



Welcome to Paradise!

Welcome to “total well-being, inspired by nature” at The Palms Hotel & Spa!

Thank you for choosing our tropical sanctuary for your stay in Miami Beach. The Palms Hotel & Spa strives to create an experience of total well-being, inspired by nature: Feeding your body with premium, sustainably and locally sourced foods and beverages. Soothing your mind & soul in a sophisticated yet relaxing ambiance in harmony with the tropics. Re-balancing and rejuvenating your whole self with holistic **spa services** and **wellness activities**. Feeling genuinely well taken care of while away from home - whether for business or pleasure.

Our operating values are inspired by the thought of lessening our **impact on the environment**, leading a healthy and wholesome lifestyle, and finding meaningful ways to **help in our community**. Feeling good about yourself, how you treat others and the environment - that's what it's all about for us: Total well-being, inspired by nature.

We hope that you are enjoying your stay! Feedback questionnaires are available at the Front Desk. We would also love to read about your feedback on TripAdvisor. Thank you for your input!

To receive up-to-date news and offers, please like us on **Facebook** facebook.com/thepalmshotel and **Instagram** @PalmsHotelMiami or follow us on **Twitter** @PalmsCircaMIA.

**PLEASE NOTE:
DURING THE COVID-19 PANDEMIC, ALL INFORMATION IS SUBJECT TO CHANGE.
PLEASE CALL THE FRONT DESK FOR THE MOST UPDATED INFORMATION.**

As of: September 2020



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Inspired by Nature |



SERVICES, FACILITIES AND POLICIES

At Your Service

Please dial extension 5409

Our **At Your Service - AYS - Department** handles any special requests or questions you may have, including but not limited to:

- ADA Facility Questions
- Baby Crib Requests
- Baggage Service
- Bathrobe and Pillow Requests
- Business Center Facilities
- Dry Cleaning and Laundry
- Ironing Service Requests
- Housekeeping Service Requests
- Late Check-Out Requests
- Mail and Package Handling
- Maintenance Requests
- Technology Questions

Concierge

Please dial extension 5468

Our experienced **Concierge Team** is available to assist you with information on activities in and around Miami.

Please contact them for:

- Restaurant reservations
- Sightseeing suggestions
- Tour arrangements
- Airline information
- Boat excursions
- Sporting event tickets
- Car rentals
- Babysitting services, and more...

Hotel Services

Please dial extension 5409

ATM

A cash machine is located on the Spa Level.

ADA Facilities

All public areas are wheelchair accessible. Should you require an ADA compliant room, reservations are best made beforehand. ADA equipment is also available for use; please contact At Your Service x5409 for assistance.



Baggage Service

Storage and handling services are available for your convenience. Please contact At Your Service x5409 for pricing.

Business Center

Our business center is located on the Spa Level and includes two computers with high-speed internet access, a color printer and laptop internet connection outlets. Please contact our At Your Service department at extension 5409 for any additional services or for assistance with any of the technology.

Dry Cleaning

Laundry bags and tickets are located in your closet. Laundry must be turned in to Housekeeping before 9:00am for same day service (same day service is returned after 7:00pm). Please call AYS x5409.

Gift Shop

Our Tropical Treasures Gift Shop offers unique gifts and beachwear, specialty coffees, baked goods, light snacks and fresh juices. Hours of Operation: Open daily varying times.

Housekeeping

Daily service is provided between 8:30am to 5:00pm. If you would like to have your room attended to at a specific time, please contact At Your Service x5409. To opt out of daily housekeeping service, please switch on your 'Do Not Disturb' door light.

Ice

Ice machines are available on all floors on the northern side of the hallways. If you would like to request ice delivered to your room, please contact Room Service x5485.

Internet

Resort-wide wireless internet access is included in your daily hotel fee and is available throughout the hotel by Sonifi Solutions via your personal wireless device. Using this service is simple:

1. You will need to use a WiFi compliant device
2. Go to your WIFI settings and connect to the network "Palms"
3. Launch your Internet Browser
4. Select the option "Registered Guest"
5. Enter your last name, your room number
6. For questions regarding the above Sonifi Solutions service, please contact them at 1-844-411-3481.

Guestroom Keys

Please return the keys to the Front Desk when checking out, as they are reusable.

Foreign Currency

At our Front Desk we exchange foreign currency and traveler checks up to \$100.00 per day, per room.

Front Desk

Dial 277/278 to speak to a member of our Front Desk staff.

Lost & Found

Please contact our Security Department x5430.



Mail

Outgoing mail can be dropped off at the Front Desk. Stamps can be purchased at the Gift Shop. UPS/FedEx outgoing parcels must be arranged by guest for courier pickup, the Hotel is not responsible for associated service fees. Please contact our Concierge for additional assistance.

Maintenance

Please contact AYS x5409 for maintenance requests.

