



Frequently Asked Questions

The BB Team

Who is Beach Bum BB?

We're a local company right here on Pensacola Beach. Our owner started the business with her own condo at Beach Club. We have since prided ourselves on giving the best experience. Find us on social media.



beachbumbb



beachbumbbvacations

Can I talk to someone directly?

We'd prefer it! Feel free to call us at 844.YES.BBUM (937.2286). You can also instant message us through the Guest Portal.

Rental Information

Not all condos are created equal: Condos have individual owners and they have the right to choose whether they live in the home or rent it (we prefer they rent it...with us, of course). As you most likely have realized, should an owner choose to rent, they have many different options. They can rent and manage themselves and use a website such as VRBO to list their property or use a rental agency, such as Beach Bum BB! You may recognize some other management companies in our area too: Premier | Resort Quest | Southern

I reserved online through VRBO/Homeaway, what do I do now?

VRBO is a third party site (boo!), however you were charged for your stay through Beach Bum BB. You should have already received a copy of your confirmation from us as well. Please read the instructions on the confirmation. You will not pay VRBO anything but their third party fee (the "service fee" - double boo). Next time, call us directly. Our returning guests get discounts!

I reserved through BeachBumBB's website, what do I do now?

Thank you for booking direct, you're the best and did we mention really smart?! You will receive a confirmation with instructions of what to expect in the time following up to your arrival date. We communicate mostly through our Guest App Portal, which you'll have 24 hour access to after signing the Rental Agreement.

How do I check-in & checkout?

Our condos do not have traditional keys- each are equipped with keyless entry locks, which means you'll need the code to the lockbox for entry. A fob will be located inside that will work for the condo and property amenities.

ARRIVAL: codes/information will be located on the Guest Portal the day of arrival just before 4pm (unless you've been extended an early arrival). There is NO need to meet anyone at a desk or check-in with a person- I know you were really looking forward to seeing our smiling faces though.

DEPARTURE: is just as easy...just sadder- please ensure all the fobs and passes are left behind and have safe travels home!

***Early arrival and late departure** cannot be guaranteed. We have an extensive cleaning checklist. If your condo has an arrival or departure on the same day as you (someone departed the same day you arrive), an early arrival will not be possible. We do not grant exceptions until the week you're arriving.

How do I park?

There are no designated parking spots. There are TWO complimentary passes awaiting in the condo for you. Extra passes are available on a first come, first serve basis and include a fee (you were just waiting for the catch, weren't you?). Please inquire should you require any additional passes.

What does the condo include?

Beds: Sabine has a king in the master. Day bed (twin with twin underneath) in middle bedroom and another king in the B side. Along with the king, on the B side, there will be a futon and another single pullout. *The fob will work for both B & C doors of the condo.

 **Kitchen:** Fully equipped kitchen; everything you need in the kitchen to cook a family meal. When you're shopping for food, don't forget your spices. We do provide salt & pepper. Both a Keurig AND standard coffee pot are in each condo. We supply a few K-cups and some coffee bags to get you started.

 **BB's Starter Kit:** Includes: roll of paper towels, sponge, dish soap, couple trash bags, dishwasher pods, hand soap, travel shampoo and conditioner, body soap (you may need this...it gets sandy here), two rolls of toilet paper per bathroom and laundry pods.



Linens and Towels: All linens and bath towels are provided. We supply towels for the max number of guests allowed in each rental (check in cabinets/under sinks). Our rentals have washer and dryers that guests are more than welcome to use.

Secure Wifi: The network and password are located inside the Welcome Guide.



Beach Towels: We also provide beach towels! Please don't leave them behind at the beach or pool so you're not charged for any missing upon departure.

Can I have something mailed to me while on vacation?

