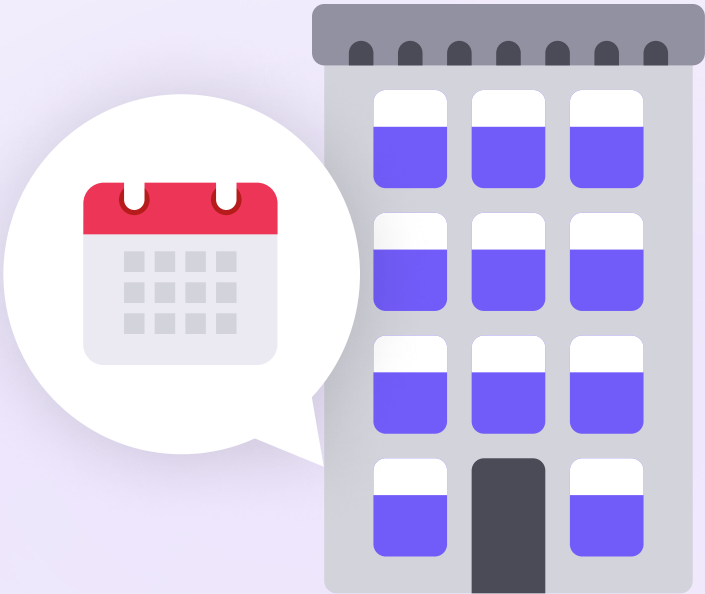


Amenity Reservations

Resident Guide



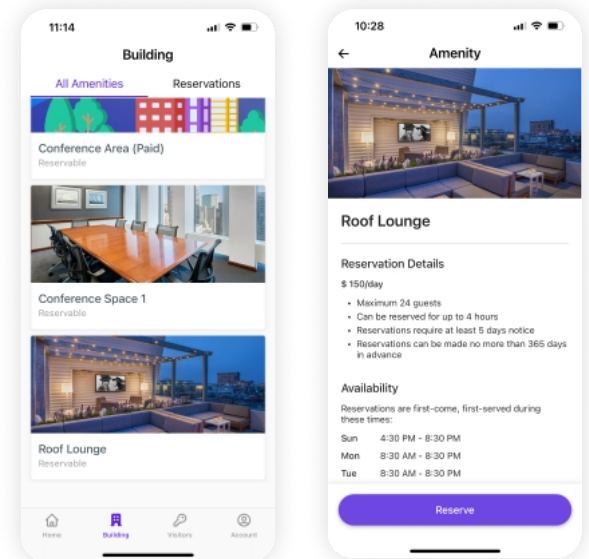
Requesting a Reservation

01. In the ButterflyMX mobile app, go to the Building section and select an Amenity.

In the ButterflyMX mobile app, go to the Building section and browse the Amenities list for one you want to reserve. It should say "Reservable" immediately below its name.

02. Tap the amenity to view details, then tap "Reserve".

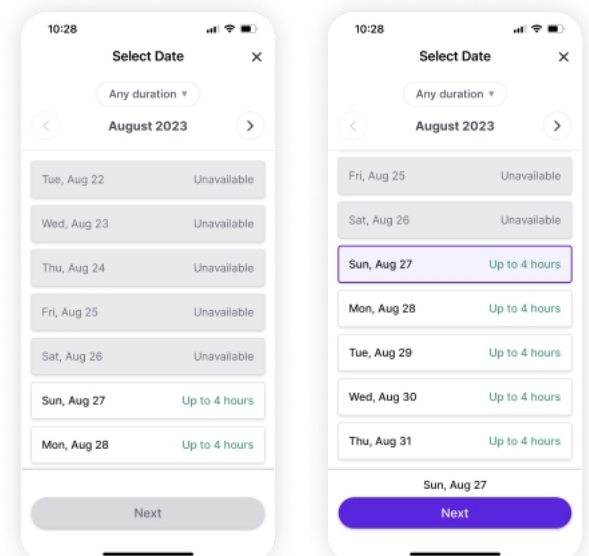
The window will switch to the Payment History tab so you can view the payment added.



03. Review the list of available dates.

Next to each date is the longest available time window that day, such as "Up to 8 hours". If you are planning a long event, you may want to use the duration filter to hide days that only have shorter time windows.

