



Fontainebleau Miami Beach
Condominium – Hotel
Ownership & Orientation Guide

WELCOME TO FONTAINEBLEAU!

On behalf of the Fontainebleau Miami Beach team, it is our pleasure to extend a warm South Florida welcome. We are delighted that you have selected Fontainebleau as your home away from home.

Ownership at Fontainebleau is an experience unmatched by any condominium-hotel. This historic property blends luxurious accommodations with unparalleled food and beverage offerings, and a spa and poolscape that are among the finest in the country. The Fontainebleau team takes pride in providing first-class service, and is eager to help you experience all of the resort's exciting features and to assist you with any needs that may arise.

Again, welcome, and we look forward to sharing and creating memories that will last a lifetime.

Joseph LaFleur, LCAM



Director of Condo-Operations & Quality Assurance

Australia Rodriguez, LCAM



Director of Condominium Services

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GENERAL INFORMATION & SERVICES

CONDOMINIUM OFFICE & OWNER SERVICES

Our Owner Services Team is here to make your stay as comfortable and enjoyable as possible. Owners Services is able to check the availability of your unit, book owner stays, make restaurant and spa reservations, schedule housekeeping services, and coordinate requests.

The Tresor Owner Services Desk is located on the 7th Floor and the Sorrento Owner Services Desk is located on the 5th Floor both are open daily.

The Condominium office located on the Lobby Level of the Sorrento is open Monday through Friday from 9:00 AM to 5:00 PM. Our Management Team is here to assist you:

Joseph LaFleur, LCAM, Director of Condo-Hotel Operations
Australia Rodriguez, LCAM, Director of Condominium Services
Danielle Richards, Owner Services Manager

Fontainebleau owner's website www.fontainebleau.com/owners is your resource to access the latest information and tools you need as an Owner, including forms, contacts, the latest edition of your FB Newsletter and of course the ever-popular list of Owner benefits.

THE RENTAL PROGRAM

To schedule an appointment to review the benefits of joining our optional rental program please contact the Condo-Hotel Operations Department.

OWNER BENEFITS & DISCOUNTS

The Owner Benefits Program offers discounts for our retail shops, food & beverage venues, recreation, catering services, Lapis Spa, Salon and Gym. Owners may contact the Condominium office to apply for an account and obtain an Owner I.D. Card. Standard owner benefits include:

- 25% Off additional room reservations booked directly through Fontainebleau
- 20% Off La Cote, Vida, Fresh, Chez Bon Bon, Bleau Bar, Glow Bar and Poolside Food and Beverage
- 20% Off AAA Four Diamond Signature Restaurants – Strip Steak, Hakkasan, Michael Mina Pizza & Burger and Scarpetta (Sun-Thurs)
- 10% Off AAA Four Diamond Signature Restaurants – Strip Steak, Hakkasan, Michael Mina Pizza & Burger and Scarpetta (Fri-Sat)
- 15% Off Catering Functions
- 15% Off Retail at Ida and Harry, Morris & Co., Aquamarine, Lapis Retail and Pool Kiosks
- 15% Off Recreation - Pool Cabanas, Day Beds and FB Kid's Camp
- 15% Off Lapis Spa, Lapis Salon and Gym

These Discounts are valid at time of purchase when using your Owner Benefits Card at the Fontainebleau Miami Beach only. Discounts are not valid at LIV night club. Please be sure to visit the owner's website at www.fontainebleau.com/owners.com for the latest seasonal promotions. Discounts are subject to change and restrictions may apply.

MAINTENANCE FEES

Fontainebleau will mail a coupon booklet to your address on file after your closing and at the beginning of each year. We offer several convenient payment methods. Monthly assessments are due on the first day of the month and considered late after the tenth day of the month. Please contact Condominium Accounting or the Condominium office at (305) 535-1648 for information on your account.

PARKING

Each owner is entitled to one complimentary parking space while occupying their unit. Owners may arrive and depart by way of our South Drive or Main Drive where Valet Parking service is offered. Self-parking is not available. Owners can purchase a discounted sticker only applicable for one time entry (day use only); all overnight parking will be charged the standard valet rate. Additional parking may be available for a fee.

