GALLERY One

FORT LAUDERDALE

Independent Unit Owner / Operator Guide

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Upon the close of your Unit, it is crucial that you submit the following documents to complete your setup as a Unit Owner at the GALLERYOne Hotel. This process is not just a formality but a significant step in your journey as a Unit Owner, demonstrating your responsibility and involvement in the community.

- HUD-1 Settlement Statement (Closing Documents)
- Warranty Deed
- Credit Card to cover Monthly Shared Costs, Access fees, & Cleaning fees – This credit card will be used to charge you for your monthly shared costs, access fees, & cleaning services.
    - If you choose to pay your monthly shared costs by credit card, the Hotel will automatically process the charge on the 5th of each month. If the 5th of the month falls on a Holiday or weekend, then the charge will be processed on the next opened business day.
- Permitted Occupants List – Please refer to your condo docs, section 2.32
    - Units owned under a corporation must submit proof of Ownership (Limited Liability Operating Agreement, Bylaws, etc.).
    - Once submitted, the permitted occupant list cannot be changed, added to, or modified for one year.
    - To add permitted occupants, please fill out the applicable Permitted Occupants form and return to GalleryOne.OwnerRelations@Hilton.com. The Permitted Occupants form can be found in the Hotel's Building Link Library, under the section "Permitted Occupants" or attached here under Exhibit A & Exhibit B. Please refer to section 2.32 of the Declaration of the Gallery One Condominium for the definition of permitted occupants or reference the definition provided in Exhibit A & Exhibit B
    - Please note that until your Permitted Occupants form has been received and verified by the Hotel, the only persons who would be considered Permitted Occupants by the Hotel will be person(s) that is/are on the deed received by the Hotel. The person on the deed will be the only person allowed to send reservations, obtain keys, request any service from the property including cleaning services or add any necessary maintenance vendor to the unit.

Once all documents are submitted and the initial setup is complete, please refer to your condo docs for important matters relating to the governance of the condominium. Adhering to these rules and regulations is not just a requirement, but a way to ensure a secure and respectful environment for all Unit Owners and guests.

A few key rules and regulations of the Hotel to make note of are listed below:

- Access to your Unit—All Unit Owners and guests must register at the front desk at the beginning and end of every stay. Please make sure to submit your reservation details through the reservation form on page 7 of this document. For last-minute arrivals, please stop by the front desk and ask for the Manager on Duty so they can assist you. Without a reservation being sent in via the reservation log the staff will be able to provide a short-term key to drop off items or have a quick look at the unit, this key will be active for only one hour.

- There is no mailbox for your Unit.
    - If postal mail is not collected within five days of receipt, it will be returned to the sender. This is to ensure that all mail is promptly received and to avoid any potential issues that may arise from delayed or returned mail.
    - All packages over 10 lbs are subject to package handling fees:
        - $10 per package up to 25 lbs.
        - $25 per package for anything 26 lbs – 50 lbs.
    - Packages over 50 lbs will not be accepted and we cannot accommodate oversized packages.
    - **Furniture Policy:** No furniture is permitted to be shipped to the property. If you have oversized furniture or large items that need to be delivered, you must be present to receive them. You will need to coordinate with the delivery person to bring these items up to your unit. Remember that a Certificate of Insurance must be submitted for any outside vendor beforehand and that the service elevator must be reserved.
- Owner's closet key is to be passed over by the Seller. The Hotel must have a copy of the key/code on hand, this is part of the Condo Declaration and is necessary in case of an emergency.
- If you need a copy of the condo docs, you may reach out to the Condominium Association (managed by Associa)
    - **Genesis Amador** GAmador@associaflorida.com
- No pets, poultry or animals may be kept or maintained in the Unit per the condo docs.
- Any additions, alterations, or improvements to the Unit must first go through the approval process; please see pages 3-4 for the steps needed to begin the project (e.g., replacing appliances or flooring).
- Depending upon the scope of the work, the approval process can take up to 90 days. For further information, please refer to pages 3-4, Additions, Alterations, or Improvements to Your Unit.
- Are you planning to rent out your Unit in exchange for monetary value?
    - Please refer to **page 5-6, Renting Unit Through a 3rd Party,** for further information on policies and procedures.
- The Hotel provides cleaning service, which is charged based on the size of the Unit.
    - See **pages 8-12, Hilton's Cleaning Service,** for information on Hilton's cleaning service option available to you.
    - The property does not allow outside cleaning services, all housekeeping needs are handled by the on-property team.
- Reservations for Service Elevators are required at least 24 business hours in advance. They may only be scheduled between 9 am and 5 pm Monday through Friday. To make a reservation, please log into your Building Link account and select "Amenity Reservations" on the home page under "Building Info". Select "Add New Reservation" and follow the prompt to submit your request. You will receive an approval or decline from the Hotel once the reservation has been reviewed and checked with our availability. Use of the service elevators without prior scheduling will not be allowed.
- Contact Information for Owner Relations Team **-** Please email the Owner relations for any assistance you may need. We are here to support you and ensure your experience as a Unit Owner at GALLERYOne Hotel is smooth and enjoyable. **GalleryOne.OwnerRelations@Hilton.com**

