



## *Welcome to the Vanderbilt Beach & Harbour Club*

We are happy to have you visiting and we encourage you to take advantage of our amenities as well as the many wonderful attractions in the surrounding areas.

Please contact Guest Services for any information or assistance throughout your stay by dialing 1-239-597-5098 from your unit phone.

Because your vacation experience at our resort is so important to us, the information provided in the following pages of our Guest Directory is designed to help you get the most out of your visit.

Please accept our warmest welcome and let us know what we can do to ensure you have the most memorable stay at your Home Away From Home!

Sincerely,

*Julio Morales*

General Manager on Behalf of the Management, Staff and Board of Directors of Vanderbilt Beach & Harbour Club



[www.vbhctimeshare.com](http://www.vbhctimeshare.com)

9301 Gulf Shore Drive • Naples, FL 34108

P: 1-239-597-5098 • F: 1-239-597-9183



WELCOME



## Welcome

### **Starter Supplies**

While you are supplied with a starter package of toilet paper, paper towels, facial tissue, etc., to begin your vacation, please see shopping for local stores listed in the Directory of Services for additional or different supplies. All-in-one grill utensils are provided in each unit.

### **Forgotten Something?**

For your convenience, if you have forgotten a toiletry necessity, please see the Guest Services agent at the Front Desk for one of the following complimentary items: Toothbrush, toothpaste, shampoo, lotion, razor, shaving cream, comb, shower cap, sewing kit, emery board, and more.....

### **Need Additional Items?**

If you find yourself looking for additional items in your unit, please contact the Front Desk to assist you in items available to sign out, such as: more grill utensils, answering machine, electric can opener, and for some home cooking....frying pans, pizza pans, cookie sheets, various baking pans, crock pots.

### **Gift Shop**

A gift shop is located in the Management Office. There you will find luxury beach towels, T-shirts, hats, and other fun things you can conveniently charge to your room. We also have postage stamps to send out your postcards!

**Information on electronics and appliances are available in the management office. If needed, please request assistance or information to ensure you receive the quality products you deserve.**



## Directory of Services

**Information provided in this directory was accurate at the time of printing, however, due to potential business and seasonal changes, we suggest you call the Management Office (1-239-597-5098) from your unit phone to confirm items of importance.**

### **IMPORTANT NUMBERS:**

Management Office / Guest Service .....1-239-597-5098  
www.vbhctimeshare.com  
Onsite Sales/Rentals Office 1-(800) 5-NAPLES .....1-239-597-9111  
www.vanderbiltvacation.com  
Collier County Sheriff's Office / Non-Emergency .....1-239-252-9300  
Emergency .....911

### **RESPECTFUL AND COURTEOUS REMINDERS:**

- **NO PETS ALLOWED ON PROPERTY**
- **NO CAMPERS OR TRAILERS ALLOWED IN PARKING AREAS**
- **SMOKING IN UNITS IS STRICTLY PROHIBITED!**  
(See map in unit for designated outdoor areas)
- **DISPLAY PARKING PERMIT AT ALL TIMES TO AVOID TOWING**
- **OBSERVE ALL POSTED RULES AND REGULATIONS**
- **PROMPTLY RETURN LUGGAGE CARTS TO DESIGNATED AREAS**
- **KEEP ALL DOORS AND WINDOWS CLOSED WHEN USING AIR CONDITIONER**
- **NO MORE THAN SIX (6) PEOPLE CAN OCCUPY YOUR UNIT OVERNIGHT PER NAPLES FIRE MARSHAL REGULATIONS**

### **Activities:**

**Please refer to the activity sheet in your check-in paperwork for days and times or check with the Management Office or Guest Services.**

"Meet and Greet" Have coffee and donuts in the Lounge to meet other vacationers.

Sundaes & Root beer floats on Wednesday in the Owners Lounge after Bingo.

### **Wednesdays:**

Famous Hot Dog Cookout at Noon and Bingo to follow.

