



PALMETTO DUNES

PROPERTY OWNERS ASSOCIATION

A RESIDENTIAL RESORT COMMUNITY

GATE ACCESS POLICIES, PROCEDURES AND GUIDELINES (PPG's)

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Section 1

Purpose & General Information

1.1 Purpose of Policy

The Palmetto Dunes Property Owner Association (PDPOA) security system consists of the gates, pass system and patrols. The effectiveness of security depends on the viability of the security policy and the manner in which it is executed. This document establishes policy for controlling access to Palmetto Dunes through the issuance of decals, barcodes, passes, hangtags and personal identification numbers (PINs).

1.2 Purpose of Passes

Passes are part of the system designed to ensure that only authorized vehicles are permitted into the resort. Once vehicles are in the resort, passes help ensure vehicles visit only authorized areas, depart prior to expiration date, and park in authorized areas. Passes facilitate passage of authorized vehicles through the gates, while denying such access to unauthorized vehicles. The pass system enables security to inspect vehicles and determine whether a vehicle is authorized to be in that location at that time. Except for restricted passes, guest passes should identify the issuing property and the name of one authorized visitor. Guest passes are issued per vehicle, not per person. As such, PDPOA may grant access to each vehicle in possession of a valid pass without checking the names of the vehicle occupants. Commercial passes may be used to access all properties for the issued term. As such, the address on the pass may not correspond to the address where the commercial vehicle is located. The name on commercial passes should be the name of the company.

1.3 General Pass Rules

Passes must be prominently displayed at all times while the vehicle is in Palmetto Dunes.

The expiration date of the pass should be prominent. Passes should contain the guest's name (if commercial, the company name), destination, expiration date and start date.

PDPOA may revoke or suspend any pass due to the failure of the person issued the pass to honor or abide by PDPOA policies, procedures, rules, or regulations. Furthermore, any person may be fined for failure to abide by PDPOA policies, procedures, rules or regulations.

Types of passes to be issued to specific categories are delineated below. As requirements change, types of passes may be added, deleted, and/or modified.

1. Property owners and long-term renters (1 year or longer) may use an issued PIN for identification purposes when requesting certain passes. Long-term renters will only be issued a PIN if they present a valid lease. The PIN is subject to change at the discretion

of PDPOA. PINs are issued to Palmetto Dunes property owners, Leamington property owners, Shelter Cove property owners, and long-term renters.

2. Short-term guest passes do not permit “cruising” in any part of Palmetto Dunes. For the purposes of this policy, “cruising” is defined as:

No person shall drive or permit a motor vehicle under that person’s care, custody or control to be driven in areas of Palmetto Dunes other than those that would reasonably take them to their destination, as identified on said pass. Exceptions include areas that are accessible by authorized visitors, such as the Dunes House. Other areas such as the PD General Store, Hilton Head Outfitters, Robert Trent Jones Golf Course, Palmetto Dunes Tennis and Pickleball Center, etc. do not require a visitor pass and would otherwise be allowed.

1.4 Purpose of Decals

Decals provide property owners and other authorized personnel efficient access to Palmetto Dunes. They identify ownership of vehicles through a decal numbering system, therefore assisting PDPOA in their mission by readily identifying authorized vehicles. Decals also assist with facilitating transit through security gates.

1.5 Purpose of Barcodes

Barcodes provide property owners and other authorized personnel access through automated gates in Palmetto Dunes. Where automated gates are not present, barcodes may be used to assist PDPOA staff with verifying the identity of authorized vehicles.

1.6 General Decal & Barcode Rules for Palmetto Dunes & Shelter Cove

All decals will be issued with a serial number. The pass office maintains a record of who received each numbered decal.

Decals must be affixed to the outside of the vehicle windshield or on the front bumper panel.

1. Option 1 – Exterior windshield directly above rearview mirror.
2. Option 2 – Exterior windshield along the driver’s side.
3. Option 3 – Exterior of driver’s side front bumper.

Decals shall not be transferred from one vehicle to another or from one person to another. A current vehicle registration must be presented when a property owner, long-term renter, employee or courtesy decal is issued.

Decals will not be issued for rental cars.

PDPOA may establish a fee for each class of decals, barcodes and passes outlined in this policy. PDPOA may suspend or revoke any decal or barcode due to the failure of the person issued the decal or barcode to honor or abide by PDPOA's policies, procedures, rules or regulations.

Any person may be fined for failure to abide by PDPOA policies, procedures, rules or regulations.

Barcodes will be deactivated at the time the decal expires or as deemed reasonably necessary by PDPOA.

1.7 How to Affix Decals

Thoroughly clean area where decal will be affixed.

Wipe area dry.

Peel away the paper backing on the decal.

Place decal in desired location, as described in 1.6.

Slight pressure may be applied to remove air bubbles that may be trapped between the decal and the surface.