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Additions, Alterations, or Improvements to Your Unit

The condo docs require approval from the Hotel Owners for any additions, alterations, or improvements to your Unit, including, but not limited to, changing the flooring, replacing appliances/furniture, structural changes, etc. These approval conditions also apply if you need to send an outside vendor to repair the Unit, such as a broken appliance or A/C repair.

Please refer to this checklist when submitting your package to the Hotel Owner:

- Provide a detailed work scope of the prospective plans for your Unit.
    - Be sure to include the specs/pictures of materials to be used.
- Provide Valid business license for the contractor you are hiring to perform the job.
- Provide Certificate of Insurance
    - Certificate Holder must read **DEJ Hotels LLC d/b/a GALLERYone Double Tree Suites by Hilton** on the COI
        - The most common delay we experience in providing approvals is due to the certificate holder on the COI not following are requirements. Please double-check this is correct prior to sending over.
    - Liability Minimum of one million ($1,000,000)
- Provide Auto Insurance if staff are traveling as a group.
- Provide workers' compensation if staff are with an agency or company; only way to operate in the building without worker's compensation is if the Owner of the company is the only one doing work and they obtain a certificate of worker's compensation exemption from the State of Florida.
- Vendors are required to check in with the security team to receive their visitor's pass by entering the building from the loading dock located in the rear of the building.
    - The company must be pre-approved before they come in and they must be listed on the visitors log for the day.
- No supplies or equipment may come through the lobby, everything must come through the loading dock and in the service elevators.
- Work may only be performed from the hours of 9am to 5pm, Monday – Friday.
- All 3rd party vendors must be uniformed and have a visitor's pass.
    - Visitor's Pass must be worn in plain view at all times.
- At no time may equipment or supplies be left in the public corridors.
- There is no complimentary parking, no self-parking, and all vehicles are subject to valet parking. The current fee is $30 for 4 hours. There is no street parking or complimentary parking available. For more information about parking, please refer to the Section 16.16, Parking, of the Declaration of Gallery One Condominium and review a copy of our prior announcement, "Clarification on Residential Unit Owners' Parking Rights" found in the Building Link Library under the category "Important Announcements".
- Contractors must use the loading dock area on delivery. The vehicle must always have someone with it. The loading dock area is only for loading and unloading supplies and equipment from the vehicle. It is not for parking. If the vehicle is left unattended, it will be towed.
- Depending upon the scope of work to be done in the Unit, the Hotel can take up to 90-days to respond with an approval.

