

## Welcome

### [Welcome](#)

#### **Welcome to Suite Caroline!**



We're so excited to have you here and can't wait for you to create *amazing memories* during your stay in New Orleans!

Since 2016, we've been dedicated to making our guests feel right at home, providing cozy, well-appointed spaces with that extra touch of care in every detail.

Inside this Guest Book, you'll find everything you need — from apartment info to our favorite restaurants, tours and attractions.

Remember, if you need anything, we're just a message away.

? So relax, have fun, and make unforgettable memories!

Michelle, your co-host

## Before You Leave Home

### [What We Provide](#)

#### **Supplies (Self-Concierge) and Linens**

Our property operates under a **self-concierge system**, meaning guests are responsible for purchasing any additional supplies needed during their stay.

Our kitchen is fully stocked with dishes, glasses, coffee mugs, silver ware, pots, pans, cooking utensils, toaster, Keurig

To make your stay more comfortable, we provide **many supplies** that include:

- toilet paper
- hand soap
- trash bags (13-gallon size)
- paper towels
- dishwasher soap (pods or liquid)
- laundry soap
- dryer sheets
- kitchen towels
- regular and decaf coffee pods
- non-dairy creamers
- sugar
- sugar substitutes
- ketchup, mustard, mayo
- some staples and spices
- toiletries

#### **?? TOWELS & LINENS**

- Each guest receives a set of **bath and hand towels** (based on the home's capacity).
- All beds come with **fresh linens**.
- Washer and dryer are located in the apartment.

**Please note:** Damaged or permanently stained towels and bed linens may be charged for replacement. If so, prices are as follows:

**Bath towel** - \$ 8.00

**Hand towel** - \$ 5.00

**Bath mat** - \$ 8.00

**King fitted or flat sheet** - \$ 18.00

**Queen/Full fitted or flat sheet** - \$ 16.00

**Twin fitted or flat sheet** - \$ 13.00

**Pillow sheet** - \$ 8.00

## [Check List](#)

### **Did you...**

- 1) Pack your key and FOB
- 2) Provide us with your car details (if applicable)
- 3) Provide us with your FLIGHT TIMES or driving ETA
- 4) Forward garage payment (if applicable)

## Property Information (incl. Wi-Fi)

### [ACCESS Notes - Important](#)

#### **Access Notes**

#### **BLDG ACCESS:**

- **Primary Method:** Swipe your building door FOB in front of the white box near the keypad. There's a short delay before the door unlocks.
- **If FOB Fails:** Immediately call 251.979.5526. A spare fob is available in the apartment once you are inside.

#### **ONCE INSIDE THE BLDG:**

- **Security:** If asked, state you are friends of Pam staying at apartment 203.
- **Directions:** Take the elevator/stairs to the 2nd floor; turn left off the elevator, then turn left again just past the stairs; the apt is in the far corner on the right, look for the black and white awning and the patio; #201.

#### **APT ACCESS:**

- **Standard style cut key**
- **IMPORTANT NOTE:** The apartment door is *not* self-locking. You must manually lock it every time you leave or enter; we recommend keeping it locked at all times. We are not liable for theft.

#### **SPARE FOB + KEY:**

- There's a spare set of keys in the kitchen drawer. Please return to the drawer and text a picture upon departure.

Please refer to PROPERTY NOTES for complete details.

### [PROPERTY Notes - Important](#)

#### **Property Notes**

**OUR PROPERTY:**

This is our second home and as such we do expect it to be treated with utmost care and respect. We trust when you chose to stay here that you, too, were looking for a place to call home, even if only for a few days. Care and consideration of our property and the building is not only respectful but vital to the success of us keeping this home – thank you!

