On behalf of the entire Majestic Beach Resort Community Association Team, have a safe New Years and a Blessed 2024.

GUEST REGISTRATION SYSTEM UPDATE - 12/29/23:

We are now just a few days away from the implementation of the Guest Registration System. Over the last couple of days, we have been going through live testing in order to fine tune the system prior to January

1st. Overall we are seeing the system work as designed for those vehicles that have been registered. Additionally, we are working with others to ensure their vehicles get registered. This is another friendly reminder to be sure to register your vehicle, and those of your guests prior to January 1st. As previously mentioned, if you have not set up your unit (first), or vehicle information (second), please follow the instructions, **step by step**, below. If you need assistance, please contact support@guestsvcs.com.

Lastly, I have been asked to explain the process for visitors. Visitors would be anyone who is not staying overnight. All overnight guests must have a completed guest registration. While an owner is staying in house, they may create a visitor pass prior to their guest arrival. However, visitors may still pick up a "visitor pass" from Owner Services or Security. You as an owner or management company will not have to create visitor passes for your guests' visitors.

If you have missed any of the previous notices regarding the Guest Registration System, they are available below.

GUEST REGISTRATION SYSTEM UPDATE - 12/24/23:

As we are now 8 days before January 1, 2024 and the new Guest Registration System going live, I want to take this opportunity to first of all thank all the owners and management companies for their assistance in getting the units and vehicles set up in the system. While we still

have a few units in which neither an owner, nor a management company has tagged their unit, most have already set up their units and have begun registering person vehicles and guests.

Please keep in mind that any guests who are already in house, or who will be arriving before January 1, 2024 will still need to be registered in the system before January 1st. As mentioned in prior communications, guest who are in house prior to January 1, 2024 will not be charged for the registration. If you wait until January 1st, they will be charged.

Additionally, I want to thank our owners for your feedback throughout the implementation of the new system. While going into this we knew it is virtually impossible to select a system that is going to work perfectly for everyone's "needs and wants". However, one of the reasons we chose GuestSVCS was because of their willingness and ability to customize the software that will allow us to provide improved service to our owners and guests. I am excited to announce a new enhancement that will provide, you the owner, a static link that contains the building number and unit number. The link can then be uploaded to your booking site or booking information and allow your guest complete the entire registration process themselves, including their name, dates, email, phone, and vehicle information prior to paying for the registration. GuestSVCS is projecting this enhancement to be completed in the first quarter of 2024.

Each owner will have the option to utilize either method, where the owner/management company creates the initial registration or provide the link. One of the goals is to have a very high success rate of guests pulling up to the garage and entering without any issues. For this purpose, GuestSVCS recommends that rental managers and owners input the 5 pieces of data to create the guest registration. With both options there are pros and cons:

Property Manager or Owner Creation of Guest Registration

Pros:

- Success - We have a very high success rate of registrations being created by property managers and owners leading to less guests showing up unregistered.
- Tracking – Once the registration is created, we track the registration. We can notify the guest and property manager or owner if the registration has not been completed.
- Control – The property manager or owner remains in control of registrations created in the system.

Cons: Additional Effort – The rental manager or owner must input 5 pieces of data.

Guest Creation of Guest Registration (static link)

Pros:

- Less Input – The property manager or owner does not have to input 5 pieces of data.

Cons:

- Reduces Success – We feel that some guests will miss an imbedded link and show up at the property unregistered.
- No Tracking by GuestSVCS – we lose the ability to track the registration and have our automated system follow up if not completed. A property

manager or owner will be responsible for developing their own internal process for ensuring guests have completed their registrations. The only notice we can provide is when a guest completes a registration.

- Loss of control – The guest will have the ability to select their own dates. Upon completion of a guest registration, GuestSVCS will provide the property manager or owner with a notice. Property Managers and owner will be responsible for verifying that the guests input the correct dates.

Lastly, if you have missed any of the previous informational e-blasts sent regarding the system, you will find all the information, links, and videos below.