04. Choose the date you want to reserve and tap "Next".



Requesting a Reservation

05. Choose the time block(s) you want to reserve.

You can choose as many consecutive time blocks as you like, up to the maximum duration for that amenity. Be sure to leave yourself time for setup and cleanup if needed. If you can't find a time that works for you, use the back arrow and choose a new date. Once your times are selected, tap "Next."

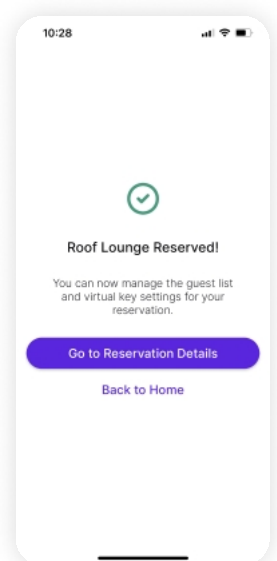
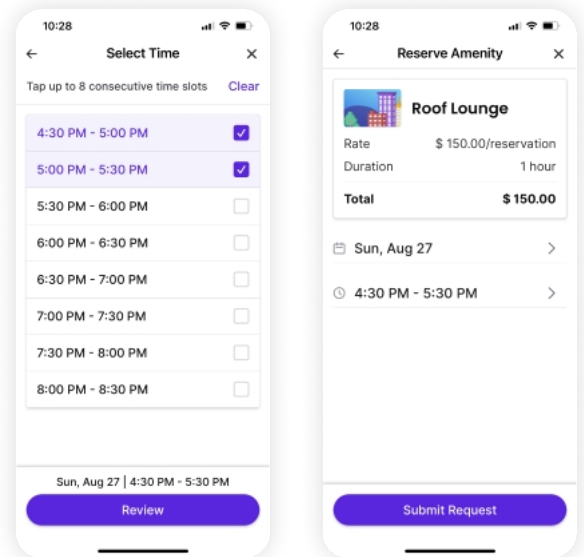
06. Review all details of your reservation, then tap "Submit Request".

Review all the details of your reservation. You can tap the date or time to make any changes. Once everything is correct and you have read any policies you are committing to, tap "Submit Request."

07. What happens next depends on how your building has set up this amenity.

If this amenity requires individual review of all requests, you must wait for your property manager to approve your reservation. You'll receive an email from ButterflyMX once that approval is complete.

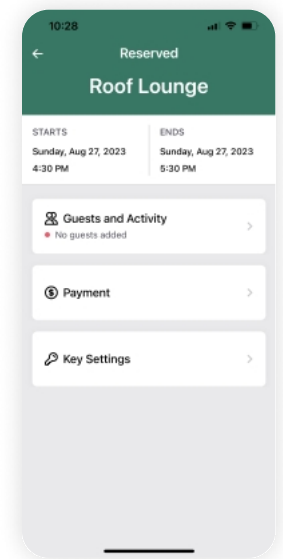
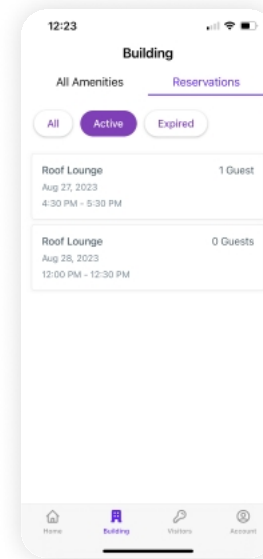
If this amenity is set for auto-approval, you'll get a confirmation email right away, and you'll be able to view and manage your scheduled reservation immediately.



Managing Reservation Details

01. From the ButterflyMX mobile app Building section, tap the Reservations tab.

In the ButterflyMX mobile app, tap on the Building section then the “Reservations” tab. A list of existing reservations will appear.



02. Tap on the reservation you want to manage.

Tap on the reservation you want to manage. The reservation detail screen will appear. Its contents depend on the status of the reservation and the setup of the amenity. You can always view the amenity requested, as well as the date and time of the reservation.

03. If your reservation requires approval, a message will appear here.

If your reservation requires approval from property management, a message will appear here, and you will need to wait for approval before taking any further actions.