1.8 General Rules for Restricted Passes

One-day restricted hangtags are designed for the following locations:

1. Omni Hilton Head Oceanfront Resort
2. Centre Court Tennis and Conference Center
3. George Fazio Golf Course
4. Arthur Hills Golf Course
5. Dunes House
6. PD Club
7. Leamington Lighthouse
8. When the Front Gate is operational, restricted passes should also be issued for the Marriott Resort and Spa.

Each restricted pass must clearly show the expiration date and the destination.

Restricted passes may also be used when other passes may not be readily available, such as during power outages or during check-in days.

Restricted passes do not permit “cruising” in any part of Palmetto Dunes Resort. For the purposes of this policy, “cruising” is defined as:

No person shall drive or permit a motor vehicle under that person’s care, custody or control to be driven in areas of Palmetto Dunes other than those that would reasonably take them to their destination, as identified on said pass. Exceptions include areas that are accessible by authorized visitors, such as the Dunes House. Other areas such as the PD General Store, Hilton Head Outfitters, Robert Trent Jones Golf Course, Palmetto Dunes Tennis and Pickleball Center, etc. do not require a visitor pass and would otherwise be allowed.

Section 2 Enforcement

2.1 General Information

For the policies herein to accomplish their security objectives, enforcement must be effective and continuous.

2.1.1 Pass Office

Strict control of pass office decals and blank passes must be accomplished at all times.

Decals must be issued carefully and efficiently and accurate records maintained for every decal.

2.1.2 Gates

Vehicles must be moved through the gates safely and efficiently, but never at the expense of good security.

Vehicles must be slowed sufficiently to permit the scrutiny of the pass.

Judgment must be used in the issuance of restricted passes (i.e., Fazio, Omni, Arthur Hills, etc.).

2.1.3 Patrol

The success of the pass system is dependent upon supervision by patrols. It is important for patrols to check constantly to ensure vehicles are visiting only authorized areas.

Patrols should check vehicles in suspicious locations and randomly check other vehicles to ensure compliance with the pass system. When violations are found, appropriate tickets should be issued.

Patrols should pay particular attention to restricted passes.

Section 3

Palmetto Dunes Resort

3.1 General Information

Palmetto Dunes consists of all areas from the intersection of Queens Folly Road at William Hilton Parkway (Hwy. 278) and continuing throughout the Queens Folly Corridor. It includes all residential communities and commercial entities within the Queens Folly Corridor, Mariners and Inverness sections. The entrance from Palmetto Dunes to Leamington is located on Ocean Lane and is currently identified by two brick pillars on each side of the roadway. Properties within Leamington are covered in Sections 5,6 and 8 of this manual.

Palmetto Dunes is a residential resort community consisting of single-family homes, residential villa complexes, golf courses, tennis courts, hotels, restaurants and other commercial entities. All of the common areas, roadways, PDPOA office building and gate houses are owned and maintained by PDPOA. The golf courses, Dunes House, Alexanders Restaurant, PD Tennis and Pickleball Center, Hilton Head Outfitters, Centre Court Tennis Center, Centre Court Conference Center and PD Club are owned and managed by Greenwood Communities and Resorts. The PD General Store property is owned by Greenwood but managed separately.

3.1.1 Residential Communities

Listed below are the names of each residential community within Palmetto Dunes and their corresponding gate. Additionally, listed below each residential community are individual regimes that are located within these communities.

Queens Folly Corridor (Front Gate)

1. Queens Grant
2. St. Andrews Common
3. Village at Palmetto Dunes

Mariners (North Gate)

1. Beach Villas
2. Hickory Cove Villas
3. Mariners (single family residences)
4. The Moorings Villas

5. Ocean Cove Club
6. Water Oak Villas

Inverness (South Gate)

1. Captain's Cove
2. Captain's Walk
3. Centre Court
4. Fazio Villas
5. Inverness (single family residences)
6. Inverness Village
7. Turnberry Village
8. Villamare

[3.1.2 Commercial Properties](#)

Listed below are the names of each commercial entity within Palmetto Dunes and their corresponding gate. (Note: Commercial entities may change and will be updated when revisions are made to this manual.)

Queens Folly Corridor (Front Gate)

1. Alexander's Restaurant
2. Big Jim's Restaurant
3. Dunes Real Estate
4. Hilton Head Outfitters
5. Marriott Resort and Spa
6. Palmetto Dunes General Store
7. Palmetto Dunes Oceanfront Resort (Greenwood)
8. Palmetto Dunes Tennis and Pickleball Center

9. Palmetto Dunes Property Owners Association

10. Robert Trent Jones Golf Course

Mariners (North Gate)

1. Dunes House Restaurant

Inverness (South Gate)

1. Fazio Golf Course

2. Omni Oceanfront Resort

(Note: Entry to Arthur Hills Golf Course is made through the South Gate; however, the property is located within the Leamington Residential Area.)