- The request will be submitted for approval to the Hotel Ownership only after all listed documents and information are received. Please include all documents and information to ensure a speedy approval.
- If and when approval is received, you will need to schedule for use of the service elevators. Reservations for Service Elevators are required at least 24 business hours in advance. They may only be scheduled between 9 am and 5 pm Monday through Friday. To make a reservation, please log into your Building Link account and select “Amenity Reservations” on the home page under “Building Info”. Select “Add New Reservation” and follow the prompt to submit your request. You will receive an approval or decline from the Hotel once the reservation has been reviewed and checked with our availability. Use of the service elevators without prior scheduling will not be allowed.
- All vendors are expected to behave professional towards the on-property team and follow all Security Team and Engineer Team instructions while on property. Any instances of rude, unprofessional behavior or any instance where the vendor is not following the on-property team’s instructions the vendor will be escorted out of the property and will not be allowed back in.
- If any unapproved vendor, work, repairs, additions, alterations, or improvements are done in your Unit, you will be in violation of the condo docs and subject to fines.
- To help assist you in selecting a vendor, the Hotel has a list of “Previously Approved Vendors” in the Building Link Library under the category, “Outside Vendors”. Here you will find a list of our vendors for flooring, electrical, HVAC, plumbing, & interior design / contracting all of whom the Hotel works with on a regular basis.

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Rules & Requirements for Use of 3rd Party Vendor

Please see requirements to use outside vendors & contractors, please see below list of requirements. The vendor must be approved by the Hotel prior to scheduling and commencement of the work.

- Insurance must name DEJ Hotels LLC d/b/a GALLERYOne Double Tree Suites by Hilton.
- Liability Minimum of one million ($1,000,000).
- Auto Insurance if staff are traveling as a group.
- Workers' compensation if staff are with an agency or company; otherwise, independent
- contractors do not have to procure workers' compensation.
- Workers must sign in and out with the security team located at the Building's loading dock entrance. To ensure the correct parties are being given keys to the Unit, the Hotel must know the vendor's staff names in advanced.
- No supplies or equipment may come through the lobby. Once personnel have signed in, they'll be instructed to use the loading dock and escorted to the service elevators.
- Work may only be performed from the hours of 9am to 5pm.
- All 3rd party vendors must be uniformed and have a visitor's pass displayed showing they are not a Hilton Team Member. The color/appearance of the uniforms must be provided.
- At no time may equipment or supplies be left in the public corridors.
- There is no complimentary parking. There is no self-parking. All vehicles are subject to valet parking. The current fees are $50 + tax for overnight and $30 for daily parking for up to 4 hours (no in & out privileges).

All trash is to be disposed in the trashcans throughout the Hotel. There is no dumpster on site. All bulk trash must be disposed of off property. Vendors are NOT allowed to use the compactor.

Process & Requirements when Renting Unit Through a 3rd Party

If you are planning to rent your Unit through a 3rd party, such as Airbnb or VRBO, then please refer to the below policies and procedures.

Before reservations will be accepted

- You must be registered through the State of Florida Department of Business & Professional Regulation as a Condo Vacation Rental Unit. Copy of license needs to be submitted to Hotel.
    - A Single Dwelling Vacation Rental License will not be accepted.
    - All licenses expire on December 1st yearly. Please make a note to renovate this license yearly before December 1st to avoid interruption in your rental activity. The hotel cannot accept reservation nor check guests in if this license is expired.
- If renting through a 3rd party other than Airbnb or VRBO, registration is needed through Broward County for the Tourist Development Tax. Copy of license needs to be submitted to Hotel.
- Permitted Occupant list submitted.
- You must submit a valid credit card to cover access fees and cleaning fees. These fees are to be paid in full prior to providing access to your Unit.
    - If the credit card on file declines, we will not check in your guests.
    - A receipt for all charges for the month will be uploaded into your Building Link account the next month.

Renting & Managing Your Unit

- Reservations must be submitted a **minimum** of 24-hours in advanced by using the reservation smart web form.
    - Reservations submitted less than 24 hours in advance will not be accepted.
    - Once received and registered, you will receive a confirmation email.
    - **The reservations log is not monitored on the weekends; please ensure all weekend reservations are sent before the weekend arrives.**
- Check-in begins at 4 pm
- Check-out is 11 am
- If you want your guest to stay past 11 am, you must work with the front office team to ensure the room is cleaned before your next guest arrives.
- It is not the Hotel's responsibility to ensure your guest(s) check out on time.
- Your guests cannot make room charges.
    - All food & beverage purchases must be paid in full at the time of sale.
- The Hotel has valet parking only. Self-parking is not allowed. Valet parking charges must be paid in full for the length of stay at the time of check-in.
- Requests for additional items, such as amenities, toiletries, paper products, and linens will be declined. Please inform your guests ahead of time that if they require additional amenities they should contact you or your Property Manager directly.

