

Fontainebleau Helpful Tips

- Check-in procedure
 - Check-in time is 4pm at the Fontainebleau
 - The check-in procedure is exactly like a normal hotel check-in
 - Go to the Fontainebleau Hotel located at 4391 Collins avenue
 - At the front desk tell the front desk personnel your reservation code and name.
 - The reservation code is found in the official hotel letter sent in an email to you.
 - It will normally accompany this document as a separate attachment. Look for it.
 - The hotel clerk will ask you for a credit card and id
 - The credit card number is to be used for any optional things you charge to your room such as: room service food or other optional choices. The hotel policy is to pre authorize a \$50 per day hold to the card per day. The hold charges are reversed if no room service , or other optional services are used.
 - The hotel clerk will finish the check-in process and make you an electronic room key card or cards.
- Parking Valet Services
 - The Fontainebleau Hotel entrance is currently at 4391 Collins Ave, Miami Beach , Fl 33140
 - When the valet approaches your car immediate tell him you will be using Owner parking # ____ .
 - The valet may ask you for your room number in Fontainebleau3 – Sorrento Building
 - You will receive this special owner parking number in a private email. It is good for only one vehicle.
 - The valet will give you a blue ticket for your car or maybe no ticket at all. The color blue means that your valet parking will be complimentary.
 - If you receive a yellow or green ticket that means that you pay.
 - Please be courteous at all times to the valet personnel. If you have difficulty you can call Tom at 3058037000
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- Housekeeping Service
 - Housekeeping maids will come to tidy up the room twice daily
 - Ask them for any supplies you might need
 - Like a crib for a baby or towels ect
 - The housekeeping charges on the bill are to be paid by the owner
 - Just tell the front desk when checking out
 - Any other charges on the bill are the guest's responsibility and will be charged to your credit card.
 - Like pay for view movies or room service food or other optional services.
 - The hotel charges for cleaning units 3-1610, 3-1611, 3-1905 is fifty dollars per day plus tax. (\$56.50)

- Unit 3-310 is larger and the cleaning charge is sixty-five dollars plus tax per day. (\$73.45)
- The hotel charges for cleaning even if no cleaning is done. Even if you put up the “do not disturb” sign and do not have housekeeping that day there, still is a housekeeping charge for cleaning that was not performed. There is no savings for not having housekeeping so please have housekeeping and enjoy a beautiful room.
- Maid service may slip a bill under your door on the last day of your stay.
 - This bill should be for any optional services like room service food or movies ect. If the bill also includes housekeeping when you checkout at the front desk tell the clerk that the owner is paying for housekeeping and you, the guests , are paying for incidentals or optional services.
 - If I can be of assistance please call Tom at 3058037000
- Construction
 - The Fontainebleau Sorrento building is brand new. Construction is now complete and this building opened March 2008
 - The lagoon pool area between the 3 buildings will be completed and open by December 1, 2008. Six additional pool and lounge areas.
 - If you close your sliding glass balcony door you will not be able to hear noise.
 - This glass is hurricane rated and much thicker than normal.
 - When on the balcony you will see ongoing construction and landscaping of the 7 pools
 - On the 5th floor of the Fontainebleau Sorrento building is a sky pool for swimming. You also have access to the sky pool on the 7th floor of the Tesor building.
 - The 40,000 square foot spa is expected to open Jan 1, 2009.
- Half price very early check-in or very late checkout solution
 - If your plane is arriving very early: for example 8 am. Then it may make sense to plan ahead and you can book the previous day if available at ½ price so that the room will be held for you and not occupied by another guest. Then you can check-in at 8am.
 - If your plane is leaving very late in the day and you wish to get some extra beach time, then you can reserve the following day (if available) at ½ price so that you may enjoy your stay longer rather than depart at 12 noon.
 - We will always try to accommodate your special check in and checkout needs at no charge. Yet, we have found through experience that with a little pre planning – especially with guests wanting to check in and out at the same time that the ½ price solution makes things go smoother.
- Late Checkout – Early Check-in
 - 11am is checkout time
 - There is flexibility for checkout if your room is vacant on the following day
 - Check the following day at www.exactroom.com
- If the room is empty on the following date you will be able to checkout at 1pm or so without difficulty.
- If the room is full the following day please try to checkout at the front desk close to 11am.