3.2 Passes

[3.2.1 Visitor Pass](#)

Visitor passes may be requested by any property owner. However, they cannot be used by renters or those performing commercial work.

Visitor passes cannot exceed 14 days in duration. However, additional passes can be requested as needed.

Visitor passes can be requested by the property owner in writing, on the internet via the visitor management portal, smartphone application, by telephone or in person.

Visitor passes can access all PDPOA gates.

Visitor passes are not valid for use in the Leamington Residential area.

[3.2.2 Property Owner Pass](#)

Property owner passes may be requested by any property owner and are for their exclusive use. However, they cannot be used for those performing commercial work.

Property owner passes cannot exceed 60 days in duration. However, additional passes can be requested as needed.

The property owner must provide a valid PIN or other identification showing that they own the property.

Property owners passes can only be requested in person.

Property owner passes are valid for all areas of Palmetto Dunes. They are also valid for entry into Leamington through the Ocean Lane Gate.

[3.2.3 Short-Term Renter Pass](#)

A short-term renter is defined as a rental guest staying 1 day to 364 days.

Renter passes are subject to a fee established by the PDPOA Board of Directors.

Rental guests of property owners can call in additional passes for their guests during the time they have rented the property, unless the owner has requested to be contacted for all passes. This request would be known by notes on the account.

Rental guests of rental companies must contact the rental company for all additional passes.

Renter passes cannot exceed 60 days in duration. However, additional passes can be requested as needed.

The maximum number of passes issued per property is determined by the number of vehicles that can be safely accommodated in the driveway of the property. If the garage is included for use with the property, it will also be taken into account. However, no more than six (6) passes will be issued per rental property, per stay. PDPOA reserves the right to limit the number of passes per rental property.

A renter pass does not permit any type of commercial work or business.

3.3 Decals & Barcodes

[3.3.1 Property Owner Decal](#)

Property owner decals may be requested by any property owner and are for their exclusive use.

The property owner must provide a valid PIN or other identification showing that they own the property.

Property owner decals are valid for all areas of Palmetto Dunes. They are also valid for entry into Leamington through the Ocean Lane Gate.

Property owner decals are changed every even year.

Property owners may be issued a decal for each vehicle they own (maximum of 6), at no charge. Request for more than 6 decals must be made in writing to the pass office manager specifically identifying why additional decals are needed. If approved, a fee may be charged. Proof of ownership for each additional decal will be required.

A current vehicle registration must be presented to obtain a property owner decal.

Decals will not be issued for a van, truck, or work vehicle unless the vehicle is the principal vehicle used by the property owner and is only driven by him/her. This vehicle will not display any advertising or signage while in Palmetto Dunes between the hours of 7:00 PM-7:00 AM. No property owner will be issued a decal for more than one work vehicle. This vehicle may not be used to perform commercial work at any location other than the property owner's residence. A vehicle owned by the property owner, but driven by an employee, must have a commercial pass or commercial decal.

Decals will not be issued to property owners who are delinquent in the payment of PDPOA assessments or any other PDPOA fine. Successive 14-day passes will be issued for the property owner(s) to go to and from their property. A valid photo ID must be shown to obtain these passes.

Decals will not be issued to time-share owners unless they own a quarter share or more.

3.3.2 Property Owner Barcode

Barcodes must be installed on the passenger side of the vehicle by PDPOA.

Barcodes shall not be installed on any vehicle that does not have a valid and properly affixed property owner decal.

3.3.3 Courtesy Decal & Barcode

For the purpose of this policy, an immediate family member is a parent, grandparent, child or grandchild of a property owner.

Immediate family members of property owners, who own a car that is registered in their name, may be issued a courtesy decal for that car.

If the vehicle is owned and registered in the property owner's name, the immediate family member can be issued a property owner decal.

A maximum of two (2) courtesy decals per property may be issued. The property owner must authorize the relative to receive the courtesy decal. Applications are available at the pass office.

Courtesy decals are valid from January 1 through December 31 and are changed every year.

Courtesy decal holders may purchase a barcode at a fee set by PDPOA.

This barcode will be deactivated on January 31st if a new courtesy decal has not been issued before this date.

Courtesy decals are not valid for conducting commercial work.

[3.3.4 Long-Term Renter Decal & Barcode](#)

A long-term renter is defined as a rental guest staying at least 365 consecutive days.

Long-term renters with a lease, designating length of residency, can obtain a decal for a fee set by PDPOA.

No more than four (4) decals may be issued per property.

The decal will expire on the day that the lease expires or January 31st of the following year, whichever comes first.

A copy of the lease and current vehicle registration must be presented when a decal is issued.

Barcodes are also required with the purchase of a long-term renter decal.

Long-term renters with decals/barcodes must use automated lanes where available.

[3.3.5 Commercial Vendor Decal & Barcode](#)

See Section 7.

[3.3.6 Employee Decal & Barcode](#)

An employee decal may be issued to all employees of PDPOA and other commercial properties operating businesses physically located within Palmetto Dunes Resort, as deemed reasonably necessary by PDPOA management.

