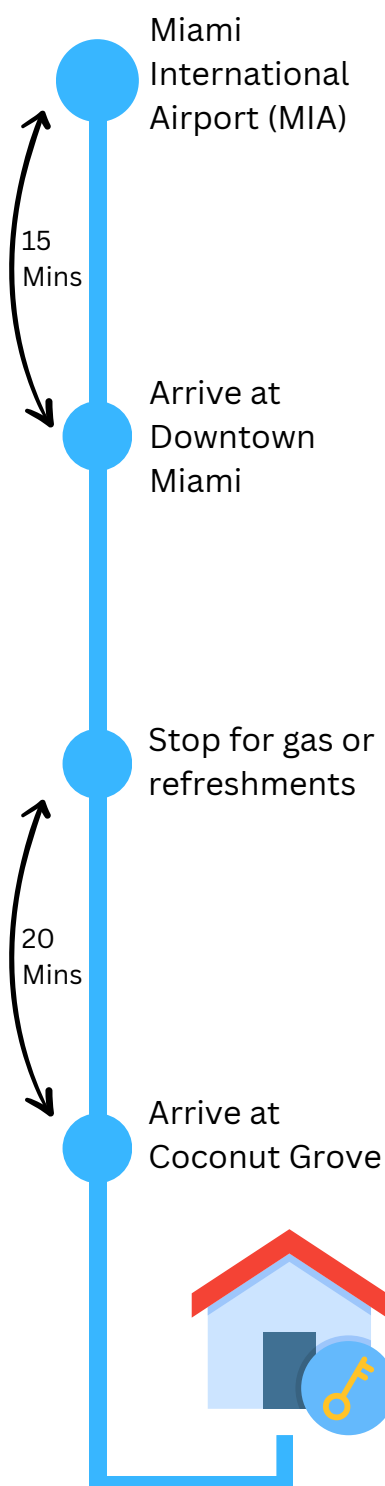
📍 3621 South Dixie Hwy, Miami, FL 33133
Approximately 0.5 miles



