

KIMPTON SURFCOMBER HOTEL
HIGH TIDE RESTAURANTS
1717 COLLINS AVENUE
MIAMI BEACH, FL 33139

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CONCEPTS

HIGH TIDE IS A NEIGHBORHOOD BACKYARD BEACH HANGOUT IN THE HEART OF SOUTH BEACH. STEP IN FROM THE BOARDWALK FOR A FRESH-PRESSED JUICE AND TASTY LOCAL FARE, OR SETTLE INTO ONE OF OUR SIGNATURE YELLOW ROCKING CHAIRS AND STAY AWHILE. CHEF JAVIER CARBALLO HAS PUT TOGETHER AN ALL-DAY MENU OF FLAVORFUL TACOS, WRAPS AND SALADS, WHILE THE BAR SERVES UP A PARADE OF BEACHY DRINKS, LOCAL IPAS, LIGHT-AND-BRIGHT WINES AND MORE.

OPERATING HOURS

ALL 7 DAYS OF THE WEEK

POOL HOURS (HOTEL GUESTS ONLY) 8AM UNTIL 8PM/SUNSET

BEACH 11AM UNTIL 5PM

HIGH TIDE 10:30 AM UNTIL 7PM

ARRIVING TO THE HOTEL AND RESTAURANT

GENERAL PUBLIC

ENTER PRIMARILY FROM BEACHWALK OR FROM 1717 COLLINS AVE

HOTEL GUESTS

SEVEN (7) EXITS/ENTRANCES FROM HOTEL ON THE FIRST FLOOR

POOL ENTRANCE ONLY FROM HIGH TIDE (EAST SIDE) OR COURTYARD FROM HOTEL LOBBY. THE POOL IS PHYSICALLY SEPARATED FROM THE HI-TIDE CAFÉ BY ROPE AND STANCHION SETS THAT ARE MONITORED BY SECURITY PRESENT AT ALL TIMES WHEN AMBIENT ENTERTAINMENT OCCURS.

POOL GUESTS WILL HAVE SURFCOMBER WRISTBANDS IN ORDER TO ENTER POOL AREA, PROVIDED BY HOTEL AT CHECK-IN. POOL CONCIERGE TEAM, SERVICE STAFF, MANAGEMENT, AND SECURITY DETAIL ON SITE TO MONITOR GUEST ACCESS AND ENSURE THAT NON-HOTEL GUESTS DO NOT ACCESS THE POOL.

AMBIENT MUSIC SCHEDULE

HIGH TIDE AND POOL 10AM UNTIL 8PM

DJ HOURS 12PM UNTIL 4PM, FRIDAY, SATURDAY, AND SUNDAY

(DJ USES EXISTING SYSTEM TO PLUG IN PLAYLIST, NO ADDITIONAL AMPLIFICATION OR DEVICES EMPLOYED). MUSIC IS PLAYED AT AMBIENT BACKGROUND LEVELS ONLY.

PARKING SUMMARY

THE SURFCOMBER HOTEL AND ITS OPERATED RESTAURANTS EMPLOY A THIRD PARTY VALET COMPANY ON AN ANNUAL CONTRACT. AAA VALET OPERATES THE RAMP AT 1717 COLLINS AVENUE WHICH HAS PARKING FOR 8 TEMPORARY/SHORT-TERM DROP-OFF OR PICK UP SPACES AND UTILIZES THE PARKING GARAGE ON LINCOLN AVENUE AND MERIDIAN FOR 50 SPACES FOR OVERNIGHT OR HOTEL/RESTAURANT GUEST VEHICLES.

ADDITIONAL SPACES RESERVED ON A NEEDED BASIS DEPENDING ON DAYS OF THE WEEK, OCCUPANCY, OR EVENTS SCHEDULED THROUGHOUT MIAMI BEACH THAT MAY LEAD TO MORE PARKING DEMAND.

ANY MUSIC OPERATIONS WILL NOT IMPACT CURRENT TRAFFIC FLOW OR AVAILABLE ACCESS TO VALET PARKING. ADDITIONAL PARKING ON 17TH AVENUE AND SEVERAL NEARBY PUBLIC GARAGES ALSO AVAILABLE.

ALL DELIVERIES ARE MANAGED BY AAA, DIRECTED IN AND OUT FROM RAMP, OR TO 17TH AVE PARKING AREA FOR LONGER TERM OR LARGER DELIVERIES AS TO NOT CONGEST COLLINS AVENUE OR HOTEL GUEST TRAFFIC AREAS.

DAILY STAFFING LEVELS

(DURING HIGH SEASON OCTOBER THROUGH JUNE, AND ALL WEEKENDS
YEAR ROUND. HOLIDAY WEEKENDS WILL EMPLOY ADDITIONAL
STAFFING)

FRONT DESK AGENTS 4

BARTENDERS AND BARBACKS 6

BUSSERS AND RUNNERS 7

SECURITY 2

VALET 4

MANAGEMENT (RESTAURANTS AND POOL) 7

MANAGEMENT (HOTEL) 6

SERVICE STAFF 17

POOL CONCIERGE 4

HOSTESS/HOSTS 3

HOUSEKEEPERS AND PUBLIC AREA ATTENDANTS 14

ENGINEERING 6

CULINARY STAFF 15

ASCENSION SECURITY STAFFS AND MANAGES ALL SECURITY ASPECTS 7
DAYS PER WEEK, WITH EXTRA EMPLOYEES ON WEEKENDS, HOLIDAYS,
AND EVENTS. DURING EVENTS SECURITY IS STATIONED AT THE ROPE
AND STANCHION SETS THAT SEPARATE THE POOL AREA FROM THE HI-
TIDE CAFÉ.