GUEST REGISTRATION SYSTEM INSTRUCTIONS 12/9/23:
Dear Owners,

Over the past few weeks Majestic Beach Resort Community Association has sent out numerous emails and videos, and held multiple training sessions related to the implementation of the GuestSVCS Guest Registration System. Beginning on Monday, January 01, 2024, paper parking passes will no longer be valid at Majestic Beach Resort. Instead, owners and guests will register their vehicle(s) through the registration system prior to arrival. A license plate reader will read the license plate of the incoming vehicle and raise the gate arm if the license plate is registered in GuestSVCS. For the past few weeks

we have been working with the rental management companies and several owners to run through the process of selecting their units, registering their personal vehicles, creating guest registrations, and more. We are now ready to open up the registration to all owners. Below you will find important information, which will guide you through the same process. **It is extremely important that you read through the step by step directions found in the attached "<u>New Account Setup</u>". Click the button below to download the instructions.**

Only one primary user account should be created. Once a primary account has been created, that user can add additional users and units within the system. For example, if a unit is owned by a husband and wife, only one will follow the attached instructions and then they will be able to add a user for the spouse from their account.

You will be completing the steps in the attachment as a role of owner with Step 1 to 6 being required, step 7 can be skipped as it is for a management company, and steps 8 and 9 are optional.

Please review/complete each step in the attachment before proceeding to the next step.

Once you have done the above and your unit(s) are approved by the HOA, your account is live. Response times for approval vary; please allow up to 24 hours before contacting support.

If you manage your rental guests, input any existing guest registrations that have an end date on or after January 1, 2024. You must complete the step in the attachment prior to entering guest registrations.

- Guest registrations that have a start date prior to January 1, 2024, will still need a paper parking pass. However, they should be input into the system and the registration completed. These registrations will be grandfathered into our system with no additional charges.
- Guest registrations that have a start date on or after January 1, 2024, will not need a paper parking pass. They must be input into the system and GuestSVCS.com will collect the charges for the registration.

Please do not hesitate to contact support@GuestSVCS.com if you have any questions.

[New Account Setup]

ZOOM TRAINING VIDEO: As mentioned above we have held three Zoom training sessions for owners to review the instructions, ask questions, and provide feedback. We created a clean version of the video for those who were not able to attend and would like to watch. Simply click the "Zoom Training Video" button below to view. If the link requires a passcode, please use: =.3z*vaJ

[Zoom Training Video]

FREQUENTLY ASKED QUESTIONS:

Throughout the process we have had some excellent questions asked by owners. Below is a list of the frequently asked questions.

Q: Will I still need to purchase passes through Owner Services?

A: Between now and the end of 2023, the hanging parking passes will still be used. Be sure to only purchase enough passes for your guests arriving through December 31, 2023. The new parking pass registration system will be required for all guests who will be staying January 1, 2024 and beyond. Through the new registration system, you will no longer need to purchase passes through Owner Services. You will no longer need to worry about whether or not your housekeeper or rental company left a pass for your rental guests. Guests, through the new guest registration system, should already have their registration prior to arrival. Their registration will be good only for the dates of their stay.

Q: What about guests who check in prior to January 1st, but are not checking out until after January 1st?

A: The guests will still need the hanging pass in December. Additionally, the owner or rental management company will need to register them if they are not checking out until after January 1st. However, there will not be a charge for these registrations as they will have already paid for the hanging pass.

Q: What do I need to do with the hanging parking passes I have already purchased?

A: The hanging passes will still be used through December 31, 2023. Any left over, unused passes, can be returned to Owner

Services beginning January 1, 2024 until February 28, 2024. A credit will be applied to your association owner account for all unused passes. All unused passes will need to be turned in no later than February 28, 2024 in order to receive a credit.

Q: What do I need to do for reservations that have already booked for 2024?

A: We understand that for every owner and management company there may be 100 different methods on how you charge your guests for the current parking passes. Some build the parking pass fee into the rates. Some charge in addition for each parking pass. Unfortunately, each of those guests will need to register for the digital parking pass once the system is made available. If an owner or rental management company has already charged their guest who will be arriving in 2024 for a parking pass, you will need to decide how you want to reimburse your guest for the parking pass fee, as they will be charged upon registering in the new system.

Q: Will owners still use the current decal stickers for owner vehicles after January 1st?