Vehicles owned by PDPOA may receive a decal and/or barcode.

Other employees may receive a barcode, as deemed reasonably necessary by PDPOA.

When the employment of a decal holder is terminated, the decal should be returned to PDPOA. In cases where a barcode has been issued, the barcode shall be deactivated.

[3.3.7 Greenwood Decal & Barcode](#)

Greenwood may issue a Greenwood decal to their employees.

Greenwood decals are valid to enter Palmetto Dunes and the Leamington Ocean Lane Gate.

Barcodes may be issued for these vehicles, as deemed reasonably necessary by PDPOA.

These barcodes are subject to a fee set by PDPOA.

[3.3.8 Omni Employee Decal](#)

The Omni may issue an Omni decal to their employees.

Omni decals are only valid to enter the South Gate in Palmetto Dunes. Omni employees who desire to visit the Dunes House should be given a one-day restricted hangtag.

Barcodes may be issued for these vehicles, as deemed reasonably necessary by PDPOA. The barcodes are subject to a fee set by PDPOA.

[3.3.9 Disney Employee Decal](#)

Disney may issue a Disney decal to their employees.

Disney decals are only valid to enter the South Gate in Palmetto Dunes. Disney employees who desire to visit the Dunes House should be given a one-day restricted hangtag.

Barcodes may be issued for these vehicles, as deemed reasonably necessary by PDPOA. The barcodes are subject to a fee set by PDPOA.

3.4 Rules for Other Areas

[3.4.1 Omni Oceanfront Resort](#)

PDPOA will issue a restricted pass to any guest of this hotel on their arrival date. Once the guest arrives at the hotel, it is the responsibility of the hotel to issue a pass for the remainder of their stay.

Persons who are not staying at the hotel but will be dining at a restaurant within the hotel will be issued a restricted pass that is valid only for direct travel to and from the hotel.

Commercial workers conducting commercial business at this location must obtain a commercial pass or decal.

[3.4.2 Marriott Resort & Spa](#)

Visitors who are guests of the Marriott Resort and Spa are not normally issued a Palmetto Dunes pass. However, if entry is made when the Front Gate is operational, a restricted pass should be issued.

Once the guest arrives at the hotel, it is the responsibility of the hotel to issue a pass for the remainder of the guest's stay.

Commercial workers conducting commercial business at this location must obtain a commercial pass or decal.

[3.4.3 Dunes House](#)

The Dunes House is available to the following:

1. Anybody in possession of a guest pass or decal for Palmetto Dunes, Shelter Cove or Leamington
2. Guests of the Omni Oceanfront Resort
3. Guests of the Marriott Resort and Spa
4. Guests of the Marriott Harbour Point and Sunset Pointe in Shelter Cove
6. Customers of any of the PD golf courses or PD Tennis and Pickleball Center

Vehicles with commercial passes or decals are not allowed to park in the Dunes House parking lot unless conducting business at the property.

The following rules apply to anyone in possession of a valid VIP card which is issued by Greenwood:

1. A restricted pass will be issued to the guest.
2. Does not permit commercial work.

[3.4.4 Disney Beach House](#)

Visitors must obtain a pass from the Disney Resort located in Shelter Cove.

Commercial workers conducting commercial business at this location must obtain a commercial decal or pass.

Palmetto Dunes property owners may park at the Disney Beach House.

[3.4.5 Georgie Fazio Golf Course](#)

Guests to this location include individuals playing golf, dining at the restaurant located within the pro shop or attending special events.

A restricted pass should be issued at the South Gate to anybody not already in possession of a Palmetto Dunes guest pass or decal.

[3.4.6 Centre Court Tennis and Conference Center](#)

A restricted pass will be issued at the South Gate to anybody not already in possession of a Palmetto Dunes guest pass or decal.

[3.4.7 PD Club](#)

A restricted pass will be issued at the South Gate to anybody not already in possession of a Palmetto Dunes guest pass or decal.

[3.4.8 Commercial Locations in Queens Folly Corridor](#)

Visitors are allowed to the following areas without a visitor pass. However, when the Front Gate is operational, visitors should be issued a restricted pass.

1. Alexanders Restaurant
2. Big Jim's Restaurant
3. Dunes Real Estate
4. Fire Station #6
5. Greenwood Maintenance
6. Hilton Head Outfitters
7. Marriott Resort & Spa
8. Palmetto Dunes General Store
9. Palmetto Dunes Oceanfront Resort
10. Palmetto Dunes Tennis & Pickleball Center
11. PDPOA Administrative Offices (Admin., Security & Pass)
12. PDPOA Maintenance

13. Robert Trent Jones Golf Course

Commercial workers conducting commercial business at Alexanders Restaurant and the Marriott Resort & Spa are required to purchase a commercial pass or decal. All others are exempt.