(Hosted by Phase III Real Estate – Your Onsite Sales & Rental Office).



## Directory of Services

### **BBQ Grills:**

Available on a "first-come, first-serve" basis.

**PLEASE NOTE:** All grills cook with natural gas.

Please use care and see instructions for use and safety which are located in the Management Office. An all-in-one grill utensil is in each unit located in the pass through cupboard. Additional grill utensils can be requested from the Front Desk. Please don't forget to turn off the gas grills after usage.

### **Beach Rules and Regulations (Protect our Environment): Collier County Rules and Regulations for Vanderbilt Beach (C.C. ORD 80.47):**

- No Dogs • No Campfires • No Littering • No Firearms
- No Alcohol • No Glass Bottles

### **Collection or injury to live shells, starfish and sand dollars is prohibited in Collier County, and is punishable by fine.**

(Collier County Code C.H. 246, Sec. 246-28(b)(13))

### **Beach Rules and Regulations (Protect our Environment)**

#### **Continued:**

#### **Sea Turtles Alert:**

Sea Turtle Season begins May 1 through October 31st.

Please assist us in protecting our turtles and follow these simple rules:

- Turn off unnecessary beach lights by 9 p.m.
- Remove beach furniture by 9:30 p.m.
- Avoid unnecessary traffic near nest areas
- Report any hazards that may affect nests

### **Bicycles:**

Complimentary universal 26" bicycles and adult trikes (for easier cycling) are available on a first come-first served basis provided by Big Momma's Bike Shop. The following applies to the use of the bikes:

- Rider must be 16 years of age or older or accompanied by an Harbour Club.

### **Boat Rentals (Pontoon Boats):**

Pontoon boats are available for 1/2 and full day rates and can accommodate up to 10 people. Boats are reserved on a first come - first serve basis. More information is posted and available at the Management Office.

### **Books:**

Books are available in the Owners Lounge. Borrow a book or lend a book. Take a book or leave a book. Feel free to access them anytime as they are available to add to your relaxing vacation.



## Directory of Services

### **Business Center:**

Computers and printers are located in the Owner's Lounge for your convenience. Wireless internet is also available throughout the property. Contact the Management Office for the networks and passwords.

### **Cable Television:**

Cable Television, including HBO, is available in every unit and in the Owner's Lounge. Make sure the cable box is on; you will see a blue light. On the T.V. remote, press input until you reach the correct HDMI #. (you could check on the side of the T.V. to confirm if it is HDMI 1,2 or 3.) Press LIVE T.V. to get all available stations. Refer to guide to look through all the channels.

### **Check-In and Check-Out Times:**

Check-in time is 3:00 p.m. Two keys are provided for each unit. If you prefer more than two keys, each additional key or key bracelet is available upon request. Check-out time is 10:00 a.m. (There are **no exceptions**. There is a \$50.00 per 1/2 hour charge for anyone not checked out by 10:00 a.m.)

Prior to Check-out, please:

- Load and start dishwasher
- Remove trash (trash chutes are located on each floor at the end of the hallway)
- Check and **re-check** for personal items. (Management will not be responsible for items left behind).
- Bring the keys to the Management Office or use the drop box outside of the Management Office door.

### **Checking-Out Early:**

Please follow the check-out instructions above. Also, If the Office is closed, please place the keys in the drop box located to the right (north) of the Management Office Door. Any wrist band keys not returned will result in a "lost key fee". If there is a balance due on your account, by dropping the keys you are authorizing management to pay the balance due via your credit card.

### **Credit Cards:**

Visa, MasterCard, Discover and American Express are accepted for Guest Services. Also, all stays are required to leave a credit card at Check-in to cover any incidental charges or potential damage caused by an owner, renter, guest or exchange – no exceptions.



## Directory of Services

### **Docks:**

Enjoy pontoon boats on our North dock and fishing on the South dock. No fishing license necessary. Benches, fish cleaning station, umbrella and running water for your convenience. The South docks are also equipped with underwater lights for night fishing and a floating dock for easier access to pontoon boats and kayaks.

