

Reservation Policies

Check-In Time:

Check-in begins at 4:00 PM (CST). During busy seasons, your vacation rental may not be ready for occupancy until 6:00 PM (CST). We appreciate your patience.

Check-Out Time:

Absolute check out time is no later than 10:00 AM (CST) on the date of departure; NO EXCEPTIONS.

Check-Out Procedures:

All Guests must check out before 10:00 AM (CST) so that our housekeeping staff can clean and prepare units for new arrivals. For checkouts past 10:00 AM (CST), a \$100 fee for each additional hour thereafter will be applied to the final bill.

Smoking:

All of our residences are **NON SMOKING!** There are designated smoking areas within the Resort. If you smoke in any unit, your credit card will be charged an additional \$250.00-\$600.00 (deep clean fee) depending on the size of the unit.

Long Distance Calls:

There is a long-distance block on all unit phones. You will need a calling card to make a long-distance call from the unit. Local calls and 800 calls are free.

Parking:

There is complimentary garage parking for guests of the Emerald Grande. Parking for boats, trailers, jet skis, campers, motor homes, and buses is not allowed on property. If travelling with one of these items, please make arrangements to park off-site.

Lost and Found:

The Emerald Grande cannot be responsible or liable for any personal items that are left behind. The Emerald Grande has a "Lost and Found" department. Items that are recovered may be shipped to their rightful owner, at the owner's expense. Please call 850-974-5959 to recover items left behind.

Pets:

We all love our pets and we know you do too, but they are not permitted to stay at the Emerald Grande. If a pet is discovered in a unit, your credit card will be charged an additional \$250.00-\$750.00 (deep clean fee) depending on the size of the unit. If you must bring a pet, prior boarding arrangements with a local kennel will need to be made in advance. Please call our Emerald Grande Concierge or a Guest Service Representative for local pet boarding information.