AAA VALET MANAGES ALL PARKING, HOTEL GUEST DIRECTION INTO
LOBBY, GUEST CHECK-OUT TO VEHICLES, AND RAMP DELIVERY TRAFFIC.

OUR MANAGEMENT TEAM IS CONTINUALLY TRAINED ON ORGANIZING THE FLOW OF HOTEL AND NON-HOTEL GUESTS TO THE APPROPRIATE AREAS. MUSIC LEVELS, RESTAURANT AND BAR SEATING CAPACITIES, POOL CHAIR AND CABANA RESERVATIONS, AND INCOMING AND OUTGOING TRAFFIC FROM THESE AREAS, AND THE HOTEL CHECK-INS AND CHECK-OUTS, ARE CAREFULLY WATCHED AND MANAGED BY OUR TEAM.

ACCESS & SECURITY

OUR LOCATION IS LOCATED AT 1717 COLLINS AVENUE, MIAMI BEACH, FL, 33139.

ALL PATRONS ARRIVING AT OUR LOCATION WILL ENTER THROUGH THE MAIN ENTRANCE ON COLLINS AVENUE, OR VIA THE BOARDWALK

PATRONS WILL BE CHECKED FOR PROPER IDENTIFICATION BY VALET, HOSTS, AND DIRECTED TO EITHER THE FRONT DESK OF THE HOTEL, OR RESTAURANT AREAS

HOTEL GUEST ONLY WILL HAVE POOL AREAS ACCESS, NOTED BY A WRISTBAND PROVIDED AT THE FRONT DESK AT CHECK-IN. SECURITY, SERVICE STAFF, POOL CONCIERGE TEAM, AND MANAGEMENT CONTINUALLY MONITOR THE POOL AREA TO ENFORCE

ROPE AND STANCHION SETS ARE ALSO IN PLACE AT ENTRANCES/EXITS TO POOL AREA AS A CHECKPOINT FOR SECURITY AND MANAGEMENT.

NON-HOTEL GUESTS ARE ALLOWED IN RESTAURANT TABLE AND BAR AREAS, OR CABANAS WITH PROPER RESERVATION

A CAMERA SYSTEM CONSISTING OF 64 AREAS THROUGHOUT THE PROPERTY IS MONITORED BY THE ENGINEERING, SECURITY, AND MANAGEMENT

ALCOHOL SALES

ALL EMPLOYEES ARE REQUIRED TO UNDERGO ALCOHOL AWARENESS AND TRAINING FOR INTERVENTION PROCEDURES (TIPS) CERTIFICATION.

ALL GUESTS UNDER THE AGE OF 35 ARE REQUIRED TO PRESENT IDENTIFICATION DEMONSTRATING LAWFUL AGE TO CONSUME ALCOHOL.

NOISE MITIGATION

HIGH TIDE WILL IMPLEMENT BEST PRACTICES FOR CONTROLLING NOISE IN ORDER TO REMAIN IN COMPLIANCE WITH THE CITY NOISE ORDINANCE, INCLUDING BUT NOT LIMITED TO:

- ALL MUSIC VOLUME ACCESS CONTROLS RESTRICTED TO MANAGEMENT
- STAFF ARE EQUIPPED WITH DECIBEL READERS TO ENSURE THAT SOUND LEVELS REMAIN WITHIN AMBIENT BACKGROUND LEVELS AS MEASURED BY CRITERION ACOUSTICS.
- UTILIZING DIRECTIONAL SPEAKERS, PROPER WINDOWS, STRICT EQUALIZER SETTINGS, AND VARIOUS NOISE ABSORPTION STRATEGIES SUCH AS USE OF DENSE LANDSCAPING AND UMBRELLAS TO MINIMIZE NOISE TRAVEL.
- MANAGING DOORS, DJ ENTERTAINERS, GUEST TRAFFIC, SET UP AND DISPLAYS, AND LOCATION OF ANY DJ USING OUR SYSTEM TO MINIMIZE ANY AND ALL CONGESTION OR NOISE INTERFERENCE WITH REGULAR OPERATIONS
- CONDUCTING PRE SHIFT AMBIANCE MEETINGS INVOLVING ALL RESTAURANT STAFF AND ANY DJ-SHOULD ONE BE SCHEDULED-DAILY TO GO OVER MUSIC EXPECTATIONS AND LIMITS ON TIME, SET UP, AND VOLUME LEVELS

DELIVERIES & COLLECTIONS

THE FOLLOWING PROCEDURES WILL BE IMPLEMENTED TO ENSURE
MINIMAL IMPACT ON RESIDENTS AND RESPECT FOR EXISTING
CONDITIONS.

DELIVERIES WILL TAKE PLACE IN THE ALLEY LOCATED AT THE SOUTH OF
BUILDING. DELIVERIES OCCUR ON WEEKDAYS BETWEEN THE HOURS OF

8 AM TO 5 PM

ON THE WEEKENDS, ONLY SATURDAYS, BETWEEN

9AM AND 1PM

SUNDAYS-NO DELIVERY

REFUSE WILL BE COLLECTED 7 DAYS A WEEK FROM THE GARBAGE AREA
AND SPECIFIED BINS LOCATED IN THE SOUTH AND NORTH ALLEYS AWAY
FROM GUEST AREAS OR WALKWAYS

TRASH PICKUP IS BETWEEN 7AM AND 9AM

STAFF WILL BE ON SITE TO ASSIST WITH ANY BREAKDOWN OF REFUSE,
RECYCLABLES, OR SPECIAL PICK UPS