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Process & Requirements when Renting Unit Through a 3rd Party

- Any maintenance or damage to the Unit is the Unit Owner's responsibility. If your guests request any repairs or maintenance, the Hotel Team Members will inform them that they must contact their host. Please inform your guests that if they encounter any maintenance-related issues, they will need to contact you directly, not the Hotel staff.
- All pool towels must remain in the pool area. They are not to be removed for use in the Unit.
- The Hotel recommends setting the minimum age to check in to 21.
- The pool hours are from sunrise – sunset.
- All guests must adhere to the Hotel's quiet hours: **10 pm – 7 am**
- **Trademarks and Copyright Materials:** Unit Owners and their agents may NOT use any Hilton trademark such as Hilton, DoubleTree or DoubleTree by Hilton, or other intellectual property including brand names, logos and images. Your Unit may only be listed as GALLERYOne. Violations will be subject to legal action.
- **Photography:** Unit Owners are not permitted to use photos that are the property of Hilton, or that show any of the protected trade names referenced above. All images from any Hilton website or other advertisements of the GALLERYOne DoubleTree by Hilton are protected and may not be used in the marketing of your Units. Please note this includes any photo with the name DoubleTree or Hilton, or the logo.

Independent Unit Owner Reservation Requests

We've heard your feedback about the current reservation process. As such, we are pleased to announce our new reservation procedure. This process will help us provide you with more efficient service and reduce the lagged turnaround time you have expressed. The form has been tried and tested to benefit both parties mutually. Please assist us by keeping this link and QR code to yourself, and do not share this or post on a public forum.

We have two ways for you to access the form: via a link or by scanning a QR code. We suggest you click the link or scan the QR code, and immediately save it to your favorites in your web browser. Best of all, the form is formatted to work with a mobile device or desktop. You will find both the link and QR code below.

To access the reservation request form, click or enter the web address: https://forms.office.com/r/5RH239NPx1

Or scan the QR Code:



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Housekeeping Services SOP

Purpose:
To provide the necessary details on handling concerns, cleaning assignments, cleaning practices, linen use, payments, and daily cleaning schedules to provide a quality cleaning service & seamless experience to all Unit Owners at GALLERYOne.

Procedures:

- Concerns / Complaint Management - When a Unit Owner or property manager receives a complaint from one of their guests, the complaint must be reported to the front office team immediately upon the guest's arrival to the Unit. The Unit Owner or property manager should call the front desk and ask for the manager on duty. The manager on duty will dispatch the appropriate team member to the Unit, assess the concern, and remedy any issues the guest may have. Unit Owners or their representatives must communicate any complaints during the stay to ensure the team can evaluate the problem expeditiously. Complaints that are not reported according to this timeline will have to be treated on a case-by-case basis, and we may not be able to provide any adjustments or complementary re-cleaning of the Unit.

- Cleaning Assignments - Our room attendants are given a daily cleaning list with all the Units they have been assigned to clean that day; this is a combination of stayover services and departure cleanings. These rooms are assigned strictly by the property management system used. Therefore, we must have all reservations correctly inputted into our system. Hence, all Units reflect as a departure to ensure they get assigned for services. If your guest has requested a stayover service, we ask that these requests be communicated to the Owner relations team the day prior; this way, we can guarantee it gets assigned to a room attendant the following morning. The property will offer a refresh amenity bag for Units that may require fresh amenities but may not want a full stayover cleaning. Please see the attached document with the details and pricing.

