

Dear Majestic Beach Towers Owners:

Spring Break 2010 is about to begin. This year, the bulk of school systems will celebrate Spring Break between March 8th and April 11th.

As we head full steam into Spring Break season, I would like to remind all owners that this has historically been the most challenging time of the year for Majestic Beach Towers. Perhaps with the exception of July 4th, Spring Break is our busiest season.

During Spring Break, our visitors range from families with small children to college students and even high school students out to have a good time. The latter two groups pose particular challenges for our management and staff.

While we understand and embrace the desire of spring breakers to enjoy themselves, our staff is charged with maintaining order, as well as with keeping the property clean and in working order. This is a daunting task whenever the buildings are full, and can quickly become unmanageable when guest behavior gets out of hand.

In preparation for Spring Break, we had several meetings with the Association's security provider and with Association management staff. We are doing our best to lay the groundwork for a safe and fun season. We have authorized security and staff to take whatever steps as may be reasonably necessary to maintain order, enhance safety, and protect our property.

But, they cannot accomplish these tasks without the help and support of our unit owners. At any given time, there are a maximum of 8 security officers onsite, and 8-10 staff members. But, there can be well over 2,000 people on the property! Needless to say, we are vastly outnumbered. Therefore, we request the assistance of all owners in making sure that your rental guests (and your rental management company), family, and friends who occupy your units understand that they will be held financially responsible for any damage to Association property, and that unruly behavior can lead to encounters with building security and/or the police, and can lead to eviction.

Over the years, the chief complaint during Spring Break at Majestic has been about crowd control. While we do not wish to inconvenience owners, their families, friends, and rental guests, we must keep out those who have no business at Majestic. Accordingly, we have implemented some new security procedures this year to keep out those who do not belong there. Please read

this carefully so that you and your guests will not be surprised or inconvenienced by the new procedures:

- **Uniformed Security personnel will be posted in the lobbies of both buildings 24 hours per day during Spring Break. Access to both Majestic I and Majestic II by all individuals, regardless of age, will be granted only to those individuals who display Majestic Beach Resort wristbands, Majestic Door Key Cars, or Majestic Owner Cards.**
- **Wristbands may be acquired from the Owner Services office, which is located on the 4th floor of the Majestic Activities Building. The Owner Services office is open from 8:00 AM to 11:00 AM and from 1:00 PM to 5:00 PM seven days per week. If you plan to arrive after 5:00 PM and will need wristbands, please make prior arrangements with Owner Services to mail them to you prior to departing home, or to leave wristbands for you at the security office in Tower I. The telephone number for Owner Services is 850-563-1017.**
- **All exterior doors and the elevators in both buildings will be electronically locked every night during Spring Break between the hours of 10:00 PM and 6:00 AM. There are card readers located next to each elevator and exterior entry door. A key card will be required to enter the elevators and from the outside during this time period.**
- **Guards will be posted at strategic areas around the resort. Inappropriate behavior will be dealt with accordingly.**
- **Wristbands can be obtained for \$1.25 each.**

- **Key cards can be obtained for \$2.00 each. If your entry door contains a Nexus or a Timelox entry lock, your key card that opens your entry door should also open the exterior doors and elevators to your building. If you have any problems using your card, Owner Services can re-code your existing key card to work. If you have any doubt as to whether your key card will work, please be sure to arrive before 10:00 PM so that you can access the buildings and elevators without needing a key card.**
- **The onsite rental management agency is aware of and prepared for these procedures. Additionally, Owner Services has contacted all rental management companies that are listed in Owner Services' records to let them know of these procedures in order that they can properly advise and equip their rental guests. However, it is likely that there are rental managers currently operating in the buildings who have not been contacted because they are not in our records, and even more likely that some of them have not spread the word to their guests. We would appreciate it if you would contact your rental management company to make sure that they are aware of these new procedures so that your rental guests are not inconvenienced.**
- **If you manage your own rentals, please be sure to equip your guests with armbands and key cards so that the process will go smoothly.**

Most of the Spring Break problems that we have experienced in the past have come from underage renters, and by large groups occupying individual units. These problems include large noisy parties both in units and on Association property, dropping objects from balconies, leaving trash everywhere, throwing objects into the pools, and a myriad of others.

There are approximately 20 rental management companies currently managing rental units at Majestic. Plus, there are many units rented directly by unit owners through Vacation Rentals By Owner (VRBO) and other on-line services. The on-site

rental management company manages just over one-half of the units at Majestic. So, as you can see, rental guests and owner guests are coming from many different sources.

There is no single standard for rental policies at Majestic. Even if there were a single standard, it would be impossible to enforce. This is why we need your help.

As an example of what policies that we recommend that you adopt for your rentals, the on-site rental management company enforces a strict policy whereby they will not rent to persons under the age of 25. They inform prospective guests of this policy at the time that the reservation is made, and then check picture IDs at time of check-in. Guests unable to provide IDs proving that they are at least 25 are turned away.

Additionally, the on-site rental management program enforces the following Maximum Occupancy Standards:

Studio Unit: 2 People
Deluxe Studio Unit: 4 people.
One Bedroom Unit: 4 people
Two Bedroom Unit: 6 people
Three Bedroom Unit: 8 people
Four Bedroom Unit: 10 people

If a unit is found to be in violation of maximum occupancy guidelines the registered guest is contacted and advised that the unit has exceeded the maximum occupancy limits and must conform to the unit limits immediately, or face eviction.

If any type of complaint is received, security is sent to the room to investigate. If the unit is managed through the on-site rental program, problems are generally handled by the on-site rental management staff. However, if the unit is not rented through the on-site staff, the unit owner will be contacted and asked for approval to deal with the situation.

Unfortunately your Association does not have the power to enforce these rules in all units, and the on-site rental management company can only oversee units enrolled in its rental program. That is why we need your help. We understand that times are tight and that unit owners need every rental dollar that they can generate. However, no rental is worth your unit being trashed or Association property being destroyed. Therefore, we respectfully request that you take whatever measures may be necessary to ensure that your unit is rented to responsible people who will respect your unit as well as the Association's property.

We are fortunate to have a very dedicated staff at Majestic, and they work very hard to keep the property in good condition. But, when it gets too wild, they cannot clean up as fast as things get messed up. After all, this is your property. You ultimately have to pay for its upkeep and repair. Please help us to help you by keeping tight control over your rentals and owner guests, and if we do have to call you to request permission to deal with a problem guest, we ask that you grant us immediate authority to deal with the problem.

Please rest assured that the Association by no means intends to interfere with your rentals or to limit fun. But, our job is to always keep the property in the condition that you would expect to find it whenever you visit your unit...even when it is busy.

Thank you, in advance, for your prompt and continuing attention to these important matters in order to ensure a fun and profitable Spring Break for all.

Sincerely,

Jimmy Lewis
President
Majestic Beach Resort Community Association, Inc.

P.S. - Should you have any questions or concerns, please contact:

Glenda Stephens, Association Manager

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or

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