



PALMETTO DUNES

PROPERTY OWNERS ASSOCIATION

a residential resort community

SHORT-TERM RENTAL POLICIES , PROCEDURES AND GUIDELINES (P P G ' s)

Effective April 1, 2026

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Section 1

Purpose & General Information

1.1 Purpose of Policy

Create policies and enhancements to balance the economic needs of owners who rent with a quality of life expected by owners who do not – ensuring the behaviors of one group do not adversely impact the other.

As a result, said Policies, Procedures and Guidelines (PPG's) have been established for Palmetto Dunes to include motions and policies approved by the PDPOA Board of Directors.

The objective of this document is to gather all short-term related policies into a single, owner-friendly document. The policies, covenants, resort rules and regulations take precedence and are located at www.pdpoa.org.

1.2 General Information

For purposes of this policy, 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 of Palmetto Dunes.

To help educate and create a positive experience for guests, all short-term rental owners or their rental management companies are required to distribute the PDPOA-created online video that shares a summary of PDPOA's most important rules. The video is located at WelcometoPD.com and shall be displayed on all rental unit materials.

1.3 Residential Communities

For a listing of all residential communities within Palmetto Dunes, please see Appendix A.

1.4 Applicability

The Palmetto Dunes Short-Term Rental PPG's are applicable to single family residential homes and multi-family residential properties located within Palmetto Dunes per Appendix A.

1.5 Definitions

Boarding or Rooming House

A single-family home, townhouse, or condominium apartment used for the renting of a room, or rooms, or detached guest house or accessory building, for a rental term of less than 90 days, where any rental tenant does not receive exclusive possession of the entire

property during the rental term. The operation of a Boarding or Rooming House is prohibited in Palmetto Dunes.

For short-term rentals, the entire property must be rented to the same person or entity, granting such tenant exclusive occupancy of the property for the term of rental.

Owners may not rent a room, a portion of the property, or a guesthouse or accessory building on the property, while remaining in occupancy of another portion of the property.

Guest/Visitor Pass

For the purposes of this policy, the term guest pass and visitor pass are considered one and the same and may be used interchangeably.

Short-Term Rental

For the purposes of this policy, a short-term rental is defined as the renting of any property of less than 90 continuous days for monetary or other consideration. In addition, any rental which constitutes a “vacation rental” under SC Code §27-50-210, et seq. is a Short-Term Rental for the purposes of this policy.

Short-Term Rental Pass

For purposes of this policy, short-term rental passes are those documents that permit vehicle entry for properties defined as short-term rentals. Guest/Visitor passes are not valid for short-term rentals.

Short-Term Unit

A single-family residential home and multi-family residential property that is rented on a short-term basis.

Owner

The individual or organization that is identified on the property deed.

Renter/Guest

The individual or group of individuals who rent(s) a multi-family residential property or single-family home.

Section 2
Residential Account & Rental Registration

2.1 Property Owner Residential PIN Account

All owners are required to establish a property owner residential PIN account with the PDPOA Security Pass Office prior to receiving owner, guest/visitor or rental passes. This can be accomplished by presenting a copy of any legal document showing conveyance of the property, such as a property deed, to the PDPOA Security Pass Office.

The information contained in the owner residential account **shall include** the property owner name(s), primary/secondary address, email address, telephone number(s) and motor vehicle information. The owner may also elect to provide additional information, such as information regarding pets, secondary contacts, photographs of owners, or other special instructions for use by the security and pass office personnel.

2.2 Short-Term Rental Registration

The Town of Hilton Head has an ordinance regulating how short-term rentals operate. The ordinance applies to privately owned residential property used as vacation homes and short-term rentals for a rental period of fewer than 30 days.

[Hilton Head Short Term Rental Ordinance](#)

All owners who rent their property on a short-term basis **must register with the Town of Hilton Head**. A short-term rental permit must be obtained for each short-term rental property that is offered for short-term rental. The short-term rental permit is in addition and separate from the annual business license. **Short-term rental permits and annual business licenses are valid from May 1 to April 30 each year.** The short-term rental ordinance establishes the assessment of an annual fee for short-term rental permits.

[Hilton Head Short Term Rental Permits](#)

2.3 Requirements

The failure to conform to the requirements below may cause the issuance of PDPOA guest and rental passes to that property may be suspended.

- Owner or Short-Term Rental Agent must be available on site or taking responsible action within (1) hour of complaint and is required to prominently display contact information in the rental property.
- Shall provide guests with the number of 9' x 18' parking spots available on driveway (maximum of six) and ensure guests are not parking on grass or pine straw.
- Shall display any PDPOA and Town-provided outreach materials.
- Shall ensure trash containers are not visible from street and must ensure that trash containers are not placed curbside until immediately before pickup and returned to the storage area immediately after pick up.
- Shall notify guests in writing of the Town's noise regulations prior to making any agreement and shall display the following noise regulations in a prominent location in the short-term rental property:

In the Town of Hilton Head Island, South Carolina, it is unlawful to unreasonably disturb the peace and quiet of those in their homes and public places.

