

Coral Cloud Resorts Valet Services Policy Document



Coral Cloud Resorts

Effective Date: September 30, 2024**

Last Updated: September 30, 2024**

Coral Cloud Resorts is dedicated to providing our guests with a seamless and luxurious experience from the moment they arrive. Our valet services are designed to ensure convenience and safety for your vehicle, allowing you to focus on enjoying your stay with us. This document outlines the key policies and guidelines associated with our valet services, including terms of service, fees, liability coverage, and guest expectations.

1. Valet Service Overview

Valet services at Coral Cloud Resorts are offered to all guests, visitors, and event attendees for ease and convenience when arriving at our resort. Our professional valet attendants are available to assist with parking your vehicle in a secure area during your stay or event.

1.1. Hours of Operation

- **Daily Service Hours:** Valet services are available 24/7.
 - **Event Valet Services:** For guests attending specific events at Coral Cloud Resorts, dedicated valet services are offered one hour before and after the event's scheduled start and end times. Event hosts are encouraged to communicate valet service hours during event planning.
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2. Valet Service Process

2.1. Drop-Off Procedure

When arriving at Coral Cloud Resorts:

1. Pull up to the designated valet stand at the main entrance.
2. A valet attendant will greet you, assist with unloading any luggage or personal items, and provide you with a valet claim ticket.
3. The attendant will park your vehicle in a secure, designated valet parking area.

2.2. Pick-Up Procedure

To retrieve your vehicle:

1. Present your valet claim ticket at the valet stand.
2. You may also call ahead to the valet desk (extension provided on the ticket) to have your car ready for pick-up.
3. The valet attendant will bring your vehicle to the designated pick-up area, assist with loading any belongings, and return the keys to you.

2.3. Lost Ticket Procedure

If you lose your valet claim ticket, please provide the valet attendant with a valid photo ID and proof of vehicle ownership. After verifying your information, the valet team will retrieve your vehicle. Please allow additional time for vehicle retrieval in the event of a lost ticket.

3. Valet Fees and Payment Options

3.1. Fee Structure

Valet parking fees are based on the length of time your vehicle remains parked with us. The following rates apply:

- **Short-Term (up to 4 hours):** \$15
- **Overnight Valet Parking (guests staying at the resort):** \$35 per night
- **Event Valet (non-resort guests attending events):** \$25
- **Complimentary Valet:** Available for guests dining at Coral Cloud Resort restaurants with a validated ticket from the restaurant.

3.2. Payment Methods

Payment for valet services can be made using the following methods:

- **Cash:** Payment accepted at the valet stand.
 - **Credit/Debit Card:** Valet attendants are equipped to process payments via major credit or debit cards.
 - **Room Charge:** For guests staying at Coral Cloud Resorts, valet fees can be charged directly to your room. This will be added to your final bill upon check-out.
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4. Guest Responsibilities

To ensure smooth valet operations, guests are asked to adhere to the following guidelines:

4.1. Vehicle Condition

- **Valuables:** Please remove any valuables from your vehicle before handing it over to the valet team. Coral Cloud Resorts is not responsible for any items left in the vehicle, including electronics, jewelry, or other valuables.
- **Car Keys:** Ensure that you provide the valet attendant with the primary car key/fob. Backup keys should be kept by the guest.

- **Vehicle Size and Condition:** For safety and efficiency, valet services may be limited to vehicles that fit within standard parking dimensions. Oversized vehicles or vehicles with significant damage or operational issues (e.g., flat tires, low clearance) may not be eligible for valet service.

4.2. Vehicle Locking

Valet attendants will lock all vehicles upon parking. We advise guests to double-check that all personal items are removed or secured before handing over the vehicle.

5. Valet Safety and Security

5.1. Parking Area

Valet-parked vehicles are stored in a secure, monitored parking area within Coral Cloud Resort premises. The parking lot is under video surveillance and patrolled by resort security to ensure vehicle safety.

5.2. Driving Protocols

All valet attendants are professionally trained and insured. They are required to follow strict driving protocols, including:

- Adhering to resort speed limits.
- Proper handling of both manual and automatic transmission vehicles.
- Ensuring that all safety features (e.g., seat belts, parking brakes) are engaged while parking.

5.3. Vehicle Retrieval Time

While every effort is made to retrieve your vehicle promptly, we ask that guests allow 10–15 minutes for vehicle retrieval, especially during peak times. Calling ahead when you are preparing to leave can minimize wait times.

6. Liability and Insurance

6.1. Liability for Damages

Coral Cloud Resorts takes the utmost care in handling guest vehicles. However, in the unlikely event of damage or loss, the following policies apply:

1. Valet-Related Damage:

If your vehicle is damaged while under the care of Coral Cloud Resorts valet staff, please report the incident immediately before leaving the premises. Our valet manager will assist in filing a report and investigating the situation.

If the damage is confirmed to have occurred while in our care, Coral Cloud Resorts will cover the repair costs or reimburse you for the damage, subject to the limitations of our insurance policy.

2. Guest-Related Damage:

Coral Cloud Resorts is not liable for damages caused by pre-existing conditions or any incidents that occur while the guest is operating their vehicle on or off the premises.

3. Lost or Stolen Items:

Coral Cloud Resorts is not responsible for lost or stolen items left in vehicles. We recommend removing all personal belongings from your vehicle before handing it over to valet.

6.2. Insurance Coverage

Coral Cloud Resorts maintains commercial insurance that covers valet operations, including any damage that may occur to vehicles as a result of valet staff handling them. Guests' personal vehicle insurance may also be used in the event of a claim, depending on the circumstances.

7. Valet for Special Events

For large events such as weddings, corporate functions, or conferences held at Coral Cloud Resorts, valet services can be pre-arranged as part of the event planning process.

7.1. Group Valet Service

Event hosts can arrange group valet services for attendees, with the option to either:

- **Pre-pay valet fees** for all guests as part of the event package, or
- Have guests pay individually for valet services upon arrival.

7.2. Reserved Parking for VIP Guests

For events with VIP or special guests, reserved parking spaces may be designated for valet use. These arrangements should be coordinated in advance with your Coral Cloud Resorts event planner.

8. Complimentary and Discounted Valet Services

Coral Cloud Resorts offers various promotions where valet services are complimentary or discounted. These include:

- **Complimentary valet for guests dining at on-site restaurants** (with ticket validation).
 - **Discounted valet for loyalty program members** or guests who book a suite at the resort.
 - **Event promotions:** Special offers for valet services during selected events hosted by the resort.
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9. Feedback and Service Quality

At Coral Cloud Resorts, we strive to provide the best possible valet service. We encourage guests to share their feedback on our valet operations.

- **Customer Feedback Surveys:** After your stay, you may receive a survey asking about your valet experience.
 - **Concerns or Complaints:** If you encounter any issues or have concerns about valet service during your visit, please contact the front desk or the valet manager immediately. We are committed to addressing and resolving all issues promptly.
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Coral Cloud Resorts aims to provide an exceptional and stress-free valet service for all guests. Our policies ensure the safety of your vehicle while offering a convenient and luxurious start to your stay. For any questions or additional information, please contact our valet team or front desk during your visit.