MAIL, PACKAGE ROOM

Your unit's mailbox is located in the Mail Room on the first floor of the Tresor and Sorrento buildings. Please remember to check your mailbox while in house. If you are expecting a delivery while you are away from your residence, please contact Owner Services to arrange for proper forwarding of your mail, applicable fees apply. Registered letters or mail that require signatures will be received by our Package Room. Any items received and not delivered or collected after thirty (30) days will be returned to the sender. Our Package Room can hold up to five (5) packages complimentary, after that there is an applicable fee of \$ 4.00 per box plus tax for small boxes or \$25 per box plus tax for large/heavy packages (exceeding 4 feet in width, 6 feet in height or 35 pounds). Applicable fee should be paid to Fontainebleau Miami Beach when you collect your packages. For larger mail pieces, deliveries or assistance with any outgoing mail please contact the Package Room, Owner Services or the Condominium Operations Department. U.S. Postal Service/courier rates may apply. Stationary supplies are available on property. As a reminder, when providing your address, always make sure to include your building's address and unit number. New mail box keys may be ordered through an approved vendor.

DELIVERIES

Deliveries must be scheduled through Owner Services or Condominium Operations with a minimum of 24-hour advance notice. Owners or an authorized representative must be present to accept deliveries and a Security Access Pass must be obtained from Fontainebleau's Security office located in the Versailles building with the vendor names, scheduled delivery dates and times. Use of Fontainebleau's loading docks and service elevators for deliveries are subject to availability and may only be requested for usage during the approved scheduled times Monday through Friday, from 10:00am to 4:00pm. All requests must be scheduled through Condominium Operations Department. Outside vendors must be properly uniformed and present a valid photo identification to be issued a property pass, which must be visible at all times while on property. Fontainebleau Team Members will not sign off on delivery receipts on behalf of unit owners. Licensing and insurance information may be required in advance for deliveries.

UNIT MAINTENANCE & REPAIRS

Repair and maintenance services for Rental Program Participants may be requested by contacting Owner Services, the Property Operations Department or the Guest Service Hotline. Emergency repairs that may affect other units should be reported immediately to Owner Services/Guest Services. For a list of approved vendors, please contact or Owner Services or the Condo-Hotel Operations Department. Outside vendors must provide proof of valid business license, workman's comp insurance and liability insurance to the Condo-Hotel Operations Department. Vendors must also be properly uniformed and present a valid photo identification to be issued a property pass by Fontainebleau Security, which must be worn and visible at all times while on property and are not permitted to solicit or pass out flyers while on property.

UNIT MODIFICATIONS

If you are not in the rental program and would like to make modifications to your unit, approval from Fontainebleau Management and the Condominium Association Board of Director's is required. A City of Miami Beach Permit may also be required. The Unit Modification Form can be obtained from the Condominium Office. All modifications must be approved prior to the commencement of any work done in your unit. Outside vendors must provide proof of valid business license, workman's comp insurance and liability insurance to the Condo-Hotel Operations Department. Without proper permits, approvals and notifications to the Condo Office access to your unit may not be granted. In addition, any unapproved work done in the unit may need to be returned to original condition at the owner's expense. The use of the Tresor or Sorrento Loading Docks and service elevators must be scheduled in advance with the Condominium Office and will be granted based on availability.

RESERVATION REQUESTS

Requests for unit occupancy should be submitted to the Owner Services Department through our online reservations system during regular business hours (Monday through Friday 9:00am to 5:00pm) by completing an Owner Reservation Request Form at www.fontainebleau.com/owners/reservation_request. Please allow update to 72 hours for processing. During high demand periods reservations will be processed based on arrival dates. Requests for rental units require at least 60 days notice prior to the arrival date per rental contract terms. Requests for Non-Rental units require at least 5 days notice prior to the arrival date. Once availability is confirmed, a reservation request form must be completed online and sent to the Owner Services Department. Reservations are not confirmed until you receive a confirmation letter from the Fontainebleau. All reservations requests for units on the Hotel Operator's Rental Program are subject to availability. Please check blackout dates posted on the owner website at www.fontainebleau.com/owners, your most recent newsletter, or by contacting the Owner Services Department. To book additional rooms our Owner Services Team or the Hotel Reservations Department should be contact for available rates.