Operator

Dial 0 for assistance.

Packages

We are pleased to accept packages for our guests. There will be an additional package handling fee, per package, applied to your final bill. For current pricing please contact AYS x5409. Please be sure to have the sender include the name of the registered guest with the arrival date.

Pool/Beach Services

Beach lounge chairs and umbrellas are available for our guests. A beach/pool attendant is available to assist you with your needs. Please note that there is no lifeguard on duty so please swim safely.

Scales

To weigh your luggage, please bring it to the Bellman Stand where a special luggage scale is located.

Towels

Pool and beach towels are available in the garden.

Valet Parking

Valet parking is available for a fee. Please contact valet parking at extension x227 for day and overnight rates. Hybrid vehicles receive a 20% discount on valet parking.

Wake-up Calls

Please contact the Hotel Operator (dial 0) if you would like to request a wake-up call or refer to the alarm feature on your alarm clock or TV.

Hotel Policies**Check-Out**

Check-out time is 11:00am. A late check-out may be available at a fee. Please contact At Your Service x5409 for availability and pricing.

Credit Cards

All major credit cards are accepted.

Hotel Fee

A daily hotel fee is charged per day, per room for resort-wide wireless internet access, fitness room access, beach chairs for all registered guests in your party, local dialing and toll-free calls, and daily newspaper in the lobby.



Pets

Sorry, we do not accommodate pets.

Pool & Beach Policies

Non-registered guests, pets, glass containers, coolers and outside food and beverages are prohibited on the pool deck and when using the hotel's beach installations. The use of Styrofoam coolers/ cups/plates as well as plastic straws are prohibited by law in Miami Beach. The playing of loud music from your own device is not allowed to ensure the well-being of all guests.

Taxes

A 14% tax will be added to your nightly room rate and hotel fee. This includes a 7% Florida Sales Tax, 3% City of Miami Beach Taxes, and 4% for Miami Dade County. There is a 9% tax added to all Food and Beverage sales, which includes the 7% Florida Sales Tax and a 2% City of Miami Beach Tax. Retail sales will have a 7% Florida Sales tax added.

In-Room Amenities**Baby Cribs**

Available free of charge. Please call x5409 if you require one.

Bathrobes

Bathrobes can be requested by dialing x5409.

Coffee/Tea Makers

A coffee/tea maker is currently not available.

Hair Dryer

Available in your bathroom or closet in a brown bag.

Iron/Ironing

All rooms are equipped with an iron and an ironing board for your convenience. One-hour express ironing service for up to two items of clothing (linen, cotton, cotton blend fabric only) is available. Please call AYS x5409 to take advantage of this service.

Mini Bar

The Mini Bar is currently not available.

Roll-Away Beds

Sorry, we do not provide roll-away beds.

Safe

Provided for the protection of your personal belongings. Please leave the safe door open upon departure.



Telephone

Room-to-room calls:

3-digit room numbers: dial 7 + room number

4-digit room numbers: dial room number

For local calls please dial: 9 + area code + number

For national calls please dial: 9 + 1 + area code + number

For international calls please dial: 9 + 011 + country code + area code + number

Television

Our TV's are powered by Sonifi services, offering Live TV, Google Chromecast Streaming, on-demand movies, music options and more. Please refer to the TV channel list by pressing GUIDE on hour remote control.

Windows

To ensure comfortable humidity levels and comply with our zero mold tolerance, as well as adhere to safety and security ordinances, our standard guest room windows do not open.

External Services**Bus Service**

Information on local buses is available by visiting www.miamidade.gov/transit or from our Concierge.

Car Rental

We work with several car rental agencies. Please contact our Concierge for car rental information.

Golf, Tennis & Other Sports

Many options are available. Contact Concierge x5468 for assistance.

Physician

Please contact our Concierge for a list of local hospitals and doctors.

Private Transportation

Private Transportation via limousine, town car or shuttle to the airport may be booked via the Concierge team. Taxis are located to the North side of the hotel on 31st street.



FOOD & DRINK

Essensia Bar

Please dial extension 243

Open Daily: 6:00pm–10:00pm.

Our laid-back lounge bar features an artisanal and **sustainable beverage menu**, including signature “**Essential Cocktails**” made with fresh fruit, herbs grown in our Organic Chef’s Garden, and organic or artisanal spirits. Our **All-Natural Wine List** is committed to being 100% sustainable or organic. A tasty gourmet bar menu is also available.

Essensia Restaurant

Please dial extension 5458

Breakfast 7:00am – 11:00am (a la carte breakfast menu only)

Lunch Closed

Brunch Closed

Dinner 6:00pm – 10:00pm. Limited Dinner Menu only.

Featuring a **Caribbean-style covered terrace**, a breezy poolside terrace, and an intimate dining room, Essensia delivers a **crave-worthy selection of natural and fresh dishes**.

