

Welcome to Winward Pointe.

Guest Pass Guide

Learn how renters, guest, services (e.g. cleaning people) can register their vehicles.

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After reading this guide, if you still have questions, contact Russ Dodd
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Windward Pointe Guest Pass Information

General Information

Windward Pointe has contracted with [Premium Parking](#) for Parking passes and parking security.

There are 2 types of vehicle registrations:

1. Annual Subscriptions – For use by Owners, Immediate Family, Rental Management Owners/companies, Waves services. Subscriptions are automatically renewed annually. **FREE**
2. Reservations - Owner/Immediate Family Guests **FREE**.
3. Guests pay a daily rate that varies by time of year.

No more stickers or paper passes.

No more expectation of guards finding violators by walking the lot.

Premium Parking is available in many cities across the country. If you have used a parking APP before, you will see how easy it is to register your vehicle. You may already have the Premium Parking APP on your smart phone, in which case you are already on your way to registering your vehicles.

Owners will automatically be signed up for an annual parking subscription. All that is needed is to create a Premium Parking account and register up to 3 vehicles.

Immediate Family will need to sign-up for an annual parking subscription. All that is needed is to create a Premium Parking account and register up to 3 vehicles.

Guest have multiple ways to register for parking. If the guest is staying with an owner or immediate family, use condo# +”FREE” for free parking. Eg 1005FREE

An onsite camera will photo all vehicle license plates on entry and exit of the property. Vehicles which are not in the Premium Parking system will be reported to security who will follow up with a warning note on the windshield and eventual harsher penalty; TBD.

Russ Dodd, condo #1005 russellcdodd@gmail.com, as directed by the HOA Board, is the Windward Pointe Parking Solutions Leader.

Windward Pointe Guest Pass Information

Guest Pass Requirements

Who pays?

- Renters and owner's guests (non-immediate family) when Owner is not personally present (staying) in the unit.
- Owner's that Use the unit for business allowing clients and employees to use the unit when the owner is not resident (that is staying in the unit).

Registration Fee

- Guest register their vehicle by paying a daily rate that varies by time of year.
- Vehicles are subject to be booted or towed if they are not registered
- Premium Parking provides the following options:
 - Text pay: Via Smartphone, Text P2853 to 504504. Download the App.
 - Website: <https://premiumparking.com/p2853>
 - Camera Scan of QR code onsite signage

Who does not pay?

- Owners and their Immediate Family. Email, Mobile #, vehicles registered in Premium Parking.
- Guests when the owner or immediate family (see above) is resident in the unit. All the owner or guest must do is register the vehicle with Premium Parking.

Windward Pointe Guest Pass Information

FAQ

- How does Windward Pointe parking security work?
An onsite camera will photo all vehicle license plates on entry and exit. Vehicles which are not in the system will be reported to Windward Pointe security who will follow up with a warning note on the windshield and an eventual harsher penalty; likely a boot.
- How can a guest share a pass with another guest?
One parking pass is required for each vehicle per condo stay. Passes cannot be shared from one vehicle to another the way paper passes were in the past.
- What if I have a rental car?
Each Owner and Immediate Family subscription can have 3 vehicles registered. In the APP, select Accounts (lower right corner). Add/Remove vehicles.
- How do I ensure my cleaning and handy people are not seen as violators?
Owners must send instructions included in this guide to their condo management companies. Onsite security will also help by instructing services employees to register their vehicles.
- What if my guest is only visiting for a few hours?
All vehicles must be registered. The Premium Parking WEB or APP makes it easy for Owners or Guest to do. [Guest of Owner & Immediate Family Setup](#). [Guest of renters must buy a pass](#). Max 2 vehicles per unit
- What is the difference between a subscription and a reservation?
A Subscription is for annual registration of frequent visiting vehicles; i.e. Owners, Immediate Family, Service vehicles. A reservation is for guest vehicles or maintenance visiting for hours or days.
- How do we know people won't game/run around the system?
Premium Parking analyzes all vehicle entries and exits and looks for patterns of abuse. For example, a vehicle which comes every Monday, Wednesday, and Friday at 5PM for 1 hour will be reported to security for investigation.
- How to get parking refund?
<https://premiumparking.com/refund-request/new>

Owner Vehicle Setup

Each owner will be set up in Premium Parking for a FREE Owner Subscription.

No more stickers or paper passes.