Avis Rent A Car

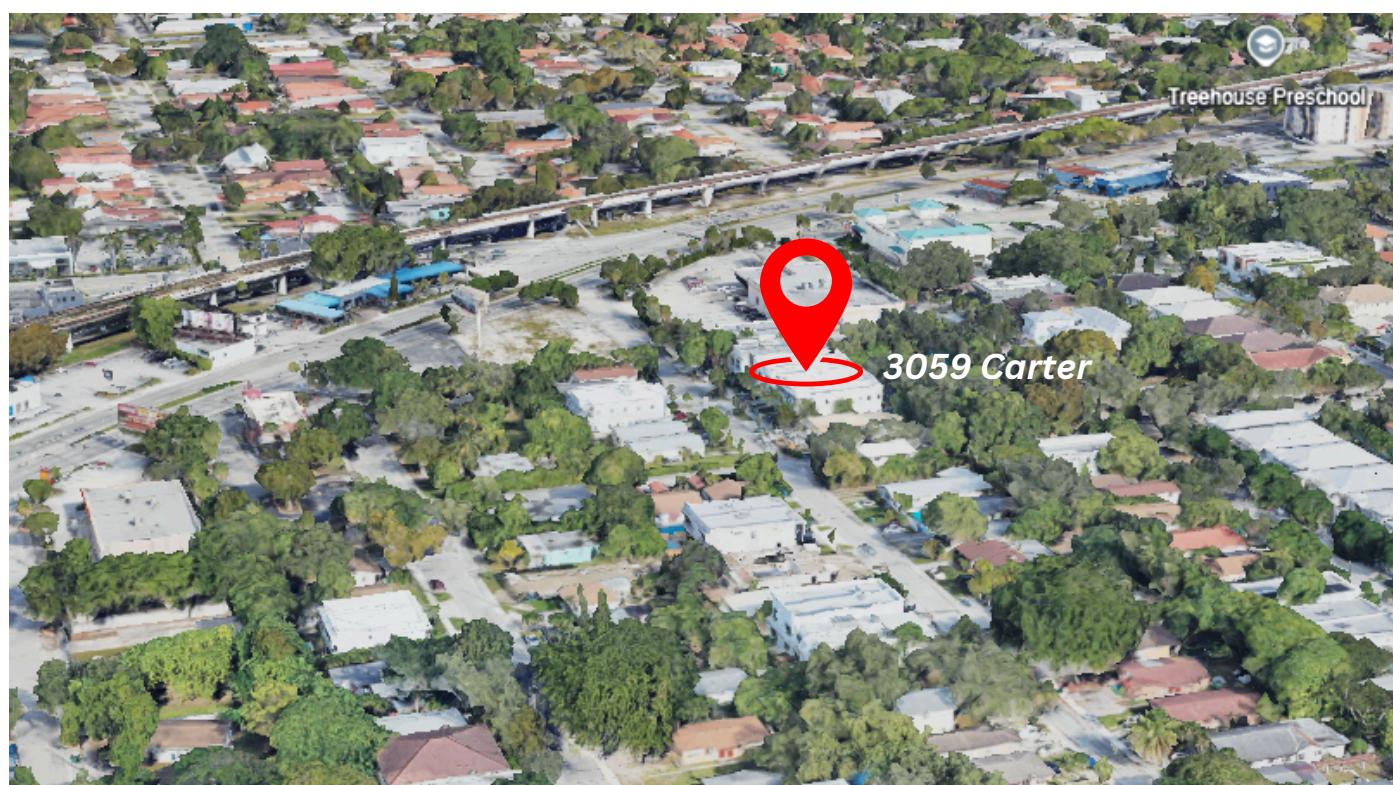
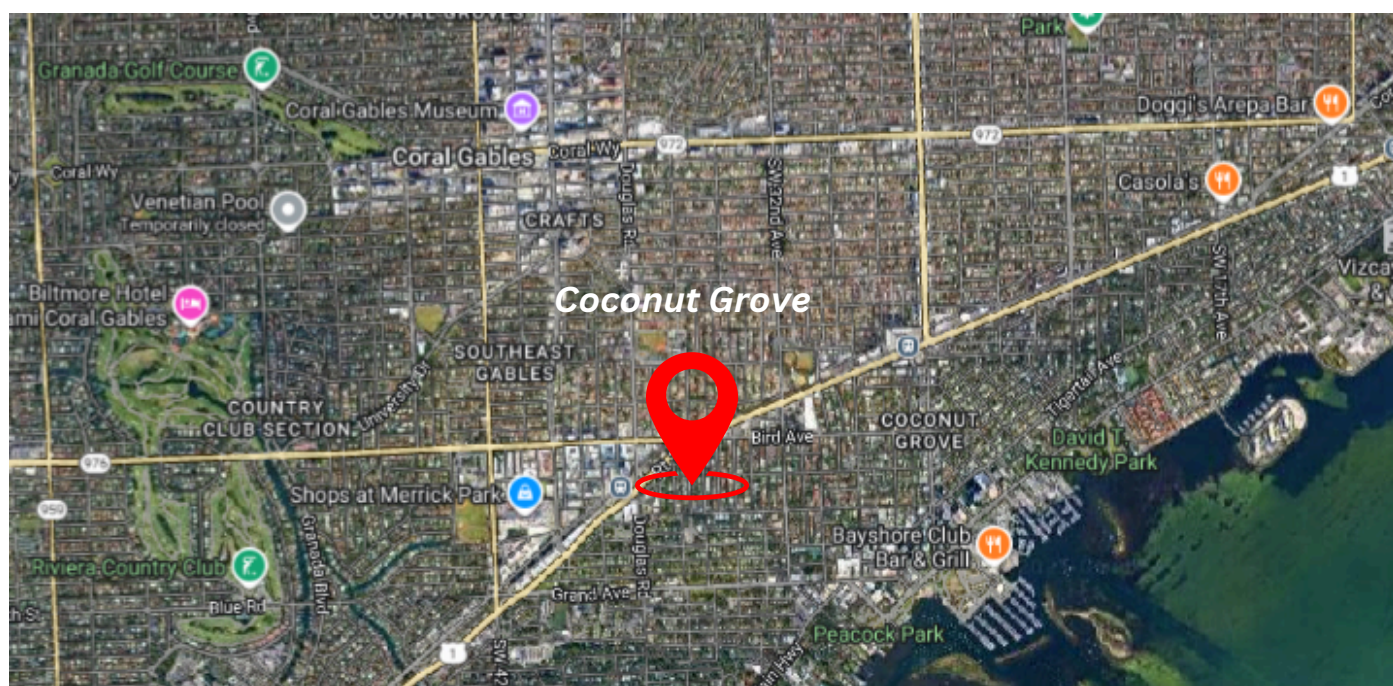
📍 2950 Coconut Grove Dr, Coral Gables, FL 33134
Approximately 1 mile

For flight/ferry info visit: www.exumaexclusives.com/getting-to-exuma For rental car info visit: www.exumaexclusives.com/services



Coconut Grove Location

[Link to Google Pin](#)



Coconut Grove Directions

Leave Miami International Airport (MIA) towards Coconut Grove

Miami International Airport (Airport Code MIA) has direct flights from major cities around the world. It serves as a key hub for domestic and international travel. The airlines that frequently operate flights to and from MIA include American Airlines, Delta, United, Southwest, JetBlue, Spirit, and international carriers such as British Airways, Lufthansa, and LATAM.