- It is important to return your room key to the front desk so that the front desk clerk enters this information into the hotel computer system.
 - Then the housekeeping people will come to clean when the computer system denotes that you have checked out.
- Transportation – Taxis – Shuttles ect.
 - are everywhere in South Beach and very available
 - Free hotel shuttles please see the schedule on the last 3 pages.
 - Please see the hotel concierge for help or information.
- Cancellation Policy of exactroom.com
 - Our policy is similar to the Disney World policy.
 - You may cancel for any reason up to 10 days in advance of arrival and receive a full refund.
 - If you cancel less than 10 days before arrival you forfeit 20% or 1 days cost whichever is greater. The rest of your money is refunded to you.
- Hi Speed internet
 - Wireless hi speed internet is available in each room
 - 2 wireless networks will be within range
 - Use **ExactRoom** network instead of **Fontainebleau** network
 - ExactRoom is free and an open wireless network easy to connect to without a password or wep code.
 - The ExactRoom network is hi speed DSL (up to 1.5Mbps downstream/up to 256Kbps upstream)
 - Fontainebleau network is not free and the charge is \$12 per day
 - Both networks are open and no password is needed to connect
- Checkout
 - Since the hotel is all computerized it is important for the front desk to know you are checking out. Please just tell the front desk your room number and that you are checking out. That way the front desk can make a computer entry to tell housekeeping to begin cleaning your room for the next guests.
 - Thanks. Tom Romkey 3058037000
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Fontainebleau
 MIAMI BEACH
GUEST SHUTTLE SCHEDULE

Departure Time	From	Arrival Time	To
9:40 A.M.	Fontainebleau	10:00 A.M.	Bal Harbor Mall
10:10 A.M.	Bal Harbor Mall	10:30 A.M.	Aventura Mall
10:40 A.M.	Aventura Mall	11:00 A.M.	Bal Harbor Mall
11:10 A.M.	Bal Harbor Mall	11:30 A.M.	Fontainebleau
12:00 P.M.	Fontainebleau	12:20 P.M.	South Beach Area Lincoln Road (Jefferson Ave)
12:30 P.M.	South Beach Area Lincoln Road (Jefferson Ave)	12:50 P.M.	Fontainebleau
1:00 P.M.	Fontainebleau	1:20 P.M.	Bal Harbor Mall
1:30 P.M.	Bal Harbor Mall	1:50 PM.	Aventura Mall
2:00 P.M.	Aventura Mall	2:20 P.M.	Bal Harbor Mall
2:30 P.M.	Bal Harbor Mall	2:50 P.M.	Fontainebleau
3:00 P.M.	Fontainebleau	3:20 P.M.	South Beach Area Lincoln Road (Jefferson Ave)
3:30 P.M.	South Beach Area Lincoln Road (Jefferson Ave)	3:50 P.M.	Fontainebleau
4:00 P.M.	Fontainebleau	4:20 P.M.	South Beach Area Lincoln Road (Jefferson Ave)
4:30 P.M.	South Beach Area Lincoln Road (Jefferson Ave)	4:50 P.M.	Fontainebleau
FRIDAYS & SATURDAYS ONLY			
5:00 P.M.	Fontainebleau	5:20 P.M.	South Beach Area Lincoln Road (Jefferson Ave)
5:30 P.M.	South Beach Area Lincoln Road (Jefferson Ave)	5:50 P.M.	Fontainebleau

Note to Guests: The Fontainebleau Hotel offers shuttle service, complementary to our guests. It is on a first come first serve basis. The shuttle does not report to a destination if there has not been a previous drop off. If you find an alternate mode of transportation to a scheduled destination, please advise the Concierge desk which of the designated times that you would like to be picked up, if needed. Thank you and enjoy your stay with us.