TRANSIENT RENTALS

A transient reservation processing fee of \$15 per reservation is applicable for non-rental owner reservations after the first reservation per month. A Transient Rental Authorization Form and valid credit card must be maintained on file with the Condo-Hotel Operations Department and will be billed monthly. Reservations are processed during regular business hours and must be made at least five days prior to the arrival date. All arriving guests must be registered/check in with the Hotel Operator and list any accompanying guests who will require keys to the unit.

OWNER FILE INFORMATION

Fontainebleau maintains files for each unit owner. These files contain your mailing address off property and contact information for the owners and/or authorized representatives, condominium documents, closing documents, Unit Management Agreements, copies of any relevant appliance service contracts, maintenance agreements, proof of current owner's liability insurance coverage and any other pertinent information required for your unit. Please make sure you communicate any changes in information related to your unit to the Condominium office.

ARRIVAL & CHECK-IN

Fontainebleau offers you a lifestyle and experience that will take care of your every wish from the moment you arrive through to your departure. Established check-in time is 4:00 P.M. and checkout time is 11:00 A.M. for

rental program participants (may be subject to change). Early and late check-in and check-out may be requested and will be granted based on availability. Non-rental reservation check in time/departure times are not guaranteed by the Fontainebleau.

HOUSEKEEPING

Your preferred Housekeeping Services may be selected prior to arrival when reserving your units online or at check-in. Twenty-four (24) hours advanced notice is required when scheduling Housekeeping Services. A mandatory check-out fee will be charged to your account unless you receive daily service for at least half of your stay. For extended stays we recommend requesting housekeeping services more frequently to maintain the condition of your unit. The cleanliness or condition of non-rental units are not guaranteed as they are not managed by Fontainebleau.

SMOKING

Fontainebleau is a smoke-free Resort. If you wish to smoke please do so in the privacy of your balcony or in a designated smoking section around the Resort.

PETS

A maximum of two domesticated pets (dogs/cats) may be kept by owners/guests in the unit, provided that such pets do not weigh in excess of eighty pounds each at maturity. In consideration of your neighbors and other hotel guests, please remember to pick-up after your pets, keep them on a leash and do not leave unattended pets on your balcony or in public areas. Guests are responsible for pet waste clean-up inside the hotel and throughout the property grounds. Please refer to the property map for designated pet walking areas and the location of the pet park. If your pet causes any inconvenience to other guests, you will receive a warning from the hotel. If a second violation is made a \$100 "time out" fee will be assessed by Fontainebleau Miami Beach.

TRASH & RECYCLING

The building is equipped with a trash chute on each floor. There is a knob that will allow you to select the disposal type (trash/glass/plastic). If the trash chute is full, please use the service phone in the hallway and Housekeeping will provide assistance with the disposal of your trash. Please do not leave your trash in foyers or hallways.

TELEPHONE & INTERNET SERVICES

Please refer to the Telephone Rate Card in your unit for details. High speed internet access is available in your unit and throughout the property. To login, please enter your last name and unit number.

THE OWNER'S LOUNGE

Our Owner's Lounges are located on the seventh floor in Tresor and the fifth floor in Sorrento. Complimentary Continental Breakfast is served from 7:00 A.M. to 11:00 A.M. Monday through Friday and 7:00A.M through 12:00 P.M on Saturday and Sunday. Access to the Owner's Lounges is limited to owners and their immediately family only when occupying your unit. Please present your Owner ID card when entering the Lounge. Your Owner ID card is programmed as a key to enter into the Lounge. Children under the age of eighteen will not be granted access to the Owners Lounge without proper adult supervision. For the enjoyment of all Owners we request that no food be removed or brought into the Owners Lounge areas.

