

WILD DUNES PROPERTY MANAGEMENT

Frequently Asked Questions

WHAT SERVICES WILL YOU PROVIDE FOR MY HOME?

Our management services include marketing and promotion of rental, trained and motivated reservation staff, 24-hour front desk services, housekeeping and maintenance services, inspections, mid-week cleans, monthly accounting of rental income and related expenses and more.

ARE THERE ANY SPECIAL ADVANTAGES FOR OWNERS?

Our owners receive a “Home Owner Privilege Card” to use while they are in residence at their rental unit. This allows them to enjoy the many benefits of being part of the Wild Dunes Resort family, the Grand Pavilion oceanfront pools, the Palm Cove pool, the Swim Center pool, the fitness center, the business center, on site front desk, expert concierge services, on-resort transportation, preferred tee times, complimentary tennis court time daily and discounts at all food and beverage outlets (including alcohol).

WHAT ARE THE MANAGEMENT FEES?

We have multiple management agreements. Understanding that each property is unique and every homeowners needs are different, we will be glad to go through your options to select the best program for your interests. Understanding your specific needs helps us to craft the most efficient structure tailored to you and your home.

WHAT ARE THE UP-FRONT FEES?

We provide linens for all homes on our program. Owners will be charged for linens upon joining the rental program. A linen replacement fee will be charged annually after the first year. There is also a one-time fee for installment of the front door lock to our standardized “KABA” electronic lock system. (Being that we will market your property on multiple online channels, we also charge for professional photos to be taken.) If your home is not already equipped with a resort compatible phone line, one will be installed for a nominal fee.

DO YOU PROVIDE MAINTENANCE?

Our team of trained maintenance engineers responds to a variety of guest and owner service calls. For a flat monthly fee, the Minor Maintenance Program covers the cost of maintenance labor for things such as light bulb replacement and annual home inspections. Specific information on cost and coverage is available from our Property Management team.

HOW LONG IS THE RENTAL CONTRACT TERM?

The initial contract term is for two years, with automatic renewal on an annual basis. The agreement may be terminated with at least a 30 day notice prior to the expiration date. Owners are required by South Carolina State Law to honor existing guest reservations for a period of no less than 90 days after termination if the management agreement if reservations cannot be relocated to other accommodations.

WHAT IS YOUR ACCOUNTING CYCLE?

Each month, we will provide Owners with an accounting of income and expenses. Statements are sent by mail 15 days after the end of the month.

DO YOU OFFER ANY OTHER SOURCES OF ADVERTISING?

Wild Dunes' Reservations department has partnered with VRBO and AirBNB to offer our owners full management of online services. Our trained, full time staff will manage rates, content, calendars, photos, headlines, reservations and deposits. We have noticed that an overwhelming majority of our VRBO/AirBNB guests are new to Wild Dunes Resort, making this a truly unique revenue stream for Owners on our program. We also receive a discount on the basic VRBO/AirBNB services and provide no mark-up above the management agreement for these services.

WHAT ARE THE FEES FOR OWNER AND FAMILY OCCUPANCY?

There are no rental fees when you use your home. This applies to the actual property owner as well as their children, brothers, sisters, parents, grandparents and grandchildren. The owner will be responsible for the departure cleaning fee.

DO FRIENDS OR OTHER GUESTS INCUR FEES WHEN VISITING?

Occupancy by a friend or any guest that is not part of your immediate family as described above is subject to a departure cleaning fee. Unfortunately, Wild Dunes Resort does not allow owners to rent their property for a fee in lieu of our services. These guests are able to enjoy all the guest benefits offered by Wild Dunes Resort. Cleaning fees are established based on the number of bedrooms and size of the home.

HOW DO YOU ESTABLISH NIGHTLY RATES AND OTHER RENTAL POLICIES?

Our Revenue Management team closely monitors market trends and guest demand to set nightly rates accordingly. Our yield management techniques seek to maximize rental revenue based on demand. Rates are based on the number of bedrooms in a home, the location and the views. We also establish minimum length of stay and deposit/cancellation policies. Our rates are managed weekly based on market trends and several other market conditions to ensure you receive the highest rate available for each reservation. No other company on Isle of Palms provides this amount of detailed revenue management service to any collection of properties.

WILL MY HOME BE PART OF ANY SPECIAL PROMOTIONAL PROGRAMS?

We may offer special packages for your home to achieve more revenue. Examples include promotions such as one free night on a multi-night stay, golf and tennis packages, spa packages, beach retreat packages, etc.

CAN I DONATE NIGHTS IN MY HOME?

In the spirit of philanthropy, we encourage owners to give time in their homes on a complimentary basis to a church, school group or other non-profit organization of owner's choosing. The Owner will only be charged for the standard departure cleaning fee.

WHAT TYPE OF SPECIAL PRIVILEGES WILL MY RENTAL GUESTS AND I RECEIVE FROM BEING ON YOUR PROGRAM?

Only by being on the Wild Dunes program will you and your guests, while in residence, receive complimentary unrestricted access to: the Grand Pavilion oceanfront pools, the Palm Cove pool, the Swim Center pool, the fitness center, the business center, on site front desk, expert concierge services, on-resort transportation, preferred tee times and complimentary tennis court time daily. Plus, you receive assistance from our Sales and Marketing department and Revenue Management services to maximize income and personalized, hands-on care from our property management professionals. As an Owner you will receive additional discounts at various outlets and discounted travel within our resort portfolio.