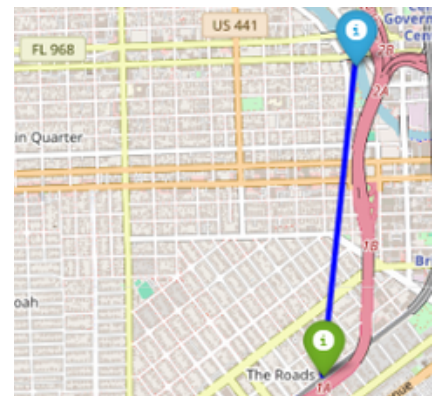


📍 Google Maps Link:

https://sandbox.openai.com/mnt/data/leave_mia.html

Follow US-1 South for approximately 10 minutes

Stay on US-1 South and continue for about 5 miles. You will pass through Coral Gables and approach SW 27th Ave.



📍 Google Maps Link:

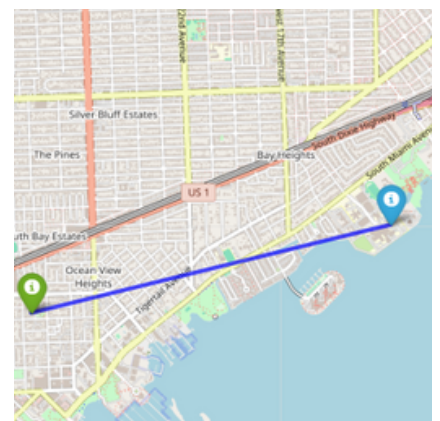
https://sandbox.openai.com/mnt/data/follow_us1.html

Arriving in Coconut Grove

Once you pass Grand Ave, you are officially in Coconut Grove. You will find CocoWalk, parks, marinas, and restaurants in the area. If you need to park, follow signs for public parking lots nearby.

📍 Google Maps Link:

https://sandbox.openai.com/mnt/data/updated_arriving_coconut_grove.html



Home Supplies & Packing

Home supplies & amenities you can expect

- Linens, washroom towels and beach towels
- Basic first aid supplies
- Portable beach loungers - please keep out of water to prevent rust
- Small appliances (e.g. hair dryer, toaster, coffeemaker)
- Washer and Dryer combo (for guest use)
- Kitchen stocked with necessities (utensils, cookware & basic spices).
- Water equipment such as life jackets, snorkel gear, kayaks & paddles.
- Basic set of board games
- Air conditioning units

Although we attempt to keep our home stocked with all the items above, we cannot give a 100% guarantee that everything will be available. Occasionally, items go missing or break. If you notice that anything is missing upon your arrival, we would appreciate that you let us know so we can replace it promptly!

Packing suggestions

- If you are travelling with many young children, we recommend bringing appropriately sized life jackets and snorkel equipment as our supply may be limited.
- If you plan to cook, consider bringing your favorite snacks, specialty spices, and coffee for convenience.
- If you plan to explore, pack hiking shoes, sunglasses, hats, and a backpack.

If you have any questions about the contents of the home, please reach out to us directly or visit the home's listing on our website at: www.soluhomes.com

Check-Out Instructions

Prior to leaving the home, we would appreciate if you and your guests would follow the checklist below:

- ☐ Take out the trash & place it in the green trash bin outside
- ☐ Load all dirty dishes into the dishwasher
- ☐ Turn off all lights before leaving
- ☐ Set the A/C thermostat to 75°F
- ☐ Close all windows and lock the front and back doors
- ☐ Report any damage, breakages, or missing items
- ☐ Return any moved furniture to its original position.
- ☐ Send us a message via the app to confirm your check-out
- ☐ Check safes for any belongings and leave it unlocked
- ☐ Notify hosts of any damage
- ☐ Ensure all doors are locked
- ☐ Leave a review about your stay on your respective booking channel
- ☐ Contact Lux At The Grove to book your next trip!
- ☐ The gate clicker will be in the binder and **MUST** be returned to its place when checking out. Please note that there will be a \$200 charge if it is lost during your stay. **YOU MUST** place the clicker back into the binder where you found it.