RESTAURANTS & DINING

Celebrated chefs from around the world direct eleven fine dining and casual restaurants, bars, and clubs at Fontainebleau. A complete listing of all Fontainebleau restaurants and bars can be found on our website at www.fontainebleau.com or on your in-room iMac personal computer. Among them we feature four Signature dining restaurants.

Strip Steak by Michael Mina. StripSteak by Michael Mina offers a dynamic dining and bar scene perfectly in sync with Fontainebleau's reputation as the preeminent destination for sophisticated cuisine and contemporary cocktails. The two-story, indoor-outdoor venue, is sexy, fun, elegant and engaging – a perfect complement to the hotel's stellar collection of signature restaurants, which includes Scarpetta, Hakkasan and Michael Mina 74.

Hakkasan® is recognized as the pioneering concept that single-handedly changed the face of Chinese cuisine within the United Kingdom. Since 2003, the Michelin starred London location has set the standard for Chinese cuisine and haute Chinese interior design. Although Hakkasan is rooted in the culinary traditions of China, the restaurant's philosophy and cuisine are not chained by convention. This award-winning restaurant has made its U.S. debut at Fontainebleau and offers diners authentic Cantonese fare complimented by a diverse menu of New World wines and sake.

Scarpetta® critically praised as “truly phenomenal” Italian food, Scarpetta reflects the deft touch of Chef Scott Conant, who creates an inspired menu of soulful regional fare. Sublime flavors reflect the freshness and quality of locally sourced ingredients. The ambiance and atmosphere are enhanced by Scarpetta's wraparound veranda with floor-to-ceiling glass windows, offering breathtaking views of the Atlantic Ocean and Fontainebleau's poolscape.

Michael Mina Pizza & Burger Inspired by Mina's sons and their two gastronomic obsessions – Sammy is the burger maniac, Anthony adores pizza – Pizza & Burger's menu is modeled on what the Mina family likes to cook, serve and eat at their backyard get-togethers with family and friends.

La Cote A chic two-level, poolside/oceanfront bar and restaurant situated beach and poolside inspired by the Côte d'Azur. This poolside restaurant's relaxed environment serves simple, accessible fare to those looking to dine casually and in style. Menu highlights include Fruits de la Mer, salads, crudités, char-grilled seafood and meats, all complemented by refreshing desserts. This open-air restaurant on La Côte's upper level overlooks the pool and ocean and offers guests the flavorful cuisine of the South of France, as well as a lively DJ inspired bar scene with fashionable cocktails and tapas-style snacks.

Fresh Offering simple fare prepared with the finest ingredients. Fresh specializes in a variety of American comfort snacks and lite meals to be enjoyed in the restaurant or for takeout. Here you will find light snacks, salads, sandwiches, wraps, pizza and 32 flavors of refreshing gelato. The Fresh simple pleasures in life.

Chez Bon Bon A-list celebrities and local connoisseurs alike seek out Chez Bon Bon's exquisite, one-of-a-kind, edible confections, passionately and skillfully crafted using the finest of ingredients, and without preservatives. Treat yourself to a small, personal indulgence, or allow our chefs to custom-design the perfect confection for your special occasion.

For assistance with your dining reservations, please contact Owner Services, Dining Reservations directly or the Concierge Desk. Hours of operation may be subject to change.

IN-ROOM DINING

Perfect for those wanting to relax in the comforts of their guestroom, enjoy day and night dining service. Begin your morning at Fontainebleau Miami Beach with a delightful breakfast that is always fresh to order and includes only the freshest quality ingredients. Enjoy a light or indulgent lunch, and gourmet dinner selections complimented by a bottle of fine wine or cocktail. With a wide variety of classic choices, contemporary favorites and open bar options, there is sure to be a taste for every palate.

BARS & NIGHTLIFE

Fontainebleau Miami Beach is the hub of trendsetting, high-energy nightlife. Four unique bars and clubs invite you to relax in an ambiance warm, sophisticated and stylish. Choose your style, from intimate lounges with soft beats to the hottest nightclub on the planet delivering celebrity hosts and DJs pumping in today's top sounds. You'll taste creative cocktails and wine lists developed by renowned industry leaders and experience VIP bottle service fit for a superstar.