Section 4

Shelter Cove Harbour & Marina

4.1 General Information

Shelter Cove Harbour and Marina is located on Highway 278 and directly across from the entrance to Palmetto Dunes. It has residential villa complexes, hotels and commercial entities. PDPOA manages and issues all Shelter Cove passes/decals. Shelter Cove property owners are eligible to receive Shelter Cove passes/decals to enter Palmetto Dunes, but are not permitted to use PDPOA amenities. Shelter Cove property owners with a valid pass/decals may park in approved parking areas to access the beach.

4.1.1 Residential Communities

Listed below are the names of each residential housing area within Shelter Cove:

1. Anchorage
2. Captain's Quarters
3. Harborside I, II & III
4. Main Sail
5. Newport
6. Peninsula
7. Tradewinds Trace
8. Yacht Club

4.2 Passes

4.2.1 Visitor Pass

Visitor passes may be requested by any property owner. However, they cannot be used for renters or those performing commercial work.

Visitor passes cannot exceed 14 days in duration. However, additional passes can be requested as needed.

Visitor passes can be requested by the property owner in writing, on the internet via the visitor management portal, smartphone application, by telephone or in person.

Visitor passes can access all PDPOA gates.

Visitor passes are not valid for use in the Leamington Residential area.

[4.2.2 Property Owner Pass](#)

Property owner passes may be requested by any property owner and are for their exclusive use.

Property owner passes cannot exceed 60 days in duration. However, additional passes can be requested as needed.

The property owner must provide a valid PIN or other identification showing that they own the property.

Property owners passes can only be requested in person.

Property owner passes are valid for all areas of Palmetto Dunes.

[4.2.3 Short-Term Renter Pass](#)

A short-term renter is defined as a rental guest staying 1 day to 364 days.

Rental passes are subject to a fee established by the PDPOA Board of Directors.

Rental passes must be requested by a rental company or a property owner.

Rental guests of property owners can call in additional passes for their guests during the time they have rented the property, unless the owner has requested to be contacted for all passes. This request would be known by notes on the account.

Rental guests of rental companies must contact the rental company for all additional passes.

Rental passes cannot exceed 60 days in duration. However, additional passes can be requested as needed.

The maximum number of passes issued per property may be limited by the individual communities within Shelter Cove Harbour & Marina.

4.3 Decals & Barcodes

[4.3.1 Property Owner Decal](#)

Property owner decals may be requested by any property owner and are for their exclusive use.

The property owner must provide a valid PIN or other identification showing that they own the property.

Property owner decals are valid for all areas of Palmetto Dunes. They are not valid for entry into Leamington through the Ocean Lane Gate.

Property owner decals are changed every even year.

Property owners may be issued a decal for each vehicle they own (maximum of six), at no charge. Request for more than six (6) decals must be made in writing to the pass office manager specifically identifying why additional decals are needed. If approved, a fee may be charged. Proof of ownership for each additional decal will be required.

A current vehicle registration must be presented to obtain a Palmetto Dunes property owner decal.

Decals will not be issued for a van, truck, or work vehicle unless the vehicle is the principal vehicle used by the property owner and is only driven by him/her. This vehicle will not display any advertising or signage while in Palmetto Dunes between the hours of 7:00 PM-7:00 AM. No property owner will be issued a decal for more than one work vehicle. This vehicle may not be used to perform commercial work at any location other than the property owner's residence. A vehicle owned by the property owner, but driven by an employee, must have a commercial pass or decal.

Decals will not be issued to time-share owners unless they own a quarter share or more.

Owners have the option of purchasing a barcode at a fee established by PDPOA.

[4.3.2 Property Owner Barcode](#)

Barcodes may be purchased for a fee set by PDPOA.

Barcodes must be installed on the passenger side of the vehicle by PDPOA.

Barcodes shall not be installed on any vehicle that does not have a valid and properly affixed property owner decal.

4.3.3 Courtesy Decal & Barcode

For the purpose of this policy, an immediate family member is a parent, grandparent, child or grandchild of a property owner.

Immediate family members of property owners, who own a car that is registered in their name, may be issued a courtesy decal for that car.

If the vehicle is owned and registered in the property owner's name, the immediate family member can be issued a property owner decal.

A maximum of two (2) courtesy decals per property may be issued. The property owner must authorize the relative to receive the courtesy decal. Applications are available at the pass office.

Courtesy decals are valid from January 1 through December 31 and are changed every year.

Courtesy decal holders may purchase a barcode at a fee set by the PDPOA.

This barcode will be deactivated on January 31st if a new courtesy decal has not been issued before this date.

4.3.4 Long-Term Renter Decal & Barcode

A long-term renter is defined as a rental guest staying at least 365 consecutive days.

Long-term renters with a lease, designating length of residency, can obtain a decal for a fee set by PDPOA.

No more than four (4) decals may be issued per property.

The decal will expire on the day that the lease expires or January 31st of the following year, whichever comes first.