### **DVDs:**

DVDs/movies are available to borrow and return. They are located in the Owner's Lounge and are used under the honor system. Please remember to take them out of the DVD players before returning to the rack.

### **Fax & Copy Service:**

Services are available at the Management Office for a nominal fee.

### **Fire Procedures:**

Fire extinguishers are located at the end of each hallway in each building. There are also 3 pull stations on each floor. In case of fire, please sound the alarm and call 911 from a unit phone.

- Gulfside Address: 9301 Gulf Shore Drive, Naples 34108
- Bayside Address: 9318 Gulf Shore Drive, Naples 34108

### **Fishing:**

Fishing off docks is permitted and fishing poles are available at the management office - no bait is sold here. Since the Association holds an omnibus license, no license is required for fishing off the dock.

### **Fitness Room:**

For your health we offer state-of-the-art cardiovascular and strength training equipment in our fitness room complete with a TV for viewing. Please see the Management Office for a key.

### **Games:**

Board games, puzzles, card games, etc. are available in the Owners Lounge for everyone to share. Please use the honor system and return them to the Lounge when finished playing.

### **Housekeeping Services:**

**Stay Over Guests:** If you are staying with us in the same unit for more than one week you will receive a complimentary maid service on Thursday. Please be advised that any areas occupied by personal belongings will remain undisturbed and therefore not cleaned.

**Move Over Guests:** If you are staying with us more than one week and moving to another unit, please stay in your unit until your new unit has been cleaned. The move over will generally take place at mid-day. Please follow the check-out procedures for the unit you are vacating.



## Directory of Services

### Housekeeping Services: (continued)

**Towel & Trash Service:** If you wish to have a mini-maid service in your unit any time throughout your stay, please see Guest Services to schedule for a nominal fee.

**NOTE:** If you wash the towels and linens in the units we would greatly appreciate if you would launder them separately from your personal items to ensure color consistency.

### Ice (bagged):

Please see the Management Staff to assist you with purchasing bagged ice.

### Local Attractions / Activities:

Seminole Gaming Palace & Casino .....	1-800-218-0007
Minnesota Twins Spring Training .....	1-239-768-4270
Miracle Baseball .....	1-239-768-4270
Boston Red Sox (City of Palms).....	(617) 482-4769
Lee County Sports Complex.....	1-800-338-9467 Tickets
Hertz Arena	
Everblades Hockey, Ice Skating, Concerts, Shows, & More .....	1-239-948-7825
Naples Zoo .....	1-239-262-5409
Artis-Naples (formerly Naples Philharmonic) .....	1-239-597-1900
Sugden Community Theater (Naples Players).....	1-239-434-7340
Barbara B. Mann Performing Arts Hall .....	1-239-489-3033

### Lost & Found:

Any items found by staff or guests that have been returned to the office will be kept on premises in our "Lost and Found" area to be claimed within 14 days. After 14 days they will be considered abandoned and discarded or donated to charity.

### Lounge Rental:

The Charlotte Paul Owner's Lounge, located next door to the Management Office is available for all owners from 9:00 a.m. to 5:00 p.m. and available for rent from 5:00 p.m. to 10:00 p.m. for a nominal fee. Please see Guest Services for details.

### Mail Services:

Incoming and outgoing mail services are available in the Management Office. We will make every attempt to notify all guest of incoming personal mail by 5:00 p.m. Stamped, outgoing mail may be left at the Front Desk for postal pickup. The Post Office is located on Immokalee Road, just past US 41 on the right at 1130 Creekside Way.



## Directory of Services

### **Maintenance:**

Our maintenance staff is available to assist you 7 days a week and will be available after hours for emergencies only. Please contact the Management Office 24 hours a day at 1-239-597-5098. You will reach our staff from 9:00 a.m. to 5:00 p.m. and the After Hours Service from 5:00 p.m. to 9:00 a.m.