- Cleaning Schedules- Our room attendants start their day at 9:30 am and finish by 5:00 pm daily. All checkouts are serviced before the 4 pm check-in time. Stayovers can go up to 5 pm. If you want to give your guests a late checkout, you must be mindful of this timeframe.
    - We suggest all 1-bedroom Units offer a 1 pm checkout and 2-bedroom Units until noon.
    - If you know your Unit will be empty that day and want to give your guest an extended checkout, please communicate with the manager on duty by calling the front desk and inform them that the Unit can be cleaned the following day.
    - We cannot schedule the cleaning for a specific time or promise that the room will be done earlier.
    - If you have a unique situation, please call the front desk to speak with the manager on duty or coordinate with the Owner Relations team to speak about a special accommodation.
    - Since the on-property team will be conducting the cleaning decisions on late checkouts, you should not assume or allow a late checkout without first consulting us.
    - Please ensure accurate communications to ensure a timely arrival time for your next guest or a missed cleaning.

- Linens- The Hotel will be servicing all Units with linen & terry purchased from Hilton-approved vendors that meet the Doubletree by Hilton standards. The Hotel will pay for this linen, and the Hotel will also pay for the laundering of this linen through a 3rd party service provider. Linens include triple sheeting for the beds, towels, bathmats, and pillowcases. Single King or single Queen rooms will be provided three sets of towels, and double Queen rooms will be provided four sets of towels. For the 2-bedroom suites, we will provide the same: three sets in the King room & 4 sets in the Queen room. We will not provide pillows or duvets; these should be left in the Unit for the team to use. Owners may request extra blankets for the pull-out via the front desk.

- Payments - Cleaning fees will be posted to the house account for your respective Units, where the credit card on file will be charged prior to the reservation arriving, together with the access fee. We will send out the house account statement to all Unit Owners after month-end; however, all Unit Owners are welcome to request this from the Owner Relations team anytime.

- Maintenance Issues - If the housekeeping team notices any maintenance issues, we will make every effort to report it to the Unit Owner or property manager via our Owner Relations team; however, being that the Hotel is not managing your Unit, this is not something that should be relied on or expected from the housekeeping team. For Owners with property managers, this should be part of their scope of work, and they should be doing weekly, bi-weekly, or monthly maintenance inspections to ensure everything in the Unit is working correctly. A big issue we see is the HVAC Units; Owners should schedule HVAC preventative maintenance once a year to ensure the coils, fan & drip pan are all operating correctly.
- System Cleanliness Status - When a reservation checks out, our property management system turns the room to a Vacant Dirty status. When the team cleans the Unit, we turn the room to Vacant Clean, and then, once inspected, it turns to Vacant Ready. We only check guests into Vacant Ready rooms. If your Unit is sitting vacant for a few days and then you have a new arrival, it is common for the Unit to turn into Vacant Dirty status because of how the hotel property management system handles reservations. The front desk may tell the guest that the room is not yet ready, as it needs to be inspected by the housekeeping manager/supervisor to change its status. This issue is typically resolved within a few minutes; however, the team does need to go up to the room to verify the cleanliness status of the room. If you confirmed an early arrival for your guest, please call the front desk directly to inform us so that we can prioritize changing the status of your Unit in the system before your guest's arrival.

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Stayover Housekeeping Service	Departure Cleaning Service
One Bedroom $55.00 Two Bedroom $75.00	One Bedroom $92.00 Two Bedroom $126.50
Stayover Cleaning Consists of:	**Departure Cleaning Consists of:**
• Trash Removal. • Vacuum carpeted area as needed. • Bathroom refresh, removal of trash, replenish of bath amenities, wipe down all surfaces, sweep and mop floor. • Kitchen refresh, remove trash, wipe down all flat surfaces sweep & mop floor. • Replace of soiled towels with fresh towels. • Replenish toilet paper (one roll and one spare roll). • Make bed with current linen.	• Trash Removal. • Vacuum carpeted area. • Standard bathroom cleaning, removal of trash, replenish of bath amenities, wipe down all surfaces, sweep and mop floor. • Replace of soiled towels with fresh towels. • Replenish toilet paper (one roll and one spare). • Standard kitchen cleaning, remove trash, wipe down all flat surfaces & appliances, sweep & mop floor. • Clean dirty dishes, put away dishes & utensils. • Balcony debris & trash removal. • Replenish kitchen amenities. • Make bed with fresh linen. • Make sofa bed with fresh linen as needed. • Sweep & mop floors. • Use air freshener. • Cleanliness Inspection by housekeeping supervisor or manager.