Quick Reference

- 3 vehicles per owner. Subscription automatically renews annually.
- Use the WEB or Premium Parking APP to add or delete vehicles
- Owners send a link to Immediate Family to register their vehicles.
- Guest staying with Owner use the Premium Parking APP or WEB.

Details

Owners and their immediate family use parking subscriptions to register their vehicles. In order to get an owner subscription, each Owner (to include spouses, partners) must provide Waves with their Email, Mobile#, and Condo#.

All owners will be setup and will receive an email invitation from Premium Parking. Each Owner must create an account and register their vehicles in an Owner subscription that is FREE, will automatically renew annually, and will never expire. Each subscription can have up to 3 vehicles. Owners can use the Premium Parking APP or WEB to add or delete vehicles as needed.

If you have issues accessing your account call 844-236-2011.

To download the APP on your smartphone, text P2853 to 504504 or
Via WEB [Premium Parking Subscriptions](#)

Email each Immediate Family member the link for their subscription.

See [Immediate Family Setup](#) below.

Guest staying with owner must use the Premium Parking APP or WEB to register their vehicles. See [Guest of Owner & Immediate Family Vehicle Setup](#) below.

An onsite camera will photo all vehicle license plates on entry and exit of the property. Vehicles which are not in the Premium Parking system will be reported to security who will follow up with a warning note on the windshield and eventual harsher penalty; TBD.

Immediate Family Vehicle Setup

Each Immediate Family member will use Premium Parking for a FREE Subscription. No more stickers or paper passes.

Quick Reference

- Owners can copy paste the below content and email to each family member.
- 3 vehicles per family member. Subscription automatically renews annually.
- Use the WEB or Premium Parking APP to register and modify vehicles
- Guest staying with Owner use the Premium Parking APP or WEB.

Details

Immediate Family members use a subscription to register their vehicles. The owner must email the below content to each Family member.

Copy paste the below content into one email and send "To:" each Family Member.

***** Begin Content *****

Windward Pointe has a parking security system which requires registration of all vehicles. You can enter up to 3 vehicles and may change the vehicle Info at any time. Registration is FREE and the subscription automatically renews annually.

Select <https://premiumparking.com/O2853> and follow the screen directions.

Enter Condo# + "FAMILY" e.g. 1005FAMILY

Credit Card information will be required but there will be **NO CHARGE**.

Immediate Family members can use the Premium Parking APP or WEB to add or delete vehicles as needed. No more stickers or paper passes.

To download the APP on your smartphone, text P2853 to 504504 or

Via WEB [Premium Parking Subscriptions](#)

Guest staying with Family member: Text P2853 to 504504 or

<https://www.premiumparking.com/p2853>. In the "Enter Condo #" space, enter your Unit# + "FREE" e.g. 1005FREE. Total cost to screen right will be = \$0

An onsite camera will photo all vehicle license plates on entry and exit of the property. Vehicles which are not in the Premium Parking system will be reported to security who will follow up with a warning note on the windshield and eventual harsher penalty; TBD.

***** End Content *****

Windward Pointe Guest Pass Information Guest of Owner & Immediate Family Vehicle Setup

Guest must make a reservation and register their vehicles.

If you are having improvements or repairs over several days, treat that vehicle as your guest and follow below instructions.

No more stickers or paper passes.

Quick Reference

- Owner, Immediate Family or Guest can use WEB or APP for FREE reservation
- In the “Enter Condo #” space, enter your Unit# + “FREE” e.g. 1005FREE
- FREE guest reservations CANNOT be made via the Kiosk machine

Details

In order for the system to identify violators, **all** vehicles must be registered. Guest staying longer than 1 hour must have a reservation with their vehicle registered. The Premium Parking WEB or APP makes it easy for Owners or Guest to do the registration. All vehicles which are registered in the system are saved for future FREE reservations.

There are 3 ways to make a reservation:

- Text pay: Using your Smartphone, Text P2853 to 504504
- Website: <https://premiumparking.com/p2853>
- On Site Signage with a QR code

Enter your condo unit number & “FREE” (e.g. 1005FREE) in the Condo # field and select “Check Space”. Note reservation to screen right will reflect total cost = \$0

An onsite camera will photo all vehicle license plates on entry and exit of the property. Vehicles which are not in the Premium Parking system will be reported to security who will follow up with a warning note on the windshield and eventual harsher penalty; TBD.