Quiet hours are between 10:00 p.m. and 7:00 a.m., though town noise regulations are in force twenty-four (24) hours each day.

Site Plan Requirements

Owners of single-family dwellings will also be required to upload a site plan of their property, with the Town, to show the parking and trash areas which will be reviewed by town staff for approval.

Owner notifications

Should Security or Compliance be summoned to a property, the registry information will be used to notify the property owner and rental management company regardless of the findings and outcome. Additionally, verified violations of the Town's Short Term Rental Ordinance may be provided to the Town of Hilton Head's Code Enforcement.

2.4 Display of Certain Signage

To help educate guests, keep them safe, limit potential interactions with Security and Compliance, all short-term rental properties shall be required to prominently display all Town required signage located on the Town's website [HERE](#) as well as PDPOA designed signage, available on the POA website at <https://pdpoa.org/community/short-term-rentals/> inside their rental property for the purpose of reinforcing certain rules and policies. A transparent/lucite stand can be obtained at no charge at the PDPOA office.

Failure to comply with this rule may result in the issuance of guest and rental passes to that property being suspended.

2.5 Updating Records

Once registered, property owners are required to update the PDPOA within five (5) days upon the change of any information by contacting administrative staff.

2.6 Expiration

Failure to re-register a property used for short-term rentals shall result in the non-issuance of guest/visitor and rental passes for said property. Additionally, any other actions that may be applicable based on existing regulations or newly enacted/modified regulations may be enforced.

2.7 Documentation and Disputes

Registry or non-response violations will result in the PDPOA providing written communication to the property owner and rental management company detailing the incident.

Section 3
Short Term Rental
(STR)
Administration Fee

3.1 Purpose

Short-term rentals create recurring administrative and enforcement workload that is above and beyond normal association operations, such as annual registration verification, contact verification, rental pass distribution, compliance tracking, and increased incident response.

3.2 Fees

An annual STR administration fee ensures the costs of operating this STR program are borne by the properties that generate that workload, rather than being subsidized by all owners. The fee supports consistent education and enforcement that protects neighborhood quality, reduces conflict, and helps preserve property values. STR fees are established and managed by the PDPOA and are based on projected costs for the additional administration. Fees shall be reviewed annually and are subject to change. Any such changes shall be announced with as much notice as reasonably possible.

Fees will be billed to the Owner's PDPOA account once per year, per property, as such, STR Admin fees are transferable when ownership of a property changes.

3.3 Payment

Once the PDPOA has obtained the updated registration list from the town, on or about June 1 of each year, the PDPOA shall invoice the owner directly. Invoices may be mailed, emailed, or both. Fees that have been billed are due within 30 days of the billing date. Failure to make payment by the due date shall result in non-issuance of guest/visitor passes for said property, as well as any other actions that may be applicable based on existing regulations or newly enacted/modified regulations.

3.4 Payment Methods

Payments can be made by check or through your owner's portal with a credit card. Fees will apply for payments with credit/debit cards. Checks should be made payable to Palmetto Dunes POA and can be mailed to the following address:

Palmetto Dunes POA
16 Queens Folly Road
Hilton Head Island, SC 29928

Section 4

Short-Term Rental Passes

4.1 Purpose

When renting a short-term rental property in Palmetto Dunes, a short-term **rental pass** is required **for each vehicle** used by the short-term tenant on the roads of Palmetto Dunes or parked at the rental property. Short-term rental passes cannot be used for any other purpose, such as, but not limited to, rental management company entry, commercial work or domestic cleaning. Failure to comply with these rules may result in a citation/fine.

4.2 Pass Fees

Rental passes are subject to a fee established by the PDPOA Board of Directors. Current fees are available by visiting <https://pdpoa.org/community/short-term-rentals/> Should fees change, the PDPOA will make announcement with as much advance notice as reasonably possible.

4.3 Requesting Passes

Short term rental passes may not be ordered/requested more than 60 days prior to the pass starting date.

Any non-compliance with the terms below may result in the suspension of the issuance of guest, visitor and short-term rental passes until resolved. If a Rental Management Company has a balance due for rental passes older than 90 days, the property Owner will also be notified of the suspension of issuance of passes.