### **Medical Care:**

#### **NCH (North Collier Hospital):**

Phone: 1-239-552-7000

Address: 11190 Health Park Blvd, Naples FL 34110

Directions: North on Gulf Shore Drive. Right on Immokalee Rd. (Bluebill is Immokalee Rd. after crossing US 41). Straight to Goodlette Frank Road and left to 11190 Health Park Blvd.

#### **Collier Urgent Care**

Phone: 1-239-593-3232

Address: 514 Immokalee Rd #114, Naples, FL 34110

Directions: North on Gulf Shore Drive. Right on Immokalee Rd. (Bluebill is Immokalee Rd. after crossing US 41). Right on just after Goodlette-Frank Road. Right onto Creekside Way.

#### **Anchor Health Centers (Urgent Care Facility):**

Phone: 1-239-624-8220 OPEN 7 DAYS PER WEEK

Address: 801 Vanderbilt Beach Rd, Naples FL 34108

Directions: South on Gulf Shore Drive to Vanderbilt Beach Rd. East to the Pavillion Shopping Center at 801 Vanderbilt Beach Rd.

### **Movie Theaters:**

Paragon Theaters, 833 Vanderbilt Beach Rd .....1-239-596-0008

Regal Hollywood 20 Theatres, 6006 Hollywood Dr..1-844-462-7342

Silverspot Theatre, Mercato Plaza, 9118 Strada Place ..1-239-592-0300

### **Parking:**

Parking permits must be visible in vehicles or they **will be towed**.

One parking permit is issued per unit at check-in. Any second passes available will be given out on a "first come, first served basis" by Management for a fee of \$10.00. Day passes for short term guests are available (but limited) and issued on a first come first served basis for a fee of \$5.00. No unit is allowed more than 2 passes and because space is limited, second passes are cannot be guaranteed.

### **Phone Service:**

Local and Long Distance calling is available. **All calls made (even local calls) require 1+area code.** To call the office, dial **1-239-597-5098**. Free long distance is available throughout the US, Puerto Rico and Canada. Each unit has it's own telephone number which can be given to friends or family by those occupying the unit.



## Directory of Services

### **Pool:**

The pool opens at 9:00 a.m. and closes at 11 p.m. (Don't miss the beautiful lights at dusk).

### **Recycling:**

Yes – we recycle! Please find our recycling bins located on the ground level near each building under the covered parking area. You will also find small recycling containers in your unit. They can be emptied into the larger bins as necessary. Thank you for helping our environment!

### **Rentals:**

Resorts Marketing Corp. - your onsite FULL SERVICE real estate office located on the first floor Gulfside building located next to the Management Office. (See the ad Real Estate Services on the last page of Directory Of Services Section).

### **Sauna:**

Relax and enjoy a complimentary sauna to enhance your health and well being! Please see Guest Services for a key.

### **Sales:**

Phase III Real Estate - your onsite FULL SERVICE real estate office located on the first floor Gulfside building also located next to the Management Office. (See the ad Real Estate Services on the last page of Directory Of Services Section).

### **Shopping:**

Mercato Shopping Center: US 41 North to 9002 Mercato Dr, Naples

Coconut Point Mall: US 41 North to 7996 Mediterranean Dr, Estero

Waterside Shops: US 41 South & Seagate, Naples

The Village Shops: US 41 South to Park Shore Dr to Gulf Shore Blvd N, Naples

Coastland Mall: US 41 South just South of Golden Gate Parkway, Naples

5th Avenue Shops: US 41 South, bear right to 5<sup>th</sup> Avenue South, Naples

3rd Street Shops: US 41 South to 5<sup>th</sup> Avenue, right to 3<sup>rd</sup> Street and left to shops, Naples

Tin City Shops: US 41 South to 5<sup>th</sup> Avenue East, Naples

Miromar Factory Outlets: Interstate 75 & Corkscrew Rd, Estero

The Promenade at Bonita Bay: US 41 North & S. Bay Drive, Bonita Springs

Flamingo Island Flea Market: US 41 North, East on Bonita Beach Rd, Bonita Springs

