

FAQs

Is there a fee for your services?

Our fees for services are transparent. In many cases, the Property Management Team has already paid the initial fee. Honestly, you save more than you spend. We can work within your budget, and we always focus on making sure that you get real value for the fees you pay.

Can you help find a vacation rental?

Yes, we can! While we don't handle the actual renting of the property, we have expert partners who provide this service. Please send us a note with your requirements: arrival/departure dates, number of guests, and we will connect you with the correct Property Management Team.

If I didn't rent a home through Prime Concierge, can you still provide services?

Yes. We can provide services to any vacation rental home you've reserved. We just ask that you provide us the Host's name when booking your services with us. We are also happy to provide our services to permanent residents in the area

What time is check-in/check-out?

Check-In: 4pm / Check-Out: 11am

Is there a minimum night stay?

We do have a (3) three-night minimum during most of the year. During peak season, we have a 7-night minimum.

Is there a maximum night stay?

Accommodations can be made for longer stays, but six months would be the maximum. Contact us for assistance in connecting you with a partner who may be able to offer longer term stays.

Are deposits required?

If you reserve your home directly with Prime Concierge, a \$1,500 damage deposit will be required. If you reserve through Airbnb, no deposit is required. Please read your booking platform's Terms and Conditions. Additionally, a 50% deposit of your room night's total plus tax will also be required at booking. The final payment is due 30 days prior to your arrival.

Why do you need my ID if I book direct?

Our company's Insurance Provider requires that we collect and verify a valid ID from our renter(s), as our homes have a self-check in/arrival process. We require that ID verification be provided with 48-hours of completing your booking or may be subject to cancelation. Once your booking is confirmed and deposit payment has been processed, we will send you instructions on how to submit this information to us.

How many people are allowed to stay in the rental home?

The maximum capacity for each rental home is provided in the listing by the respective Real Estate Booking Agent/Host. Featured Homes offered by Prime Concierge also list maximum occupancy restrictions.

Is the home professionally cleaned before arrival? Is it cleaned daily?

The homes are professionally cleaned prior to your arrival. You can purchase additional cleaning services throughout your stay through Prime Concierge.

What are my responsibilities as a renter?

You are responsible for any damages to the property during your stay. We ask that you keep noise to a minimum, so as to not disturb any neighbors.

Is smoking allowed on the property?

Some properties allow smoking outside of the home, away from all open windows and doors. Should there be any odor of smoke in the home, fees will be assessed.

Are properties handicapped accessible?

Our Featured Home property listed in Scottsdale is accessible; however, not all vacation rental homes are, so please confirm directly with your real estate booking agent.

Can I entertain?

No large parties are allowed on the property. You must keep to the maximum occupancy at all times.

Are there neighborhood restrictions / ordinances in Arizona I should be aware of?

Scottsdale has a 10pm Noise Ordinance. There is a decibel chart in your Welcome Book.

Are you following COVID safety guidelines?

Yes. Prime Concierge follows all COVID safety cleaning protocols as mandated by the Maricopa County Health Department.

What's your change/cancellation and refund policy?

Once you reserve a property, our cancellation policy is considered FIRM. There are no refunds offered. If the dates are adjusted, nightly rates could increase and you are responsible for the difference. Concierge services can be canceled. Policies will be disclosed at the time of your service booking.

Who do I call in case of emergency at the property?

You would call **Prime Concierge, the Host, at 480-861-5761**, for any non-life-threatening situations. **911 should be your first call for any life-threatening emergencies.**

Can I bring my pet with me?

We do allow pets under 40 lbs. There is a \$250, non-refundable pet fee.

Can you provide me with a list of activities or events in the area to explore on our own time? Prime Concierge will provide you with a list of activities. Please send us your email address, dates of stay, and number of guests in your party, and will send you a variety of fun things to do during your visit.

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