Bleau Bar

Located in the lobby level has been long regarded as the meeting place of the stars. Offering classic favorites and new world libations, Bleau Bar is part of a cocktail universe like no other on Miami Beach and also offers a wide selection of wines

Glow Bar

Join friends at Glow Bar, a casual yet sophisticated pool bar with the intimate ambiance of a private club. Refresh poolside with cool and creative aperitifs. Choose your style, whether it be a daiquiri, the vacation classic, or kick back Fontainebleau vintage style with a diamond fizz.

La Cote

Inspired by the Côte d'Azur, La Côte, is a chic two-level restaurant situated beach and poolside. The poolside restaurant's relaxed environment serves simple, accessible fare to those looking to dine casually and in style.

LIV

The quintessential, 21 and older nightspot fuses the appeal of an ultra-exclusive lounge and a high-energy nightclub. LIV™ is home to celebrities, VIPs and Miami's local party crowd. Within over 18,000 square feet of striking architectural design and lavish decor, DJs spin everything from rock to hip hop to house.

MiamiNew Times - Best of Miami® BEST VIP ROOM

For assistance with reservations, please contact Owner Services, Dining Reservations directly or the Concierge Desk. Hours of operation may be subject to change.

CATERING SERVICES & CONVENTIONS

When planning that important event, look no further than Fontainebleau for your affair. Our professional and creative Sales and Catering Team are here to assist you. Participants in the Fontainebleau Owner's Benefit Program receive discounts on catered functions. Please contact the Catering department at extension 3265.

LAPIS SPA, GYM & SALON

Our two-level Lapis spa harnesses the natural qualities creating a restorative and renewing experience. Enriched with mineral water, this 40,000-square-foot spa features thirty private treatment rooms as well as a co-ed jetted pool with lounge area. Owners are granted complimentary access to the Spa and Gym with your Owner's ID or spa pass. Please note that all spa guests must be at least eighteen years of age. Surrender to the experts by calling to schedule your next visit.

SHOPS AT FONTAINEBLEAU

Timeless

Timeless celebrates the hotel's iconic past, present and future, featuring exceptional timepieces and fine jewelry for women and men. Combining designer and statement pieces unique to Fontainebleau, Timeless pays homage to the hotel's legacy and modern glamour through a wide range of alluring jewels.

Ida and Harry

Fontainebleau's high-end boutique offers a unique range of designer and contemporary brands for any occasion casual or elegant. The glamorous store design is a showcase of a perfectly compiled collection of clothing, shoes, accessories, belts, handbags and fine jewelry.

Bleau Signature

Featuring Fontainebleau's trademark logo on everything; our chic and vintage branded items are all ages. You can find souvenirs of the resort's rich history and array of culinary & entertainment offerings. Bleau Signature provides visitors with a curate assortment to commemorate their trip to the famed resort.

Morris & Co.

Sundries, reading materials, tobacco products and Fontainebleau branded apparel and souvenirs can be found in this sleek store.

Lapis Spa

An array of organic and all natural bath and body products, candles, books, jewelry, active wear and lounge wear for women and men envelope this soothing and clean boutique.

POOLS & CABANAS

Fontainebleau's main poolscape boasts 10 pools throughout the property. Our small dipping pools and an interactive children's waterscape play area are full of fun for families who want that FUN in the SUN experience. This renowned oceanside focal point will remain as glamorous as when James Bond and Goldfinger sat by the pool for a heated game of gin rummy.

Private cabanas with personalized service surround the resort's six pools. Each cabana is equipped with a 32-inch, flat-screen television, wireless internet, butler service, mini refrigerator, phone with data connection and a digital safe able to store a laptop or other valuables. Cabanas are furnished with a sectional lounge, chair and table, as well as privacy curtains, contemporary artwork and ceiling fans.