A: No. Owners will be able to register their personal vehicle information in the system. Once the registration is submitted it will then be routed to the Association Office for validation. The digital pass will be valid until the unit sells or the tag information changes. There is no charge for an owner vehicle or immediate family members. Immediate family members include the spouse of a deeded owner and children of the owner. Extended family, such as aunts, uncles, cousins, grandchildren, etc. will need to purchase a guest registration.

Q: What about vendors?

A: All vendors, such has rental maintenance or housekeeping staff will be registered in the system as well. They will also be

administered through the Association Office. The tutorial links and documents provided below will give you simple step by step instructions to register an "Occupational Visitor". An Occupational Visitor would be your personal housekeeper or maintenance technician. The larger service providers that typically service multiple units, such as a the various rental management companies and other service providers will typically register through Owner Services.

Q: As an owner or management company, what information do I need to create the registration?

A: As you will see in the video and instructions titled "Create a Guest Registration", you will only input the following 5 pieces of information:

- Guest Name (required)
- Guest Email (required)
- Guest Phone Number (required)
- Unit Number (required)
- Dates (required)
- Reference I.D. (optional)
- Internal Comments (optional)

Q: Do I need to collect my guest's vehicle information?

A: No. Once you enter the information to create a guest registration, the system will automatically email the guest a registration link. From there the guest will enter the vehicle information and pay for their registration.

Q: While this system seems very simple and straightforward, can I not simply upload a link to my booking site for guest to be able to register on their own, without me having to input any information?

A: GuestSVCS is currently working on an update to the system which will provide the owner with the option to simply upload a link to their booking site. This new feature should be available in the first quarter of 2024. However, keep in mind that while

this will might simplify the process on the registration end by not having to create the registration, you will not have the auto-reminder feature for guests who do not register.

Q: What happens if a guest pre-registers a vehicle and then decides to bring another vehicle?

A: Guests will be able to update their information using the link they were originally provided up to the check in date. The Association Office will also be able to update registration information should a guest need assistance.

Q: What happens if I am flying in to Panama City Beach and need a rental car?

A: Once you receive your rental vehicle, you will be able to log into the system and enter your rental vehicle information.

Q: What if my guest doesn't complete their registration?

A: The system will automatically send a notice to the guest reminding them, as their stay is approaching, to register. Additionally, owners and management companies will receive notice when the guest have completed their registration.

Q: What are the other benefits of the new system?

A: Aside from the convenience and simplicity it will provide owners, management companies, and guests to provide and receive parking passes, the system offers multiple other benefits. When guests register, they will receive instructions, along with a map of the property, that will provide directions on where to go once they arrive, where to get luggage carts, information on property ID armbands, beach flag warning and rip current information, and more. Guests will also receive and acknowledge that they have read the General Rules & Regulations for the property. From a security standpoint, we will know who is on property and be able to contact them in an emergency situation. If we have to evict and/or trespass

someone from the property, the system can flag the license to let us know if they return to property.

While we are excited for the benefits this system will provide, we also understand there will be a learning curve as we transition to the new system. We ask for patience, as we expect that there will be hiccups along the way during the transition period. We promise to provide support and assistance to make the process as seamless as possible. In the meantime, below are links to the overall user manual, as well as video links. For questions and support related to setting up your information please email, support@guestsvcs.com.

Additionally, below are some video resources to assist with creating a guest registration, completing a guest registration, and registering owner vehicles and occupational visitors.

The following link is a video presentation of the process to **Create a Guest Registration**. This will be done when you have confirmed a guest booking in your unit: https://guestsvcs.com/documentation/create-guest-registration-video.html

The following link is a video presentation of the process to **Complete a Guest Registration**. This step will be completed by the guest once you have created a guest registration: https://guestsvcs.com/documentation/complete-guest-

registration-video.html

The following link is a video presentation of the process to enter an **Owner Vehicles, Occupational Visitors, and Immediate Family Members**. This will be part of your initial setup for your personal vehicles, immediate family members (children of the owner), and your personal housekeeper:
https://guestsvcs.com/documentation/create-vehicle-request-my-garage-video.html

Not required reading but we are also including a link to the entire user manual.
https://guestsvcs.com/pdfs/complete-user-manual.pdf