**PLEASE REMEMBER:**

**YOU MUST BE MIN. 25 YEARS OF AGE** and able to prove if asked. **ALL SMOKING/VAPING IS PROHIBITED IN THE APT AND ALL COMMON AREAS.** If you smoke we will be evicted. **SMOKING IS ALLOWED** on the 4<sup>th</sup> floor/pool area. **NO PARTIES** or **PETS** allowed anywhere in the building. **COSTS ASSOCIATED W/AN INFRACTION WILL BE PASSED ALONG.** THANK YOU for your respect!

**GROUP SIZE:**

PLEASE DO NOT invite outside visitors to the building/apartment/pool.

**ARRIVAL is 3 PM:**

We might not be able to accommodate early arrivals if guests are departing. We CAN arrange for you to drop your bags off between noon and 3PM *if you do not have a car* - just ask me! Please do not enter the building before 3PM unless we've made other arrangements. Thank you for understanding!

**BLDG & APT ACCESS:**

REFER TO the *ACCESS NOTES* document in the Guidebook.

**BLDG FOB & APT DOOR KEY:**

You will receive (1) FOB for BUILDING entry and (1) key for APARTMENT entry. *NOTE: you may not receive a FOB and key if time is short.*

**IMPORTANT NOTE REGARDING KEYS RETURN:**

- **Use the provided return envelope.** This ensures reliable 2–3 day Priority return service.
- **If you lose the envelope, contact us immediately** for a replacement label.
- **Do not use any other envelope;** doing so significantly increases the chance of the keys being lost in transit.
- **Mail the keys as soon as you return home** (unless other arrangements were made).
- **Lost or non-returned FOBs/keys may result in a \$50 per item charge.**

**PLEASE DO NOT MAIL THE KEYS FROM OUR BUILDING.**

**LAUNDRY ROOM:**

Located thru the bedroom, next to the bathroom. Soap and dryer sheets are complimentary.

**SPARE KEYS:**

Located in a kitchen drawer - for use during your stay.

**THERMOSTAT:**

Please keep the temp at 73 or above for A/C, 74 or below for HEAT. Thank you for contributing to the life of the furnace!

**SLIDING DOOR:**

There is a "safety stick" that flips down across the width of the door. Lift to slide open the door, flip down to securely keep door closed.

**WATER COOLER:**

Please use cooler water for the Keurig, better for the brewer.

**KEYS DEPOSIT:**

Your deposit is held until we receive your keys in the mail. *Please return mail the keys as soon as possible.* PLEASE KNOW we'd MUCH rather have these keys than your deposit!

**RENTAL ETIQUETTE:** Please be mindful of our neighbors while on site (especially on the patio). Quiet hours are appreciated!

**DURING YOUR STAY:**

**IF YOU HAVE ANYTHING** THAT NEEDS TO BE ADDRESSED IMMEDIATELY, do NOT hesitate to call instead of text/email. We want to ensure you have a relaxed, comfortable, at-home experience while here! We may be hands-off but are NEVER out of reach. **LAISSEZ LES BON TEMPS ROULER!!**

**[ARRIVAL Details](#)**

## **Check-In Time**

Check-in is from **15:00**

Our check-in and check-out times are set to ensure a smooth transition between guests, as there may be another booking before or after yours. We'll provide you with a key FOB for building entry and a key for the apartment door prior to your arrival so you can check yourself in with ease.

Early check-in may be an option depending on availability. If you're planning to arrive before the standard check-in time, please reach out to us, and we'll see if we can make arrangements—though we can't guarantee it.

## **Keys and Access**

### **Guest Access**

A building key FOB and a regular key for apartment entry will be mailed 2 weeks prior to your arrival.

## **Wi-Fi**

### **WiFi Login Details**



Please use the following details to connect to our complimentary WiFi

**WiFi Name:** F9E6B3

**WiFi Password:** LBW48AD600709

## **DEPARTURE Details**

### **Check-Out Time**

### **Check-Out Time (continued)**

#### **? Check-Out Time: 11:30 AM**

Timely check-out is **essential** to allow our cleaning team to prepare the apartment for the next guests.

