

WELCOME TO ST. RAPHAEL

Policy Overview for Guests / Visitors / Renters

Management Office: The Management Office is open 8 a.m. to 5 p.m., Monday – Friday and 10 a.m. to 4 p.m. on Saturday. We also offer Sunday hours during season from Thanksgiving to Easter. The phone number to the office is 239-593-9611; fax number is 239-597-3684.

Gatehouse Hours and Entry: The gatehouse is staffed 24 hours a day, 7 days a week. Please contact the gatehouse at 239-597-2958 to communicate if you have visitors to allow them entry to the community. The gatehouse will call you when your visitors arrive.

Emergencies: Please contact the Gatehouse at 239-597-2958 or our after hours emergency service at 239-649-3006 if you have an emergency such as flood, lockout, etc. Please call 911 if it is a life and safety emergency such as a fire.

Front Desk / Office Check-In: Please stop by the front desk or management office to let us know you are here. We do track who is in the building in case of an emergency. We would be happy to offer a building tour of our common area facilities and orientation to all guests, visitors and renters. We are always happy to offer directions around Naples if you need assistance.

Smoke-Free Environment: All common areas of the building, including the garage, are a smoke-free environment. This also includes the guest suites and pool area.

Guest Suite Care: Bed linens are changed every three (3) days, and fresh towels, linens and other supplies are available from the front desk. Regular daily housekeeping is not available. If you need further assistance, please contact the front desk.

Rules and Regulations: We are happy to provide a full version of St. Raphael's Rules and Regulations to all guests, visitors and renters if the unit owner had not already done so.

Grand Salon and Lobby Areas: Proper attire is required on the 1st floor common area of this community. Proper attire shall be defined as to require shirts and shoes and shall exclude bathing suits, beach clothing, house slippers and housecoats. Access to the swimming pool area is through the parking garage and not the 1st floor lobby area.

Parking and Drives: Please contact the unit owner to obtain their parking space number(s). We can assist you with finding their spaces in the garage. There is also guest parking in front of the villas. There is no parking on the entrance ramp or in the entrance circle. There are three (3) spaces at the main entrance circle that have a two (2) hour parking limit. The speed limit on the property, including in the garage, is five (5) miles per hour. Vehicles may not **turn left** from the **NORTH** exit gate.

Pool and Spa Use: The main pool is open to all owners, renters, guests and visitors from dawn to dusk. There are not lifeguards on duty – swim at your own risk. The smaller pools located around the building are not for general use. These pools belong to specific units. No food or drinks are allowed within four (4) feet of the pool or spa. Glass is not allowed anywhere on the pool deck area. Children under 12 must have adult supervision in the pool / spa area. Entry to and from the pool / spa is through the garage only. Please dry off thoroughly before entering the elevators to prevent water from dripping on the marble floors.

Swim diapers must be used as needed, and should not be disposed of at the pool. If there is an "accident" in the pool or spa, management must be notified immediately so Health Department procedures can be followed. If the office is closed, please notify the security guard, who will then call the 24-hour emergency number. Any spills, messes or other **accidents** on the pool deck must be cleaned up immediately by a responsible adult. The use of sound or audio devices should be used with **earphones**.

Tennis Courts: Tennis courts may be reserved for 1 ½ hour intervals by use of a sign-up sheet that is kept in the mail room. Only unit owners or renters may sign up and at least one (1) owner or renter must be playing on a court with guests.

Health Club: No children under 13-years of age are permitted in the Health Club. Children between 13 and 18 years of age must have direct adult supervision. If people are waiting to use equipment, please adhere to a 30-minute time limit. Proper attire is required, including shoes and shirts. We also require that equipment be properly cleaned after usage using the supplies provided.

Billiard Room: Hours are 8 a.m. to 1 a.m. Please close the door to minimize noise in the lobby after 10 p.m. or if the Club Room (across the hall) is in use. Children under 15-years of age must be accompanied by an adult.

Grocery and Luggage Carts: Please return promptly to the garage where they were obtained after use.

Pets: No pets are allowed at anytime for guests, renters or visitors.

This is a condominium building where many make their home. Adherence to our rules and regulations will allow all owners, visitors, guests and renters to enjoy the wonderful amenities at St. Raphael.