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Housekeeping Amenity Bag
$30.00
• Small bottle of shampoo • Small bottle of conditioner • Small bottle of shower gel • Small bottle of lotion • Box of facial tissue • Roll of toilet paper • Roll of paper towels • 2 bath towels • 2 hand towels • 2 wash clothes • 2 trash bags

*** The prices listed do not include sales tax.

EXHIBIT A

PERMITTED OCCUPANTS

ENTITY (CORPORATION, PARTNERSHIP, LLC, TRUST)

Unit #: _____

Ownership of Property: _____

Per the Declaration of Gallery One Condominium section 2.32 (b):

> *If a Unit is owned by an entity, whether a corporation, partnership, limited liability company, trust or otherwise, then the entity, acting with the same level of authority that would be required for conveyance of real property, shall designate in writing to the Hotel Unit Owner not more than six (6) individuals who are either shareholders, officers, directors, partners and/or members of the entity which is the Owner or their spouses (or persons living with such individuals as domestic partners) or children under eighteen (18) years of age, to be deemed the Unit's Permitted Occupants. The designation of Permitted Occupants under this clause (b) may not be changed more frequently than once in any twelve (12) month period), absent a change in ownership of the Unit.*

Permitted Occupant 1: Name: _____

Title: _____ **or *Circle one:*** Unit Owner Spouse / Domestic Partner Child (under 18 years old)

Permitted Occupant 2: Name: _____

Title: _____ **or *Circle one:*** Unit Owner Spouse / Domestic Partner Child (under 18 years old)

Permitted Occupant 3: Name: _____

Title: _____ **or *Circle one:*** Unit Owner Spouse / Domestic Partner Child (under 18 years old)

Permitted Occupant 4: Name: _____

Title: _____ **or *Circle one:*** Unit Owner Spouse / Domestic Partner Child (under 18 years old)

Permitted Occupant 5: Name: _____

Title: _____ **or *Circle one:*** Unit Owner Spouse / Domestic Partner Child (under 18 years old)

Permitted Occupant 6: Name: _____

Title: _____ **or *Circle one:*** Unit Owner Spouse / Domestic Partner Child (under 18 years old)

Signature: _____ **Date:**_____

EXHIBIT B

GALLERY One FORT LAUDERDALE

PERMITTED OCCUPANTS

INDIVIDUAL/INDIVIDUALS

Unit #: _____

Ownership of Property: _____

Per the Declaration of Gallery One Condominium section 2.32 (a):

> *If a Unit is owned in the name of an individual or individuals, all such individuals shall be Permitted Occupants for as long as they remain Owners of the Unit, as shall their spouses (or persons living with such individual as a domestic partner) and children under eighteen (18) years of age (provided, however, that in no event shall the total number of Permitted Occupants for a Unit exceed six (6) persons). In the event that a Unit is owned by more than six (6) individuals, then all such individuals collectively must designate in writing to the Hotel Unit Owner not more than six (6) individuals to be deemed the Unit's Permitted Occupants hereunder. In the event that the individuals can not agree upon the list of Permitted Occupants, then none of the individuals shall be deemed Permitted Occupants hereunder. The designation of Permitted Occupants under this clause 2.32(a) may not be changed more frequently than once in any twelve (12) month period), absent a change in ownership of the Unit.*

Permitted Occupant 1: Name: _____

Circle one of the following: Unit Owner Spouse / Domestic Partner Child (under 18 years old)

Permitted Occupant 2: Name: _____

Circle one of the following: Unit Owner Spouse / Domestic Partner Child (under 18 years old)

Permitted Occupant 3: Name: _____

Circle one of the following: Unit Owner Spouse / Domestic Partner Child (under 18 years old)

Permitted Occupant 4: Name: _____

Circle one of the following: Unit Owner Spouse / Domestic Partner Child (under 18 years old)

Permitted Occupant 5: Name: _____

Circle one of the following: Unit Owner Spouse / Domestic Partner Child (under 18 years old)

Permitted Occupant 6: Name: _____

Circle one of the following: Unit Owner Spouse / Domestic Partner Child (under 18 years old)

Signature: _____ **Date:**_____