4.3.1 Property Owner (Self-Rental)

Property owners requesting short-term rental passes must be in good standing with the PDPOA i.e. no POA balances (assessments, fines, pass fees, other POA fees) owing over 30 days, and have completed the short-term rental registration process with the Town of Hilton Head. Once this has been confirmed and approved, the PDPOA Security Pass Office shall enable the property owners' residential PIN account for entering short-term rental passes. For questions on entering passes please call the PDPOA Security Pass Office at 843-785-1125 or email passoffice@pdpoa.org

4.3.2 Rental Management Company/Broker

The property owner must identify the rental management company/broker as an authorized representative of the property by providing the PDPOA a copy of the signed rental agreement granting them permission to enter short-term rental passes.

Additionally, the designated rental management company/broker must be in good standing with the PDPOA, i.e. no balance owing for rental passes over 90 days. Once this has been confirmed and approved, the PDPOA Security Pass Office shall enable the property's authorized representative to obtain short-term rental passes for that property. For questions on entering passes please call the PDPOA Security Pass Office at 843-785-1125 or email passoffice@pdpoa.org

4.4 Purchasing and Distributing Passes

4.4.1 Property Owner (Self-Rental)

Property owners who rent their property *without* the assistance of a rental management company/broker can elect from the following two options:

Option 1: Purchase passes in advance for their rental guests.

Option 2: Require rental guest to purchase their passes upon arrival.

If a property owner purchases their passes in advance for their rental guests, the property owner may elect to have their rental guest pick up their pass from the PDPOA Security Pass Office on the day of their arrival.

Proper identification will be required to pick up passes.

Should the property owner elect to have their guest's pick-up passes at the PDPOA Security Pass Office on the day of their arrival, it is recommended that the property owner send their short-term rental guests an electronic voucher to expedite the check-in process.

4.4.2 Rental Management Company

Property owners who rent their property *with* the assistance of a rental management company shall be invoiced through the rental management company for all short-term rental passes entered by the rental management company.

PDPOA shall charge the rental management company for each rental pass based on the date that it was submitted, not the date of arrival or stay.

Payment must be made to PDPOA based on the terms specified in the invoice. Failure to make timely payment may result in non-issuance of rental passes for all properties managed by the rental management company in Palmetto Dunes, Leamington and Shelter Cove. Failure to make timely payment may also result in non-issuance of guest/visitor passes for the rental management company.

All rental management companies/brokers are required to pick up their short-term rental guest passes in advance (not more than 60 days) and issue them to their guests.

4.5 Refunds

Refunds shall be considered on a case-by-case basis. Refunds will require the unused pass to be received by the PDPOA Security Pass office PRIOR to the start date of the pass.

To request a refund for a short term rental pass please contact the PDPOA Security Pass Office at 843-785-1125 or email passoffice@pdpoa.org

4.6 Pass Limits

4.6.1 Single-Family Residences

Part of the Town's registration process is providing them with a site map showing the number of designated parking spaces at each single-family residence. Pass limits will be established based on the registration information provided by the Town. No single-family residence may receive more than six (6) passes at any one time.

4.6.2 Multi-Family Residential Complexes

A maximum per unit parking limit of six (6) passes has been established, unless another number has specifically been requested by the management of each multi-family residential complex.

4.7 Displaying Passes

Short-term rental passes shall be prominently displayed or presented when approaching gate houses.

When parked, short-term rental passes shall be prominently displayed on the vehicle's dashboard so that all information on the pass is legible from outside of the vehicle.

Rental passes are valid for entry into Palmetto Dunes and are intended for travel to and from the rental property listed on the pass, and for travel within Palmetto Dunes to the resort amenities, commercial businesses and beach parking areas.

Rental passes may be used to travel to other single-family residential properties within Palmetto Dunes as long as the vehicle does not exceed the maximum parking capacity at any property that is being visited.

Rental passes may not be used to park in other multi-family residential properties within Palmetto Dunes. If you visit a person in a multi-family residential property, you must receive a visitor pass for that multi-family residential property. Picking up or dropping off people who are residing in these areas is permitted.

Rental passes are not valid for parking at the Hilton or Omni Resorts.

Rental passes are not valid for entry into the Leamington private single-family section.

Rental passes are not valid for commercial work.

Rental passes are not valid for rental management company use or domestic cleaning.

4.8 Requesting Additional Passes

Additional renter passes must be requested and approved through the property owner or rental management company. A pass will be issued if the number of outstanding passes for that property has not already exceeded the limit defined in Section 4.6.

Section 5 Rules

5.1 Private Rules & Covenants

For a full listing of all resort regulations and covenants, please visit <https://pdpoa.org/guests/resort-rules/>

Please note that it is the responsibility of all owners, rental management companies, guests/visitors, renters and commercial vendors to understand and comply with all rules, regulations, covenants and laws while within Palmetto Dunes.

Appendix A

Palmetto Dunes Residential Communities

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

Queens Folly Corridor (Front Gate)

1. Queens Grant (I – V)
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 (I – III)
5. Inverness (single family residences)
6. Inverness Village
7. Turnberry Village
8. Villamare