#### **? HELP US**

If you're able to, please **inform us of your expected check-out time** to assist in scheduling our cleaning staff.

### **DEPARTURE INSTRUCTIONS:**

**Before you leave, please:**

- **Do not strip beds or start laundry.** (Laundry is done offsite; leave sofa/air beds unmade if used.)
- **Place dirty towels** in the tub.
- **Dispose of all your perishables** from the fridge, oven, etc.
- **Start the dishwasher** (if possible, by 9 AM).
- **Remove all garbage** (see below for TRASH CHUTE location).
- **Return the spare keys to the drawer.** (Please text us a pic of the spares, even if unused.)
- **Lock the apartment door** when exiting.

### **TRASH CHUTE LOCATION:**

- **Exit apartment, turn left.**
- **Walk to the end of the breezeway, turn left.**
- **Walk down the hallway to last door on the right.**
- **Chute room** will be unlocked.

#### **Inside the Chute Room:**

- Open the door; the chute is immediately inside.
- If the chute is full, place bags neatly on the floor in front of it and close the door behind you.

We respectfully ask that you leave our home in the same condition in which you found it - except the bed(s) will be unmade and towels will be in the tub. Thank you!

## **PROPERTY POLICIES**

### **HOUSE RULES REMINDER**



## **HOUSE RULES REMINDER (continued)**

### **HOUSE RULES:**

No third-party rentals, the person booking must be a staying guest.

No smoking/vaping (except in designated areas).

No parties, gatherings, pets nor extra guests.

Capacity limit of 4 guests (will consider 5 with prior approval).

**VIOLATORS WILL BE ASKED TO LEAVE IMMEDIATELY.**

By booking, you confirm that you understand and agree to our House Rules. Thank you!!

## **Quiet Hours**

### **Quiet Hours - yep, even in NOLA**

- To ensure a peaceful environment for everyone in the building, please **do not play loud music/TV after 11 PM**. If socializing on the patio, please keep voices low. If noise levels become disruptive, we kindly ask that you move inside to avoid disturbing the neighbors - unless they've joined in!

## Contacts

### [Phone Numbers](#)

#### **Our Phone Numbers**

Michelle: 251-979-5526

**If URGENT**, always call - not text.

If you cannot reach Michelle, please text/call the Owners (Pam and Dennis): 251-942-4342

#### **Accident / Emergency**

[REDACTED]

**Fire:** 911

[REDACTED]

[REDACTED]

**Health:** In an emergency, call nine one one (911) and ask for an ambulance.

## Parking

### [Drop Off First](#)

#### Drop Off First

**DROP-OFF LOCATION (for GPS):** 810 BIENVILLE ST.

- Bienville is a one-way street; we are on the left, just after you cross Bourbon St.
- **Oversized Vehicles Prohibited:** Max clearance is 7'-0".

#### **UNLOADING AT THE BUILDING:**

- **Pull over** across from our door (freight zone on the right) or up onto the sidewalk next to our entrance (on the left).
- **DO NOT LEAVE YOUR CAR UNATTENDED.** Someone must stay in physical contact with the car to avoid a ticket (\$25 fine).
- Use the lobby to unload, but **ensure a person stays with the car.**
- *Note: Street parking is free M-Sat 6:01 PM–6:59 AM, and all day Sunday.*

#### **PROCEEDING TO THE GARAGE:**

1. **Drive to the first corner (Dauphine St.) and turn left.**
2. **Immediately turn right,** into the first garage entrance.

#### **GARAGE ENTRY LANDMARKS:**

- Across from Deanie's Seafood (blue sign on left).
- Red "P" sign on your right.

**PARKING DETAILS and RULES:**

- **Do not park in our building's attached garage; use 211 Dauphine St.** We are not responsible for fees incurred by parking in the wrong garage.
- **Oversized Vehicles Prohibited:** Max clearance is 7'-0". No duallys/oversized vehicles.
- **Self-Park:** No attendant interaction or payment needed. Your license plate confirms you are added to our monthly subscription. Ignore payment request signs.
- **Parking Levels:** Drive to and park on **Floor 3 or above** in any legal, unmarked space (numbered is fine, no *Reserved*, *Name*, or *Star on the floor* spaces). Parking below floor 3 will result in booting.

