

PLEASE NOTE:

DURING THE COVID-19 PANDEMIC, ALL SERVICE INFORMATION IS SUBJECT TO CHANGE AT ANY TIME. WE ARE TRYING OUR BEST TO COMPLY WITH LOCAL REGULATIONS WHILE SERVING OUR GUESTS. THANK YOU FOR YOUR UNDERSTANDING.

ADA Facilities All public areas are wheelchair accessible. Should you require an ADA compliant room, reservations are best made beforehand.

Check-Out time is 12:00 pm noon. Should you require a late checkout or if you would like to extend your stay, contact the Front Desk prior to 12:00 pm noon to see if this can be arranged. Additional fees may apply.

Dry Cleaning You can find laundry bags and forms in your closet. Laundry must be turned in to Front Desk before 9:00 am for same day service (will be returned after 7:00 pm). Please note that this service is only available Monday-Friday.

Front Desk Our team can assist you with the following services: ADA assistance, baby cribs, cashier (Traveler Checks up to \$100 per day, per room), dry cleaning, housekeeping services, late checkout availability, lost & found, mail, maintenance, parking and wake-up calls. Dial 0 for assistance.

Green Initiatives Circa 39 Hotel has been recognized with a 2 Palm designation from the State of Florida's Green Lodging Program. Join us in our green efforts by reducing, reusing and recycling containers, bags and paper goods, and conserving energy and water during your stay. Please refer to the "Think Green" information in your bathroom for other ways to make your stay a green one.

Hotel Fee The daily hotel fee includes: use of the fitness room, use of beach lounges, pool + beach towels, WIFI and local calls (305 and 786 area codes only).

Ice Machines are available on each floor in the main building.

Internet WIFI access via your personal laptop is included in your daily hotel fee and is available throughout the hotel.

Parking Our private self-parking lot is located across from the hotel on 39th Street. A daily parking fee applies unless noted otherwise in your reservation confirmation. The Front Desk will provide you with a pass to be displayed on your dashboard. Failure to display the pass may result in your car being towed.

AMENITIES

IN-ROOM

Alarm Clock provided for your convenience. Wake-up calls can be scheduled through our Front Desk.

Bathrobes If you require a bathrobe or would like to purchase a new one, please contact the Front Desk.

Hair Dryer available for your convenience in your room, inside the closet.

Housekeeping will be provided on a daily basis, unless guests opt out at the Front Desk or display their "Shhh" do-not-disturb sign at the door. If you wish to schedule a specific time or should you require additional linens, toiletries or trash removal, please call the front desk.

Iron and ironing board are located in the closet.

Phone & Messages Your phone is equipped with a message system. Please dial #611 to listen to your messages. Dialing instructions can be found on your in-room Telephone Service Card.

Refrigerator located in your closet. Please ensure that you remove all food & drinks upon your departure.

Safe is provided for the protection of your personal belongings. Please leave the safe door open upon departure. Instructions on how to use it can be found on the safe.

Towels for the pool & beach are available inside the closet. Please note that if towels are missing from the rooms upon checkout, \$35 per towel will be charged to your room. Please do not take your white bathroom towels to the pool or beach.

TV A Channel list can be found on the TV Guide Card.

Water Two containers of environmental-friendly boxed water are available daily for purchase in your room.

HOTEL

Beach Services Lounge chairs (usage included in the daily hotel fee) are available for our guests in a specific beach area near 39th street. Umbrellas are available for rent. Please note that there is no lifeguard on duty so please swim safely.

Fitness Room is located in the main building basement and is currently open for 2 persons at the same time. You may make reservations at the front desk. Please note that guests under the age of 16 are not allowed in the gym.

Open from 6:00 am – 11:00 pm.

Pool loungers & poolside seating arrangements are available for your enjoyment. Enjoy drinks with your friends and family, or just lay back, relax, and breathe...you're here to enjoy. Please be careful, there is NO lifeguard on duty.