Yes. Please ship to our office: 22A Via de Luna, Pensacola Beach FL 32561

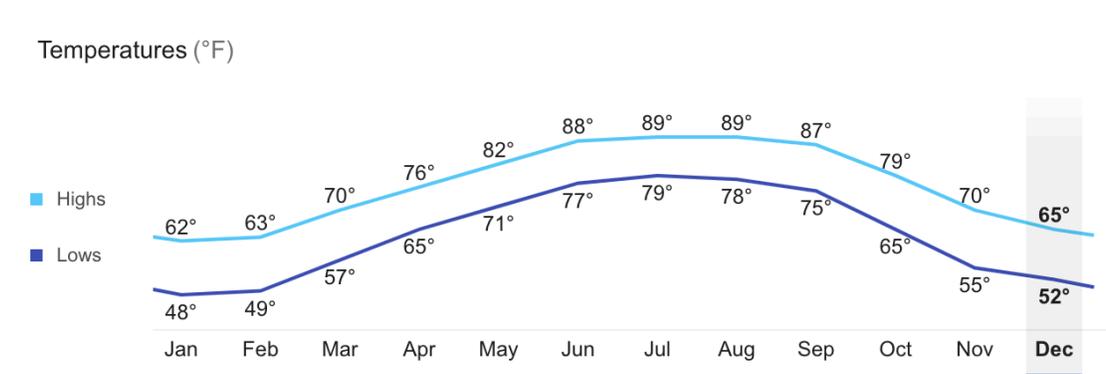
The address for the condo is the owners personal mail and guests do not have access.

NOTE: address to yourself and Beach Bum BB

Miscellaneous

- ✓ We do not provide daily maid service. The start kit of amenities will not be replaced unless the service is requested for an additional fee.
- ✓ No pets allowed at any time. Service animals (NOT emotional support animals) are accepted.
- ✓ All rentals are non-smoking.
- ✓ 50% of your total was due at booking; the balance is due 45 days prior to arrival. You will receive a notification when due. We will auto process the credit card on file within the following 48 hours. Please call should you wish to change the payment information.
- ✓ What's the weather like while I'm there?

Annual average temps on Pensacola Beach



*The heat index in Summer months will be higher than graph.

Extras and Packages

BB loves families! We offer baby equipment:

Portable Crib | High Chair | Stroller | PacNplay

\$8 per night each

Grocery Provisioning \$35 + 15% of receipt (grocery list on Guest Portal)

Anniversary? Wedding? Set up an "Oceanside Romancing" package. With roses, petals, chocolate covered strawberries, and wine or champagne, you'll have memories to last a lifetime. \$125

Or if you're celebrating a birthday or graduation, choose our "Let's Celebrate" package. A beautiful seasonal flower bouquet, balloons and wine or champagne will be waiting for you upon arrival! \$75



Cancellation Information

What if I need to cancel?

We realize things beyond your control may occur and disrupt vacation plans. Because of this, we offer a cancellation waiver. This is a \$99 cost and must be added within ten days of making your reservation. For more details, please see our [rental agreement](#). We also have a third party travel insurance option that costs 7-9.5% of the reservation total.

What if I bought third party travel insurance and need to cancel?

If Rental Guardian insurance was purchased, coverage documents would have been received via email. On those documents is the contact for beginning a claim for your cancellation. The insurance company would be the ones refunding your reservation monies.

*Be advised Beach Bum BB's cancellation policy does not provide refunds for unforeseen developments such as illnesses, mandatory hurricane evacuations or similar events that can affect your trip. We strongly recommend that you purchase Travel Insurance.

Beach Information

Can I bring my own beach equipment?

NO GLASS is allowed on the beach, but you can bring your own chairs, tents and toys! We don't recommend leaving them behind as they may not be there the next morning- hard to believe, we know.

Can I bring my pet on the beach?

Our beaches are very clean and they stay that way because pets are NOT allowed. Don't get us wrong, we love our furry, four legged friends, but come on...we have a beach to maintain. There is a doggy area through down the National Seashore about three miles down the road, East, on the right hand side.

What do the colored flags mean along the beach?

The flags are there to inform you on the surf condition.

Green: Low Hazard (calm surf)

Yellow: Medium Hazard (swim with extra caution)

Red: High Hazard (No Swimming or Wading)

Double Red: Water Closed

Purple: Marine Life Present

Tips for Arrival

- **The bridge onto Pensacola Beach has a \$1 toll.**
- **The nearest grocery store is Publix. It's located in Gulf Breeze before the bridge onto Pensacola Beach.**
- **Park and take a small load to the condo. Keep a free hand to enter a code and grab the parking passes while upstairs. If you forget, don't rush to put the parking passes in your car- just do it before you retire for the night as security checks during the night.**
- **We are local! That means whenever you're in need of a good suggestion, we're only a shout away. Now, how many rental companies say you can shout at them?**