For more information on Essensia Restaurant + Bar please visit our [website](#).

Tiki Bar

Please dial extension 229

Open Daily: 11:00am to 7:00pm

Located poolside, **The Tiki Bar** serves pool and beach-friendly cuisine and classic poolside drinks throughout the day. Take advantage of our “Cocktail of the Day” special, rotated daily from our cocktail list.

In-Room Dining

Please dial extension 5485

For selections, please refer to the online guide or the menu on your TV.

Hours of Operation:

Breakfast Menu: 7:00am–11:00am

All Day Menu: 11:00am–11:00pm



Group Events & Catering

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

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

Follow the links for more information on [Meetings](#) or [Weddings](#) at The Palms.

WELL-BEING

The Palms Aveda Spa

Please dial extension 5460

Open: Daily 11:00am – 6:00pm.

The Palms Spa, Miami Beach's premier Aveda luxury lifestyle spa, features highly personalized treatments influenced by Ayurvedic holistic philosophy. Facilities include several multi-purpose rooms, a duet suite, featuring an experience shower with light therapy, an indoor/outdoor relaxation area with steam room, poolside treatment cabanas, a beauty salon, and an Aveda retail area. Please refer to the online Spa menu.

For more information on The Palms Aveda Spa, please visit our [website](#).

Cabanas & Cabanitas

Please dial extension 5468 for pricing and reservations

Private **Tiki Cabanas** with personalized service and furnished with a double lounge chair, 32 inch LED TV, wireless internet as well as privacy curtains are located outside in our tropical garden and just steps from our pool.

Private **Beach Cabanitas** located in prime beach setting are also available for daily rentals.

Fitness Room

Open daily 24 hours

Available exclusively to hotel and spa guests, our fitness room features strength-training equipment, treadmills, elliptical cross trainers, a stationary bike and free weights. Located on the Spa Level, use of the facility is included in our daily hotel fee. Please note that children under the age of 16 are not allowed in the gym and that gym clothes and workout shoes are required. Please use your guestroom key to gain access to the fitness room.



Inspired by Nature Program

The Palms promotes green initiatives through a comprehensive “Inspired by Nature” Program that includes programs for reducing, re-using and recycling, quarterly beach clean-ups and an in-house Green Ambassador’s operational team. The hotel has a 3 Palm Florida Green Lodging designation, a Silver level TripAdvisor Green Leader award, and is one of the founding members of #plasticfreeemb, the City of Miami Beach’s eco-friendly program along with many other notable accreditations and awards.

For more details, please refer to the Sustainability section on our website. For suggestions, please email green@thepalmshotel.com.

‘Fill-A-Bucket’ Program

Daily during Beach Hut opening hours

This program enables guests to give back to the world we live in with a mini beach-cleanup of their own. Whereby they may pick up a bucket from our beach hut and collect trash and debris at their convenience.

SAFETY & SECURITY

COVID-19 Safety

DISTANCE: STAY AT LEAST 6FT (2M) APART FROM OTHERS

WEAR: A FACE MASK THAT COVERS YOUR NOSE AND MOUTH IN PUBLIC AREAS

WASH: YOUR HANDS OFTEN WITH SOAP AND WATER FOR AT LEAST 20 SECONDS

AVOID: TOUCHING EYES, MOUTH OR NOSE

COVER: YOUR COUGH OR SNEEZE WITH A TISSUE

SCAN: QR CODE USING YOUR MOBILE CAMERA FOR ONLINE INFO AND MENUS

General Safety

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: The hotel’s personnel has strict procedures when entering guest rooms. Prior to opening your door, please verify the identification of the individual through the “peep hole” in your door before admitting them into your room. If there is any doubt about the person’s true identity, please contact the Front Desk at extension 277 or 278.

Elevator Access: A valid key card is needed to access the elevators to the guest hallways. If you are expecting a visitor or delivery, please plan to meet them in the lobby.

Guest Information: The hotel does not provide guest information including room numbers and does not allow access to rooms by anyone other than the registered guests no matter what the reason may be.

Safes: Please use the safe in your room to store valuables during your stay.



Keys: Safeguard your 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.

Beach & Pool Safety Tips

In order to have an enjoyable, safe, and secure experience we would like to provide you with the following safety tips to help maintain a safe environment in and around the pool and beach area.

- Do not leave your belongings unattended at any time while at the pool or beach area.
- No glass around the pool area or in the pool at any time.
- Do not dive into the pool.
- Please be advised that there is no lifeguard on duty in the pool area. Also the hotel is not responsible for any lost or stolen items that were left unattended.
- Please refrain from using the pool, beach and garden areas during stormy conditions as lightning can be very dangerous.

Fire Safety

In case of fire, DO NOT use the elevators!

In the unlikely event of a fire, for your safety, the Palms Hotel & Spa suggests that you familiarize yourself with the location of the nearest fire exit stairway.