Pool closes at 8:00 pm as per County ordinance.

Spa & Beauty Salon Exclusive discounts are available at The Palms Aveda Spa which features holistic treatments and rituals designed to deliver a highly personalized experience. It provides a series of multi-purpose rooms and an indoor/outdoor relaxation area with steam room, poolside treatment cabanas and beauty salon. Spa guests have direct access to the hotel's tropical gardens, pool and beach area. For appointments call The Palms Spa or our Concierge.

The Palms Aveda Spa

3025 Collins Avenue - 305.908.5460

Open: Weekdays 11:00 am – 6:00 pm

Weekends 10:00 am – 7:00 pm

FOOD & DRINK

BREAKFAST

We are serving a complimentary grab & go breakfast in the morning, which includes coffee or tea, choice of water, orange juice or apple juice, a croissant and a whole fruit. Breakfast bags can be picked up from Wunderbar from **7:00 am to 11:00 am daily**. Due to CDC regulations, we currently cannot serve our regular buffet.

WUNDERBAR

Our quirky lobby bar serves cocktail favorites, beers and wines from around the world, with a focus on rum. You may take your drinks to the pool deck if ordered in a plastic to-go cup. Service hours may be extended according to business levels. **Regular hours are 11:00 am to 8:30 pm.**

JULES KITCHEN

Our front porch café welcomes you with feel-good food from far-flung places, including hearty all-day café selections, tapas-style small plates, healthy salads, delicious burgers, fresh sandwiches and signature Jules Kitchen mains. **Open: Daily, 11 am - 6 pm**

MEETINGS & EVENTS

We offer an intimate location for small business groups or social events looking for original style and personality, quality and service. Two meeting rooms for 18 and 30 attendees respectively offer creative and bright spaces while our lushly landscaped pool deck and our tranquil courtyard provide “Miami Style” options for break-outs, meals, cocktails and events. Our catering department can provide a custom menu - from a simple BBQ to a meeting luncheon or a plated dinner. Our business services further include high-speed wireless internet access, AV rental, event production coordination, as well as destination management services.

For larger Group Events & Catering, The Palms Hotel & Spa offers a variety of elegant ballrooms and outdoor group dining spaces, and can cater to vibrant celebrations of all types whether you are looking to host an intimate private family dinner or a corporate meeting event.

Please contact our Group Sales Team at extension 5476 or email sales@thepalmshotel.com.

SAFETY & SECURITY

Your safety and the security of your personal belongings are of our utmost concern. We ask you to take advantage of the following suggestions:

Admittance Do not admit persons to your room without first making identification. Use the “peep hole” in your door before opening it. Hotel personnel have strict procedures to follow in entering guest rooms. If there is any doubt about the person’s true identity, please contact the Front Desk at extension 0. The hotel does not give guest information regarding room numbers and does not permit entry to rooms for any reason by other than registered guests.

Safes Please refer to the “Safe” section under “Amenities”.

Keys Safeguard your door key. Do not leave it in your room. Do not give your keys to others. For security reasons, your room number is not visible on the room key. Nonetheless, please report to the Front Desk in case you lose or misplace a room key.

Fire Safety In case of fire, do not use the elevator!!! For your safety, Circa 39 suggests that you familiarize yourself with the location of the nearest fire exit stairway and with the correct procedures in case there is a fire. In the unlikely event of a fire, please act immediately when you hear the fire alarm:

If the fire is inside your room Leave your room and close the door. Call the Front Desk or pull the fire alarm.

If the fire is not in your room Test the entrance door carefully with your hand for heat before opening!

If the door is HOT:

- Do not open the door! Phone for help.
- Fill sink with water and seal cracks with wet towels.
- Cover your face with wet towels and wait for help.

If the door is COOL:

- Take your room key.
- Open the door slowly.
- Walk to the nearest stairway.

If exiting down is unsafe, return to your room and follow above instructions for “If the Door is HOT”.

If hall is smoky, stay low.