A copy of the lease and current vehicle registration must be presented when a decal is issued.

Barcodes are also required with the purchase of a long-term renter decal.

Long-term renters with decals/barcodes must use automated lanes where available.

Section 5 Leamington Villas

5.1 General Information

PDPOA provides pass and security services for Leamington Villas while decals are managed and issued by Atlantic States Management. There are two separate areas of Leamington that have different rules for access. Leamington Villas consists of multiple villa complexes on both sides of Ocean Lane past the Leamington Pillars. Leamington Residential consists of all areas behind the Ocean Lane Gate and Hwy. 278 Gate. It is primarily residential with the only commercial location being the Arthur Hills Golf Course.

5.1.1 Residential Communities

Listed below are the names of each residential housing area within Leamington Villas:

1. Abbington
2. Barrington Court
3. Barrington Park
4. Barrington Place
5. Hampton Place
6. Huntington
7. Wendover Dunes
8. Windsor Court North
9. Windsor Court South
10. Windsor Place
11. Windsor II

5.2 Passes

5.2.1 Visitor Pass

Visitor passes may be requested by any property owner. However, they cannot be used for renters or those performing commercial work.

Visitor passes cannot exceed 14 days in duration. However, additional passes can be requested as needed.

Visitor passes can be requested by the property owner in writing, on the internet via the visitor management portal, smartphone application, by telephone or in person.

Visitor passes can access all PDPOA gates.

Visitor passes are not valid for use in the Leamington Residential area.

[5.2.2 Property Owner Pass](#)

Property owner passes may be requested by any property owner and are for their exclusive use.

Property owner passes cannot exceed 60 days in duration. However, additional passes can be requested as needed.

The property owner must provide a valid PIN or other identification showing that they own the property.

Property owners passes can only be requested in person.

Property owner passes are valid for all areas of Palmetto Dunes. They are also valid for entry into Leamington through the Ocean Lane Gate.

[5.2.3 Short-Term Renter Pass](#)

A short-term renter is defined as a rental guest staying 1 day to 364 days.

Renter passes are subject to a fee established by the PDPOA Board of Directors.

Renter passes must be requested by a rental company or a property owner.

Rental guests of property owners can call in additional passes for their guests during the time they have rented the property, unless the owner has requested to be contacted for all passes. This request would be known by notes on the account.

Rental guests of rental companies must contact the rental company for all additional passes.

Renter passes cannot exceed 60 days in duration. However, additional passes can be requested as needed.

The maximum number of passes issued per property may be limited by the individual communities within Leamington Villas.

5.3 Decals & Barcodes

[5.3.1 Property Owner Decal](#)

Property owner decals are managed and issued by Atlantic States Management to owners of property in the Leamington Villa area.

Property owner decals must be affixed to the vehicle and are not transferable.

Property owners can access to the South Gate, North Gate, Ocean Lane Gate and Front Gate.

This decal does not permit any type of commercial work or business.

Section 6 Leamington Residential

6.1 General Information

PDPOA provides pass and security services for Leamington Residential while decals are managed and issued by Atlantic States Management. There are two separate areas of Leamington that have different rules for access. Leamington Villas consists of multiple villa complexes on both sides of Ocean Lane past the Leamington Pillars. Leamington Residential consists of all areas behind the Ocean Lane Gate and 278 Gate. It is primarily residential with the only commercial location being the Arthur Hills Golf Course.

6.1.1 Residential Communities

Listed below are the names of each residential housing area within Leamington Residential:

1. Leamington (single family residences)
2. Somerset
3. South Shore Commons
4. South Shore Villas

6.2 Passes

6.2.1 Visitor Pass

Visitor passes may be requested by any property owner. However, they cannot be used for those performing commercial work.

Visitor passes cannot exceed 30 days in duration. However, additional passes can be requested as needed.

Visitor passes can be requested by the property owner in writing, on the internet via the visitor management portal, smartphone application, by telephone or in person.

Visitor passes can access all PDPOA gates.

6.2.2 Property Owner Pass

Property owner passes may be requested by any property owner and are for their exclusive use. However, they cannot be used for those performing commercial work.

Property owner passes cannot exceed 60 days in duration. However, additional passes can be requested as needed.

The property owner must provide a valid PIN or other identification showing that they own the property.

Property owners passes can only be requested in person.

Property owner passes are valid for all areas of Palmetto Dunes.

[6.2.3 Short-Term Renter Pass](#)

Leamington Residential does not allow short-term rentals.

[6.3 Decals & Barcodes](#)

Property owner decals are managed and issued by Atlantic States Management to owners of property in the Leamington Residential area.

Property owner decals must be affixed to the vehicle and are not transferable.

Property owners can access the Hwy. 278 Gate, Front Gate, South Gate, North Gate, and the Ocean Lane Gate.

This decal does not permit any type of commercial work or business.