**EXITING THE GARAGE:**

1. **Walk downstairs.**
2. **Turn right**, go past the office.
3. **Exit right** toward Dauphine Street.
4. **Turn left** on Dauphine; proceed to the corner (QT Pie's is on your left).
5. **Cross Dauphine** at the corner, facing Deanie's.
6. **Head up Bienville** on the right sidewalk (walk against traffic).
7. **Look for the 5G tower.**
8. Our glass door is on your right, under the tower.
9. *If you reach Bourbon St., you have gone too far.*



## [Parking First](#)

### **Parking First**

#### **PARKING FIRST:**

**GARGAGE LOCATION (for GPS): 211 Dauphine St.**

#### **GARAGE ENTRY DETAILS:**

- Turn right immediately after seeing **Killer Poboys** on your right (green storefront).
- The entrance is across from **Deanie's Seafood** (blue sign on left).
- Look for the red "P" signs.

**PARKING DETAILS and RULES:**

- **Do not park in our building's attached garage; use 211 Dauphine St.** We are not responsible for fees incurred by parking in the wrong garage.
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- **Self-Park:** No attendant interaction or payment needed. Your license plate confirms you are added to our monthly subscription. Ignore payment request signs.
- **Parking Levels:** Drive to and park on **Floor 3 or above** in any legal, unmarked space (numbered is fine, no *Reserved*, *Name*, or *Star on the floor* spaces). Parking below floor 3 will result in booting.
- **No Elevator:** Consider unloading heavy items at the building entrance first if needed. *Refer to **DROP OFF FIRST**.*

**EXITING THE GARAGE:**

1. **Walk downstairs.**
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3. **Exit right** toward Dauphine Street.
4. **Turn left** on Dauphine; proceed to the corner (QT Pie's is on your left).
5. **Cross Dauphine** at the corner, facing Deanie's.
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9. *If you reach Bourbon St., you have gone too far*

## **Apartment and Building Facilities**

### **[Workout Room](#)**

#### **Workout Room**

The workout room is located on the first floor, behind the main stairwell. Your FOB is used for access.

### **[Laundry - In Unit](#)**

#### **Washer and Dryer**

Located thru the bedroom, next to the bathroom. Soap and dryer sheets are complimentary.

### **[Rooftop Pool](#)**

#### **Rooftop Pool and Deck**

To find the rooftop deck + pool, take the elevator to the 4th floor.

The pool is open year-round, 10-10. The pool is 4' deep, not heated. We do not have pool towels but you may use our bath towels. Please remember to bring them back to the apartment.



## Weather

### [Weather Report](#)

#### **New Orleans Weather Forecast**

#### **Weather**

Scan QR code to visit



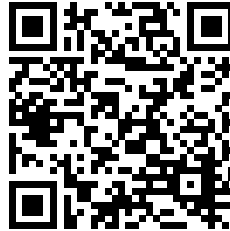
## **Tours - Dining - Drinks - Stores**

### **[Dining, Drinks and More](#)**

#### **Dining, Drinks and More!**

**<https://www.neworleansquarterstays.com/things-to-do-574038143>**

Scan QR code to visit



## Book Direct & Save

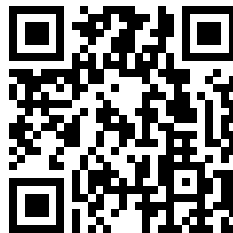
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### Our Website

When you're ready for your next trip, we'd love to host you again. For *the* best rates, book directly at:

**[www.neworleansquarterstays.com](http://www.neworleansquarterstays.com)**

Scan QR code to visit



Or reached out by text/phone: 251-979-5526