

MARINA VILLAGE MARINA – Key Policies

Last update 2/18/14

- 1) Maximum 2 active keys for **permanent tenants**.
 - a. Permanent tenants cannot ever have more than 2 active keys, unless they pay for one that has been lost.

- 2) Maximum 2 active keys for **long term guests** (stay of 14 – 30 days). Cash key deposits only.
 - a. Long term guests cannot ever have more than 2 active keys, unless they pay for one that has been lost.

- 3) Maximum 1 active key for **short term guests** (stay of 1 - 13 days). Cash key deposit only.

- 4) Lost keys for guests will result in depositing prepaid cash or charging the card on file.

- 5) Guests must return keys within 72 hours of vacating their slip, or the key(s) will be considered lost and subject to a \$40 charge (via above criteria). An invoice will be sent to guests that do not return keys.

- 6) Permanent tenants requesting more than 2 active keys will need to submit an email request, and the request will be submitted with the appropriate form to the GM for approval.
 - a. Submitting an email request does not guarantee approval for any additional keys.

- 7) Permanent tenants and long term guests requesting additional dock access (excluding access to the kayak/dinghy storage rack) will need to submit an email request, and the request will be submitted with the appropriate form to the GM for approval.
 - a. Submitting an email request does not guarantee approval for access to any additional docks.

- 8) Vendors requesting a key on behalf of tenants will need to have the tenant submit an email request, and the request will be submitted with the appropriate form to the GM for approval.
 - a. Submitting an email request does not guarantee approval for access to any additional docks, or approval for the tenant to buy another key (based on above criteria).

- 9) Vendors can no longer purchase keys. Vendors returning broken keys pre-purchased will be unable to purchase a new key, and be subject to standard sign-in vendor procedures. (*Note: vendor hours are from 8:00AM to 4:30PM, Mon-Fri.*)

- 10) Broken keys returned to the office (for verification that they are broken) can be replaced at no extra charge.

- 11) All keys are subject to a \$40 deposit, by either cash or credit card for guests, or various methods in the case of permanent tenants.

- 12) When a guest's key is returned and exchanged for their cash deposit, the tenant returning the key will need to sign off on the receipt.
 - a. The guest tenant (that we have a lease) with must pick up their cash deposit in person.
 - b. If someone other than the person we have a lease with asks to pick up their deposit, the tenant that we DO have a lease with must submit – in writing – an authorization stating who will be picking it up, and that they authorize us to release their cash deposit to that person.

- 13) Lost keys for permanent tenants will result in forfeiting their prepaid deposit, and a \$40 charge will be payable immediately (either by cash, CC, or billing to the account) for a new key.

- 14) All lost keys must be identified by key number, and will be deactivated prior to issuing a replacement key. The deactivated key will be left in the system so that we can still monitor attempted key usage.

- 15) If a tenant needs a loaner key for a brief period of time, they must leave a \$40 cash deposit. They will a receipt dated for the dates in question (Example: Deposit, key 242, 2/14/14 – 2/17/14). The key will be deactivated on the specified date so they will have to return it (also to pick up their cash/sign off on return receipt).

- 16) No refunds will be issued for keys returned after an account has been closed out.