6.4 Other Areas Located Within Leamington Residential

[6.4.1 Arthur Hills Golf Course](#)

Guests of this location include individuals playing golf, dining at the restaurant located within the pro shop or attending special events.

A restricted pass will be issued at the South Gate or Ocean Lane Gate to anyone not already in possession of a Leamington Residential Visitor Pass, Leamington Residential or Villa Property Owner Decal, Leamington Residential or Villa Property Owner Pass, Leamington Villa Property Owner Decal, or Palmetto Dunes Property Owner Decal.

Individuals with a restricted pass may travel only to and from the Arthur Hills Golf Course.

[6.4.2 Leamington Lighthouse](#)

A restricted pass will be issued at the South Gate or Ocean Lane Gate to anyone not already in possession of a Leamington Residential Visitor Pass, Leamington Residential or Villa Property Owner Decal, Leamington Residential or Villa Property Owner Pass, Leamington

Villa Property Owner Decal, or Palmetto Dunes Property Owner Decal. Individuals with a restricted pass may only travel to and from the Leamington Lighthouse.

Section 7 Palmetto Dunes Commercial Vendor Policy

7.1 General Information

Palmetto Dunes Resort begins at Highway 278 and Queens Folly Road and includes all locations that may be accessed from Queens Folly Road. All commercial vendors entering Palmetto Dunes must comply with this policy. Excluding limited exceptions outlined in this policy, all commercial vendors must purchase a commercial pass, decal or hangtag.

7.2 Commercial Work Hours

7.2.1 Category 1 (Normal Work Hours)

Normal commercial work hours are Monday-Friday, 7:00 AM – 7:00 PM.

7.2.2 Category 2 (Extended Work Days)

The following are allowed access seven (7) days per week but must work within normal working hours of 7:00 am to 7:00 pm. The work performed on the weekends must be quiet work.

1. Domestic cleaning companies
2. Turnover work for rental companies
3. Domestic deliveries (Lowe's, Best Buy, etc.). Installations must be done during normal working days.
4. Moving companies
5. Pool companies (cleaning). Pool construction must be performed during normal working days.
6. Pest control companies
7. Satellite dish companies

7.2.3 Category 3 (Non-Restricted)

The following are allowed access 24 hours per day, seven (7) days per week:

1. Transportation services such as Taxis, Uber, etc.

2. Food delivery from restaurants
3. Child and pet care services
4. Emergency work. Barcodes will only work during normal working hours. It is the responsibility of the service provider to explain why they need to enter after hours.

[7.2.4 Holidays](#)

Generally, commercial work is not permitted on the following holidays:

1. New Year's Day
2. Easter
3. Memorial Day
4. Independence Day
5. Labor Day
6. Thanksgiving
7. Christmas

Exceptions may be permitted for emergency work, quiet work, or where specifically approved by a member of management.

[7.2.5 Weekend Exceptions](#)

Preplanned weekend work should be approved by the Architectural Review Board (ARB). In their absence, it may also be approved by a member of the management team.

7.3 Commercial Pass

Fees for commercial passes are established by the PDPOA Board of Directors.

Commercial passes are valid for Palmetto Dunes and all of Leamington. *Note: The commercial pass rules for Leamington may be different than that of Palmetto Dunes.* [See Leamington Rules and Regulations.](#)

Passes should be placed on the dashboard of the vehicle and in clear view at all times while within the community.

7.4 Decal & Barcode

Annual commercial decals can be purchased from the pass office for a fee that is established by the PDPOA Board of Directors. Commercial decals expire one year from the date of purchase.

All commercial decals must be affixed to the outside windshield or front bumper of the vehicle. Placement should be made so that the gate attendant can easily recognize the decal when positioned on the driver's side of the vehicle.

Each vehicle that has a commercial decal must also have a barcode installed on the passenger side of the vehicle by a member of PDPOA.

All commercial decal holders are required to use the right barcode lane at the South Gate. Due to size and other considerations, certain vehicles may be directed to use the left lane.

The gate attendant or officer working the North Gate should receive a green light from the light system in order to allow entry.

Unless renewed, barcodes will be deactivated on the decal expiration date. They may also be deactivated at the discretion of PDPOA for reasons including, but not limited to, unpaid citations, property damage, etc.

Barcodes for commercial vehicles have day of week and time restrictions which allow access based on what type of work is being done. In the case of an after-hours emergency in which the barcode is not active for that day or time, the gate attendant should check the validity of the decal/barcode in the gate access software.

Replacement commercial decals and barcodes are available for a reduced fee. To receive a replacement commercial decal or barcode, the previously issued decal and barcode must be returned. Should a replacement decal or barcode be requested as a result of the original item(s) being stolen, a copy of the police report must be presented.

7.5 Hangtag

Commercial hangtags are available for the following types of companies:

1. Domestic cleaning services
2. Food delivery companies
3. Property inspectors for rental management companies

Commercial hangtags can be utilized and interchanged between vehicles.