If you have any questions about the contents of the home, please reach out to us directly or visit the home's listing on our website at: www.soluhomes.com

Other Info and Tips

- ◆ **Traffic & Airport Timing** – If you're heading to Miami International Airport (MIA), allow at least 30-45 minutes for travel, especially during rush hour (7-9 AM & 4-7 PM).
- ◆ **Nearby Gas Stations** – If you need to refuel a rental car, the nearest gas stations are Shell (SW 27th Ave & US-1) and Chevron (Grand Ave & SW 32nd Ave).
- ◆ **Rideshare & Taxi Services** – Uber & Lyft are widely available in Coconut Grove. If you need a taxi, call Yellow Cab Miami at (305) 444-4444.
- ◆ **Where to Store Luggage** – If you have a late flight and need a luggage storage option, check out Bounce Luggage Storage or Luggage Hero locations nearby.

We hope you enjoyed your stay in Coconut Grove and look forward to welcoming you again! Safe travels! 🌴🌴🌴

Home Review Guide

As you may know, vacation rentals rely heavily on 5-star reviews to succeed and stay relevant. Anything under a 5-star is quite detrimental. Therefore, we have added a guide below that showcases what each rating level is interpreted as by channels such as Airbnb and VRBO. We hope that if you enjoyed your stay, you will leave a 5- star review. If you feel as though your stay is not 5-star worthy, please contact us immediately so we can do our best to make it right.

★★★★★ - "Perfection may not exist, but we were happy with our stay!"

★★★★☆ - "Several issues remained unresolved."

★★★☆☆ - "Several major issues made our stay unenjoyable"

★★☆☆☆ - "This listing should be closed down"

★☆☆☆☆ - "Put the host in jail, immediately"

Safety and Links

Police Department:

Emergency: Dial 911 for immediate assistance.

Non-Emergency: For non-urgent matters, contact the Miami Police Department at (305) 579-6111.

Fire Department:

City of Miami Fire Station 8:
(305) 569-3908
2975 Oak Ave, Coconut Grove, FL 33133.

Medical Facilities:

South Miami Hospital
(786) 662-4000
6200 SW 73 Street, South Miami, Florida 33143

Florida Power & Light (FPL)

Report Power Outages: 1-800-4-OUTAGE or visit [FPL Power Tracker](#)

City of Miami Services:

Miami-Dade County Animal Services
(305) 696-0800

Miami International Airport (MIA):

Information Phone: (305) 876-7000

Website: www.miami-airport.com

Public Transportation:

Metro-Mover: [Metro-Mover Information](#)

Metro-Rail: [Metro-Rail Information](#)

City of Miami Trolley: [Trolley Routes and Schedules](#)

Coconut Grove Community Resource Center:

(305) 446-3311

3750 South Dixie HWY, Miami, FL 33133

House Rules

- ☐ The driveway is gated. The gate control is inside the house. Press the gate button once to close and open the gate. It's slow but will close.
- ☐ Make sure to lock the door when leaving by pressing the # key for 2 seconds.
- ☐ No eating inside the rooms.
- ☐ No vaping or smoking of any kind inside the house.
- ☐ No parties or events.
- ☐ No glass in the pool/patio area.
- ☐ Throw away all opened food and remove everything from the refrigerator before checking out.
- ☐ Turn off all lights before leaving, including pool lights

FAQs – General

1. Where can I park my car?

You may park in the driveway or inside the garage. Guests should avoid blocking neighbors' driveways and instead park in front of the post office if additional parking is needed.

2. Can I eat anywhere in the house?

To maintain cleanliness, please eat only in designated areas and avoid eating in the bedrooms to prevent spills and stains on furniture.

3. Are there any pool rules?

- *No glassware, containers, or eating inside the pool to prevent injuries.*
- *Do not walk along the backside/fountain of the pool for safety reasons.*
- *The pool fountain is on a timer, so there is no need to adjust it.*

4. What are the noise restrictions?

- *Please keep noise levels low, especially during late hours.*
- *Excessive noise is not allowed between 11 PM and 7 AM, Monday to Sunday.*

5. Can I have visitors during my stay?

Only registered guests from your booking are allowed to stay overnight.

6. Can I host a party or event?

- *No parties are allowed.*
- *Family events must be disclosed and should not include wall decorations or confetti.*
- *If you plan to have outside guests, prior disclosure and a \$250 event fee are required.*

FAQs – General

7. What is the smoking and drug policy?

- *This is a strictly non-smoking and drug-free property.*
- *Violations will result in fines and potential removal from the property. Guests will also be responsible for the cost of additional cleaning services.*

8. What should I do if something gets damaged?

Please report any damage immediately so we can assess and arrange repairs. Guests may be responsible for repair or replacement costs.