Fleamasters Flea Market: Interstate 75 to MLK Jr. Blvd, Fort Myers

# Directory of Services

## Smoking Policy:

THIS IS A NON-SMOKING FACILITY

- Smoking is prohibited in all units, common areas and limited common areas, such as, but not limited to lanais/balconies, pool areas, tiki huts, etc. Violators of this rule will be subject to a fine and/or other remedies as provided in the property's condominium documents. Also, a \$525 cleaning fee will be imposed on any owner or guest who violates the rule and departs with the unit smelling of smoke.
- The registered owner or guest is responsible for all occupants and visitors to the unit.
- Smoking is permitted in specific areas located on the outside of each building only where "Designated Smoking Area" signs are posted. (See Front Office for map of locations.)

## Supermarkets / Pharmacies:

Publix Super Market –

US 41 and Vanderbilt Beach Rd ..... 1-239-596-0403

Whole Foods Market –

US 41 North to Strada Place ..... 1-239-552-5100

Wynn's Market –

US 41 South to 141 Ninth Street North ..... 1-239-261-7157

The Fresh Market –

US 41 North to 4129 Tamiami Trail N ..... 1-239-430-2444

CVS Pharmacy –

US 41 and Vanderbilt Beach Rd (Pelican Bay) ..... 1-239-597-1093

Walgreens Pharmacy –

US 41 and Vanderbilt Beach Rd (NE corner) ..... 1-239-597-8194

## Tennis Courts:

Pelican Bay Community Park – 764 Vanderbilt Beach Rd, Naples

Veterans Community Park – 1900 Immokalee Road, Naples

## Television Channel Guide:

Please refer to the guide channel on the television.

## Trash Chutes:

Trash Chutes are located at the south end of each floor on Gulf side and the north end of each floor on Bayside (to your right as you exit your room).

## Wildlife Preserves / Parks:

Delnor-Wiggins Pass State Park ..... 1-239-597-6196

Corkscrew Swamp Sanctuary ..... 1-239-348-9151

The Conservancy Inc., Naples Nature Center ..... 1-239-262-0304

Everglades National Park (Everglades City) ..... 1-239-695-2591





## *Directory of Services*

### **Wildlife Preserves / Parks: (continued)**

Calusa Nature Center and Planetarium .....	1-239-275-3435
Ding Darling National Wildlife Refuge .....	1-239-472-1100
Six Mile Cypress Slough Preserve .....	1-239-533-7550

### **Wireless Internet Service:**

Each unit has an individual internet source providing both wired and wireless internet up to 100 mb of internet speed per unit. Your individual password is provided to you at check-in. Please contact Guest Services with any questions or concerns regarding your service.

### **Worship:**

Please see Guest Services for local places of worship.



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# Phase III Real Estate

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Fran Parker, Licensed Real Estate Broker



**239-597-9111**



9301 Gulfshore Drive  
Naples, Florida 34108

[www.vanderbiltvacation.com](http://www.vanderbiltvacation.com)  
[fran@vanderbiltvacation.com](mailto:fran@vanderbiltvacation.com)



# Fire, Safety and Security Procedures

*Plan what to do when you check in. You won't have time to plan during a fire.*



**First, find two exits** nearest your room. Fire exit stairwells are located on all floors.

**Then count doors between your room and exits** so you'll have a reference point.



**When you hear an alarm, act, don't investigate.**



**If fire is in your room,** get out and close the door. Once out, report the fire.



**If fire is not in your room,** leave if you can. First, feel your door. If it's cool, open it slowly and go to the nearest exit. Crawl in smoke. Fresh air will be at the floor. Take your key so you can go back if you can't use your exits.



**Never use elevators during a fire.** They could stop at the fire floor.



**If your room door is hot, don't open it.** Your room may be the safest place to be. Seal all cracks with wet towels. Shut off fans and air conditioners. Signal at your window. Call the hotel operator and wait to be rescued.



WELCOME