04. If required, tap “Payment” to see fees, payments, and any remaining balance.

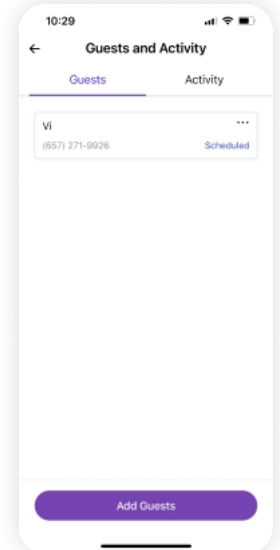
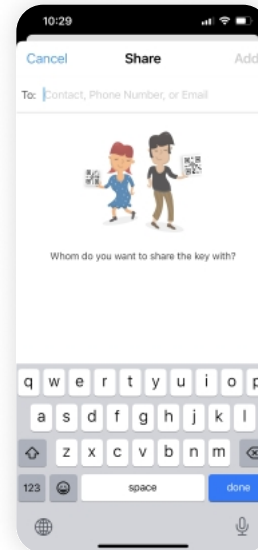
If your building accepts amenity payments through ButterflyMX, tap “Payment” to see the reservation fee, payments already made, and balance remaining. Contact your property manager directly to make additional payments.

Managing Reservation Details

05. If your amenity allows guests and your reservation is already approved...

Tap on “Key Settings” to control when your guests will receive virtual keys to your event, and what instructions those keys will include.

Tap on “Guests & Activity” to see the guest list, where you can Add Guests from your phone's contacts or by typing in their phone number or email address.

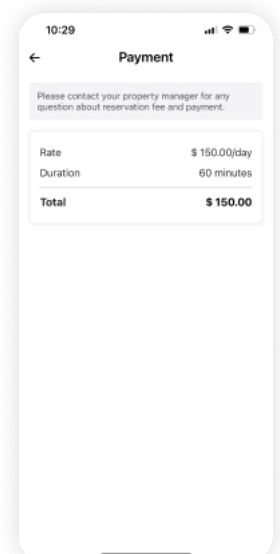


06. View the Activity tab to see which guests have used their virtual keys.

Once your event is in progress, tap “Guests & Activity” and then the “Activity” tab to see which guests have used their virtual keys within your building—and when.

07. You can view any past payments or guest activity at any time.

Once your event has ended, you can refer back to any historical payment or guest activity at any time.



FAQ

I am planning an event that spans multiple days. Can I make a single reservation?

It depends. A single reservation is for a single, continuous block of time up to the maximum duration set by the property, which cannot exceed 24 hours.

If the amenity space has been set up to support reservations immediately before midnight, then a single reservation can start on one day and end the next, as long as it doesn't exceed the maximum duration.

Otherwise, if you are reserving multiple blocks of time, or a single block of time longer than the maximum duration, you will need multiple reservations.

Can I make a recurring reservation?

No, recurring reservations are not yet supported.

Can I reschedule my reservation? What happens to my guests' virtual keys?

Yes, you can reschedule (subject to availability) by contacting your property manager. Only the property manager can reschedule an existing reservation.

Any virtual keys already issued to guests will automatically become valid for the newly scheduled time. However, the keys will not be re-sent, so any scheduling details in the original email or text message will become obsolete.

Can I resend a virtual key to a guest?

You can't resend a key to an existing guest. You can, however, remove and re-add the same guest, which will trigger a new key to send.

Can I add a co-host to my reservation?

No, co-hosts are not yet supported. Only the reservation owner can view the reservation details and manage the guest list.

FAQ

How do I get into the amenity space I reserved during my reservation?

You can swipe to unlock within the ButterflyMX mobile app, or use your resident access PIN on the keypad at the amenity door.

I invited a fellow building resident to my event. Can they swipe to unlock or use their resident PIN during the reservation?

No, guests can only enter with their virtual key's QR code or PIN, even if they are residents. Only the host will be able to unlock the amenity space as a resident.

Can I see declined or canceled reservation requests?

No, reservations that are no longer valid are not visible in the mobile app. The email you received when it was canceled is your record of the cancellation.