Commercial hangtags may only be used by the company they are registered to.

Failure to abide by these rules may result in suspension or revocation of the company's privileges.

7.6 Exceptions

7.6.1 At-Home Child & Pet Care Services

At-home or pet care service providers who are not employed by a company are not required to purchase a pass or decal when performing these services. However, they must have a valid guest pass. Baby sitting and pet sitting companies must purchase a commercial pass or decal.

7.6.2 Realtors

Realtors will be issued a realtor pass upon display of a current Hilton Head Association of Realtors card or a valid South Carolina Real Estate Commission License along with a driver's license.

While it is preferred that clients ride with their real estate broker to view properties, clients can drive separately from their broker. In these cases, a restricted pass should be provided to the clients.

Realtors are not restricted to commercial work hours or days.

All open houses must be coordinated in advance with PDPOA.

7.6.3 Greenwood Communities & Resorts (GCR)

Third party providers for Greenwood Communities and Resorts (GCR) shall be permitted daily passes not to exceed 14 days at no charge, for principals, supervisors, consultants that are working exclusively on GCR properties. All other employees of third party providers for GCR that are engaged in the actual labor/work on the GCR property shall be required to purchase the appropriate pass/decal for their vehicle. Should a circumstance(s) arise that may not fall

under the above guidelines, PDPOA and GCR will have the flexibility to discuss said situation and negotiate a mutually agreeable solution.

7.6.4 Others

The following organizations are exempt from the fees in this policy:

1. Newspaper delivery personnel
2. US Postal Service, Courier Express
3. Federal Express, Airborne, UPS, DHL, etc.
4. Utility companies who are maintaining and/or servicing infrastructure in the common areas of Palmetto Dunes. Examples may include Palmetto Electric, Hargray, Spectrum, PSD, etc.
5. Charities (Goodwill, Salvation Army, etc.)
6. Medical services (hospice, home nurses, medical supply delivery, etc.)
7. Towing companies
8. Taxi's or other similar transportation services (when picking up or dropping off a property owner)
9. Government employees on official business
10. Commercial service providers doing approved work for the PDPOA
11. Housekeepers, also known as domestic helpers or workers, are required to purchase a commercial pass, commercial decal or commercial hangtag. However, should a housekeeper service no more than two (2) residential properties for a property owner, they may be eligible to receive a pass for no fee. To be considered, the property owner must complete a domestic help application. If approved, the housekeeper will receive a pass at no charge which allows entry Monday through Friday during normal commercial work hours, excluding holidays.

Note: Out-of-town commercial delivery companies are required to purchase the appropriate commercial pass or decal.

7.7 General Commercial Work Rules

The weight limit to travel across any bridge within the Resort is 12 tons per axle (24,000 pounds) or 27 tons gross (54,000 pounds). Commercial vehicles may be required to provide proof of weight before entering the property.

All landscape and yard maintenance companies are responsible for removing yard debris. Debris is not permitted on the vehicles when entering the gates. When exiting, all debris must be covered. Dumping within the properties can result in a fine and suspension of work privileges within the Resort.

Swimming pool water cannot be discharged directly into, or within 20 feet of, a lagoon or lake. Contractors are required to report any pool piping that forces a violation of this regulation by calling the PDPOA administrative offices at (843) 785-1109. Violations can result in a fine and suspension of work privileges within Palmetto Dunes.

Drivers of commercial vehicles must obey the posted speed limits and must drive safely at all times, abiding by all of Palmetto Dunes' rules and regulations, county/town ordinances, state and federal laws.

Commercial vendors are liable for any damage to roads, utility infrastructures, or landscaping on private or PDPOA owned property, including the rights-of-way. Commercial vendors must restore damaged areas to their original condition.

Commercial vehicles must be parked on the job-site property. Unless specifically approved, parking in the roadway is not permitted. Vehicles that are primarily parked in a driveway but extend into or over the roadway are in violation of this policy.

All facilities and amenities in Palmetto Dunes, including fishing in the lagoons, are for the exclusive use of Palmetto Dunes property owners and their invited guests. Without exception, commercial vendors are prohibited from using Palmetto Dunes' facilities and amenities.

Commercial vendors will conduct themselves professionally at all times. Loud music, foul language, and inappropriate behavior will not be tolerated.

Commercial vendors may not litter on the job site or along the Resort roadways.

Commercial vendors may not solicit or distribute any materials of any kind.

PDPOA may revoke or suspend any commercial pass, decal or barcode due to the failure of the person issued the pass, decal, or barcode to honor or abide by PDPOA policies, procedures, rules, or regulations. Furthermore, any commercial vendor may be fined for failure to abide by PDPOA policies, procedures, rules or regulations.

Section 8 Leamington Commercial Vendor Policy

8.1 General Information

Palmetto Dunes commercial products are valid for use in Leamington communities. Please refer to [Leamington Rules & Regulations](#) for more information.