



## NEWS & UPDATES

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### **GUEST REGISTRATION:**

We are now 2.5 months into the new guest registration system. At this point we are seeing very few guests arriving who are not already pre-registered. The goal is to help make their arrival to the resort more efficient and seamless. As we have transitioned from the monthly snowbirds to our Spring visitors, we are starting to see more unit turnover and activity in the registration system. Today I was made aware of some questions and concerns that are circulating among owners regarding the registration system. While I completely understand owners sharing feedback with one another, I do want to encourage owners to also reach out to me personally. If the feedback does not get back to our team, we have no way to answer your questions or try to resolve any concerns. With that having been said, I do want to take this opportunity to hit some highlights and address some



of the questions.

- Pre-registration: We are seeing guests registering prior to arrival, which is what we want to see. Through January and February only 0.82% of the vehicles entering the Parking Garage were not registered prior to arrival. In March, it has decreased to 0.51%. These numbers include not only guests, but vendors such as housekeepers and maintenance personnel.
- Camera Reads: As we discussed going into this new system, we would have adjustments that would need to be made. We do still have a small percentage of vehicles that the camera will not read correctly. Currently that number has averaged to about 5%. While that is a small percentage out of the thousands of vehicles we have had come through the gate this year, we naturally want to get that number down even lower. Gorrie Regan will be testing a new license plate reader in the next couple of weeks. We also have a process in place which will also allow the guard to verify any misreads seamlessly for the guest or owner upon arrival at the garage.
- Direct Unit Link: Within the next couple of weeks, GuestSVCS will be rolling out a direct unit link for owners who wish to provide a direct link on their booking page. This will allow the owner to skip the registration creation step and allow the guest to complete the entire process directly. More information coming soon on this new feature.
- Arrival & Departure Dates: One of the comments from an owner was "*We had a turnover. Our guests arrived early and the system would not open the gate. We were told it was because the departing guests were still showing in the system.*" The system is set up with turnovers in mind. For most rental units check in time is usually 4:00pm. However, for guests who arrive early to the property, the registration will work beginning at 12:00pm on the day of arrival. This will provide plenty of time for the departing guests to checkout, clearing space for the arrivals. For anyone arriving prior to 12:00pm, the guard can look up the registration to confirm the arrival.
- Traffic Backups at the Gate: We received comments that "*the system is creating traffic backups at the gate.*" Now

that we are entering peak rental season, traffic at the gate is going to increase as it does every year. While a small percentage of the delays can be attributed to the new system, most often it is related to guests asking for property information or check-in information. Our team will be going through training this week to help streamline this process. Additionally, in order to assist with this process, please be sure to provide your guests with clear instructions for arrival. Property maps are also located on the Association website under the "General Information" tab and will be included in the Guest Registration email.

- What do the guests receive?: Another comment was that *"a lot of the issues is being caused by operator error or incorrect information input in the system when completing the registration."* With that in mind I want to share below what the guest see from the time you or your management company create the guest registration.

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**Guest Registration Email:** Once the owner or management company creates the registration, this is the email the guest receives for completing the registration:

Subject: Majestic Beach Resort - Guest registration

To: <[pauls@rcamflorida.com](mailto:pauls@rcamflorida.com)>

Hi Paul, this email is being sent by Guest Services on behalf of Majestic Beach Resort.

Thank you for choosing Majestic Beach Resort as your vacation destination. As part of preparing for your visit, please use the following link to review the rules and regulations while on property and to register your vehicle(s). If you have any questions regarding the validity of this process, please contact your rental agent. Our team looks forward to welcoming you and your family.

Upon arrival, you can simply pull up to the Parking Garage

entrance. Luggage carts are available at the loading/unloading area, located on the 3rd level of the Parking Garage. Majestic Beach Resort has a wide array of amenities including 9 pools & hot tubs, 3 food & beverage options (Majestic Market, Starbucks, and H2O Bar & Grill), beachside chair & umbrella service, fitness center, movie theater, and much more.

[Go to registration](#)

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**Guest Registration Page:** Once the guest clicks on the "Go to registration" link from the email, it takes them to this page. As you can see it is a simple process for completing the registration.

- Agree to the Association Rules.
- Input the vehicle information (State, Plate #, Model Year, Make, and Color).
- Enter # of Guests.
- Pay for Registration.

## Hello Paul

Take a moment to carefully review and agree to the rules and regulations. Additionally, add your vehicle(s) and provide any necessary details. You may return to this page at any time to make modifications to your registration information. If you are bringing a rental vehicle and do not have the information yet, or if you are not bringing a vehicle, you can skip the vehicle information section for now and complete the remaining portions of the form. Once you obtain the necessary details, you can return to this page to enter the vehicle information.

### Majestic Beach Resort Rules

#### Association Rules

- ID armbands are required at all times for owners, guests, and visitors, 13 years of age and older, while on property. Only owners may use owner ID armbands (green/white). Rental guests must wear proper rental ID armbands (blue/white). Pedestrians will not be admitted on property without a proper ID armband.
- All vehicles parked on property must be registered through the GuestSVCS.com registration system. Vehicles without completed registration will be towed at the owner's expense.
- Parking is provided for owners or guests that are actually staying on property. All vehicles must be registered through GuestSVCS.com registration system. Parking spots 315 - 436 are reserved private parking.
- Owners of private parking spaces may place a "Private Parking Only" sign in their parking spaces at their own

I Agree

[Remove vehicle](#)

Select state/province

Plate number

Model year

Select make

Select color

# of occupants  
00



Card number

MM/YY

CVV

|                                 |              |
|---------------------------------|--------------|
| HOA Registration Fee            | \$40         |
| Additional Vehicle              | 0 @ \$40 \$0 |
| Transaction Fee (Nonrefundable) | \$1.5        |
| Payment Total                   | \$41.5       |

Submit

**Registration Confirmation Email:** This is the email the guest receives upon completing their registration.

Subject: Majestic Beach Resort - Registration confirmation

To: <[pauls@rcamflorida.com](mailto:pauls@rcamflorida.com)>

The following registration is confirmed.

Full name: Paul Shamblin

Arrival date: 3/30/2024

Departure date: 4/3/2024

Should the guest need to make any changes, additions, or corrections, they can simply click the same registration link they received in the original email.

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**Guest Registration Setup:** Lastly, for those who are new owners or are unfamiliar with the guest registration system, you can download the step by step instructions below. For assistance, please reach out to [support@guestsvcs.com](mailto:support@guestsvcs.com) or Owner Services.

[Guest Registration Instructions](#)

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Again, should you have any questions or concerns regarding the guest registration system, please contact me directly at [pauls@rcamflorida.com](mailto:pauls@rcamflorida.com) or [support@guestsvcs.com](mailto:support@guestsvcs.com).

As always, if we can assist in any way, please let us know.

Sincerely,

Paul Shamblin, CMCA, AMS  
Director of Association Operations  
Majestic Beach Resort Community Association, Inc.

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[Unsubscribe majestic.os@resortcollection.com](mailto:majestic.os@resortcollection.com)

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Sent by paul@resortcollectionassociationmanagement.ccsend.com powered by



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