Windward Pointe Guest Pass Information Rental Guest Purchases

Quick Reference

- Rental sites (e.g. VRBO) and confirmation emails must inform guest to use Premium Parking to purchase passes in advance.
- No more paper passes on dashboards.

Details

Below are examples of what to communicate. Owners or their rental company are responsible for how they communicate the pass purchase process to their guest. No more passes dashboards. By purchasing pass your Guest vehicle will pass the Windward Pointe camera validation of their vehicle....simple as that!

Content for Rental Sites (Eg VRBO) and Confirmation Emails **FEEL FREE TO PERSONALIZE**

Example 1 content:

- *Parking is available for up to two cars for a nominal fee per car. You will receive a confirmation email with instructions to pay in advance*

Example 2 content:

- *Parking is available for up to two cars for a nominal fee per car. RVs and trailers are not permitted on-site. To purchase your parking passes, you have the following options. Have the vehicle license plate number and Windward Pointe condo unit number ready.*
 - *Text pay: To 504504 Text P2853 for links to Premium Parking WEB site or APP download.*
 - *Website: <https://premiumparking.com/p2853>*

You can purchase your parking passes before getting to the condo. Your vehicle will be registered with the guard and onsite security system.

Super easy!!

An onsite camera will photo all vehicle license plates on entry and exit of the property. Vehicles which are not in the Premium Parking system will be reported to security who will follow up with a warning note on the windshield and eventual harsher penalty; TBD.

Windward Pointe Service Pass Information Condo Rental Management

Condo rental management employees and contracted employees must have vehicles registered in Premium Parking.

The below also pertains to Owners who do their own condo rental management.

Quick Reference

- Copy & paste the below content and email to each employee.
- 3 vehicles per employee. Subscription automatically renews annually.
- Use the WEB or Premium Parking APP to register and modify vehicles

Details

Condo rental management employees use a subscription to register their vehicles in Premium Parking. This includes cleaning people and handymen. **Anyone can create a FREE subscription and register an employee's vehicle.** Employees themselves do not need to do the registration although it is recommended they do. Follow the below instructions or email the below content to each employee.

There is no need to have registration for HVAC, plumbing, or electrical service companies. Onsite security personnel are aware that service company vehicles are distinctive enough to be identified as a non-violator.

Copy & paste the below content into one email and send "To:" each employee.

***** **Begin Content** *****

Windward Pointe has a parking security system which requires registration of all vehicles. You can enter up to 3 vehicles and may change the vehicle Info at any time. Registration is FREE and the subscription automatically renews annually.

Select <https://premiumparking.com/M2853> and follow the screen directions.

Employees can use the Premium Parking APP or WEB to add or delete vehicles.

To download the APP on your smartphone, text M2853 to 504504 or
Via WEB [Premium Parking Subscriptions](#)

An onsite camera will photo all vehicle license plates on entry and exit of the property. Vehicles which are not in the Premium Parking system will be reported to security who will follow up with a warning note on the windshield and eventual harsher penalty; TBD.

***** **End Content** *****

Windward Pointe Service Pass Information Waves Services

Waves employees and contracted employees must have vehicles registered in Premium Parking.

Quick Reference

- Copy & paste the below content and email to each employee.
- 3 vehicles per employee. Subscription automatically renews annually.
- Use the WEB or Premium Parking APP to register and modify vehicles

Details

Waves employees and its contracted employees use a subscription to register their vehicles in Premium Parking. **Anyone can create a FREE subscription and register an employee's vehicle.** Employees themselves do not need to do the registration although it is recommended they do. Follow the below instructions or email the below content to each employee.

Copy & paste the below content into one email and send "To:" each employee.

***** **Begin Content** *****

Windward Pointe has a parking security system which requires registration of all vehicles. You can enter up to 3 vehicles and may change the vehicle Info at any time. Registration is FREE and the subscription automatically renews annually.

Select <https://premiumparking.com/S2853> and follow the screen directions.

Employees can use the Premium Parking APP or WEB to add or delete vehicles.

To download the APP on your smartphone, text S2853 to 504504 or
Via WEB [Premium Parking Subscriptions](#)

An onsite camera will photo all vehicle license plates on entry and exit of the property. Vehicles which are not in the Premium Parking system will be reported to security who will follow up with a warning note on the windshield and eventual harsher penalty; TBD.

***** **End Content** *****