A special area for kids is outfitted with comfortable cabanas and lounge chairs that allow parents to relax while overseeing their children at play. The resort's youngest guests can enjoy an interactive play area with a beach-style entry, waterslide, spray canopy, water cannons and zero entry wading pool.

The Tresor towers's pool and sun deck is located on the 7th Floor Level. The Sorrento tower's pool and sun deck is located on the 5th Floor level.

BEACH

Beach umbrellas, chairs, cabanas and a variety of water sports including windsurfing and jet skis are just a few of the wide-range of items and water sports equipment available for your use. Umbrellas and beach cabanas are available for a fee. Two Beach chairs, per unit, are complimentary to unit owners while occupying your unit. For beach and water sports rentals contact Boucher Brothers.

MARINA

Fontainebleau has been the crown jewel of Miami Beach since its inception in 1954 and it is also home to Indian Creek Marina and the executive sales offices of Reel Deal Yachts, Inc. Here you will find luxurious accommodations for your vessel and your party, close to just about everything there is to see and do in Miami. For more information, including dockage rates, charters, boat shows and other related events please call Reel Deal Yachts directly.

FB KIDS

FB Kids Adventures welcomes children ages 4 to 12 to enjoy activities, games, scavenger hunts, sports, art, music and much more. Register for a full day, half day, night program or sign up for one of the à la carte scheduled activities. To book an adventure call FB KIDS directly. Reservations are required by 4 PM, one day prior to the requested date of the program and subject to availability.

TRANSPORTATION

MPH

MPH is our exclusive provider to arrange Limousine Services please call Owner Services, the Concierge or MPH directly.

Enterprise rent-a-car

Located on property Enterprise offers rental choices which are fuel-efficient and use clean, low-emissions technology.

FEDEX OFFICE

The FedEx Office is located on the Lobby Level of the Versailles building.

SECURITY, FIRE & SAFETY

All residences are furnished with a Safe in the unit and a Safe-lock electronic lock system on the front door for added security. Should you encounter any problems with your key, please contact Owner Services or the Front Desk. Please also familiarize yourself with the exits nearest to your residence and the fire alarm locations on your floor. Emergency procedures are located behind your front door. In case of an emergency please dial 911, Security, or depress the red quick dial button located on your phone or dial 911.

SALES INQUIRIES

Please direct all sales inquiries to the Condominium Operations Department.

All Realtor inquiries, inspections or appraisals must be scheduled through the Condo-Hotel Operations Department in advance and are based on availability of the unit and written authorization from the unit owner. All third parties must abide by Fontainebleau's no solicitation policy while on property.

DIRECTORY

Owner Services Desk at Trésor	Touch 3299
Owner Services Desk at Sorrento	Touch 4603
Condominium Operations Office	Touch 3441
Joseph LaFleur, Director of Condo-Operations & Quality Assurance	(305) 674-4711
Australia Rodriguez, LCAM, Director of Condominium Services	(305) 535-1643
Danielle Richards, Owner Services Manager	(305) 535-1645
Condominium Accounting (Owner Condo-Hotel Fees)	(305) 535-1648
Accounting Department (Rental Program Participants)	(305) 538-2000 Ext. 4814
Convention Services	Touch 4833
Concierge	Touch 55
FB KIDS	Touch 55
In-Room Dining	Touch 52
Restaurant Reservations	Touch 3299/4603/4828
Liv Table Reservations	(305) 674-4680
Lapis Spa, Gym and Salon	Touch 3336 or call (305) 674-4772
Directions Hotline	Touch 3347
Front Desk	Touch 3296
Guest Service	Touch 50
Hotel Reservations	Touch 3283
Housekeeping	Touch 59
Package Room	Touch 3470
Property Operations Department	Touch 58
Security (Emergencies)	Touch 53
Security (Non-Emergencies)	Touch 57
Valet Parking at Sorrento South Drive	Touch 3477
Boucher Brothers	(305) 535-8177/ (305) 218-1032
FedEx Office	(305) 695-4811
Enterprise rent-a-car	(305) 4868
Reel Deal Yachts	(305) 538-2022
MPH	(786) 402-2549