9. How do I ensure safety and security during my stay?

- *Lock all doors and windows before leaving.*
- *Press and hold the “#” key for 2 seconds to lock the house when exiting.*

10. What are the check-out procedures?

- *Check-out is strictly at 11 AM to allow cleaning for the next guest.*
- *Unauthorized late check-outs may incur penalties.*
- *Requests for late check-outs must be approved at least 48 hours in advance and are not guaranteed.*

11. Who should I contact in case of an emergency?

- *For immediate concerns, contact us via Airbnb Messenger or call (786) 659-1479.*
- *For medical emergencies, dial 911.*

12. Can I bring my pet?

Pets are allowed only with prior owner authorization and payment of a pet fee.

13. What are the pet rules?

- *Crate your pets during the day to prevent damage.*
- *Keep pets off furniture and bedding.*
- *Use doggie bags for waste and dispose of them properly.*
- *Bathe pets using the front hose (not indoor showers or the pool area).*
- *Bring your own pet towels (house linens and towels are not for pet use).*

Things to Do



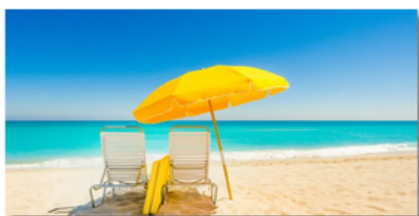
Vizcaya Museum and Gardens

Built in 1916 as a winter retreat, this lavish vi la is a tribute to the Italian Renaissance. The museum contains much of the original furnishings and artwork, and is surrounded by lush, formal gardens



Wynwood Walls

Built in 1916 as a winter retreat, this lavish vi la is a tribute to the Italian Renaissance. The museum contains much of the original furnishings and artwork, and is surrounded by lush, formal gardens



Miami Beach - Lincoln Road

Experience the Vibrant Energy of Miami Beach – Lincoln Road! A pedestrian-friendly hotspot with the best dining, shopping, and cultural experiences in the heart of the city



Miami Design District

It is a neighborhood dedicated to innovative fashion, design, architecture and dining experiences



Vizcaya Museum and Gardens

Zoo Miami today occupies almost 750 acres, and is home to more than 3,000 animals representing over 500 different species. Of this population, more than 40 species are classified as endangered.

Where to Eat



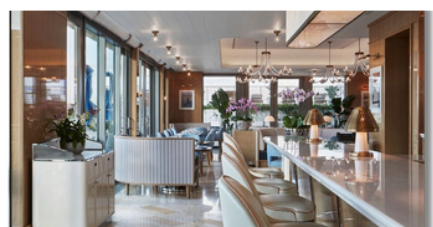
Ariete

A Michelin-starred restaurant by Chef Michael Beltran, offering innovative American cuisine with Cuban influences. The menu changes seasonally, featuring dishes like pastrami-style short rib.



Taurus Beer & Whiskey House

A historic bar known for its extensive selection of beers and whiskeys, complemented by a menu of hearty bar bites. The cozy atmosphere makes it a favorite among locals.



Bellini Bar at Mr. C Miami Coconut Grove

An elegant bar offering a sophisticated atmosphere with a menu of classic and innovative cocktails, along with an extensive wine list. Perfect for a refined evening out.



Monty's Coconut Grove

A waterfront staple offering fresh seafood, tropical cocktails, and live music. Its relaxed atmosphere and scenic views make it a popular spot for both locals and visitors.



Glass & Vine

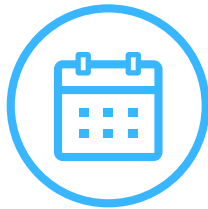
Nestled in a lush park setting, this restaurant offers a charming atmosphere with beautiful outdoor views. The menu features a variety of dishes, including chicken, meats, and seafood.

Social Media

Be sure to follow us on our social media channels below to stay in touch! We do our best to keep our network involved and up to date with items such as:



New Homes &
Villas



Last Minute
Vacancies



New
Experiences



New
Experiences



www.soluhomes.com

Book Direct & Save More

Your Dream Vacation Awaits!

Book direct and save more on your next getaway! Skip the extra fees and enjoy exclusive perks when you reserve through our website. 🌴🌟

Stay Connected with Us!

<https://www.facebook.com/LuxGroveVilla>



SHARE YOUR EXPERIENCE

We absolutely love when our guests share moments of their stay with us! Whether it be an excursion to see the pigs, a big family dinner, or a big catch on a fishing trip, we want to hear about it! If you have any stories, pictures, or videos that you would be interested in sharing – please email us at info@luxgrovemanagement.com, tag us on Facebook, or send to 786-659-1479. Thank you!

Thank you for staying
with us!