



YOUR VILLA HOLIDAY GUIDE



Villa Check in time is 4pm

Please do not attempt to enter the property before the stipulated check-in time unless agreed otherwise. Most properties are now fitted with new digital key pads that will only allow entry at the check in time.

On arrival at the villa please check for any damage or anything not working.

If there is anything at all you **must** report this to the management company at once, their contact details are shown on the arrival information.

Likewise, if you break or damage anything during your stay, again you **must** advise the Management company, failure to do so may result in charges at the end of your stay.

The Management company is your first port of call, if you should experience a problem in contacting the Management company, please email details to

report@usafloridavillas.com

VILLA INFORMATION

All villas are 'self-catering' each home has cleaning utensils, a washing machine and a drier should you need to wash any towels or bedding or clothes during your stay.

You will find an ample supply of towels in the property.

It is possible to have a mid-stay clean at extra cost however this needs to be pre-booked before arrival. On the day of the clean guests need to vacate the property and remove all personal belongings from floors and worktop areas to assist in cleaning the property.

OPTIONAL EXTRAS

If you have pre-booked any rental equipment such as BBQ baby cots, BBQ etc, these will be delivered to your property for your arrival. Please make enquiries to your Travel Agent who will be able to provide you with a list of all optional extras.

POOL HEATING



Pool heating is recommended between October and May.

If you have pre ordered Pool Heating, this will have been turned on before your arrival, Pool heat is designed to take the chill off the water it does not get HOT, Pool equipment is set to heat the water to between 83F and 87F degrees, if your villa pool has an inground spa then pool heating is required as the spa takes its water from the Pool.

Always better to pre-book so that it is turned on before your arrival. You can if you so wish request, it while in resort but to do this you need to visit the management company offices to pay them then wait for an inspector to visit the property to turn it on, it then takes about 36 hours to warm up.

If your pool has a jacuzzi, then you need pool heat at all times of the year for the spa to function properly with hot water jets.

Please Note: It is no longer possible to request pool heating while in resort, It must be pre-booked and pre-paid, the management company will turn it on the morning of your arrival.

WASTE DISPOSAL

Refuse collection information can be found on your arrival information

Please use strong bags for your rubbish to avoid tearing. Dispose of your rubbish (trash) as frequently as the collection service offered. Do not put liquids in the bin, double-bag any heavy or sharp objects. Boxes and large items should be broken down and placed in trash bags and placed inside of the trash bin or taken to the community compactor. Do not leave trash in bin overnight to deter vermin. Please note that leaving rubbish (trash) in the house on departure will result in a fine. Please do not leave food exposed on work tops, particularly on the floor or accumulate rubbish in the house to avoid attracting ants or insects.

Some homes have a box outside the front door where you place all bagged refuse and it will be collected, others will leave a card in the villa advising what day they call to collect and like here leave the bin close to the road. If there is no card a simple call to management will advise you.

PARKING

Please take special care to parking regulations. Any vehicle found to be in breach will usually be towed away. Any fees incurred from tickets or towing expenses are your responsibility.

Parking on resort the roads after 9pm is not allowed and vehicles will be towed away. Likewise, when parking on the driveway do not obstruct the footpaths (sidewalks) You can normally get 2 cars on a drive and 3 cars on larger homes.

AIR CONDITIONING

Please do not keep doors/windows open when air conditioning is running. This will make air conditioning work hard to compensate for the air coming in, and can lead to malfunctions or worse, freezing of the equipment and leaks from the vents, and you will be held liable for costs occurring as a result.

WELCOME PACK & KIDS EAT FREE CARDS

If your rental home is for 7 days or more and in the Disney area you will find a Welcome grocery pack with our compliments also if there are any kids on your booking aged 2 to 11 then you will have been issued Kids Eat Free codes to redeem at local restaurants.



There are larger shopping packs available along with a new BBQ meat pack please contact your travel agent for details or you can view the information at www.usafloridavillas.com and select optional extras at the top, of the screen.

LATE DEPARTURES

Departure time is 10am as the villa needs to be deep cleaned ready for the next guests.

Return flights to the UK all seem to be departing evening time from Orlando, as checkout time is 10am if you have a late flight, it may be worth considering booking an extra night in the villa allowing you to leave the villa late in the day for your return flight.

Sometimes it may be possible to request a later departure. If this is possible there are two charges, one rate up to 12 noon £50 and after 12 noon it is a full day's rental.

It is not possible to request a late checkout with the local management company while in resort.

DISSABLE PERMITS

While some car parks will accept a UK blue badge, there are several local tax offices (check on google) where you can walk in and obtain a temporary pass, this is a red card to hang on your mirror the cost is around \$14 valid for 3 months. When going to the parks staff easily recognise this and point you in the right direction to accessible parking spaces. If you apply for a new pass within 12 months it will be issued free of charge.

We can also provide Wheelchairs and Mobility scooter rental; these items will be in your villa on arrival. **Please contact your travel agent for more details.**

TELEPHONES

These days it is not uncommon for there to be no land line telephone in the property as the majority of visitors have mobiles or cell phones as they called in the US. To use your phone in the US you will need to enable roaming with your provider then always remember when making a call that if you call a US number your phone thinks it is still in the UK so you need to dial +1 or 001 before the number, for example to call 407 530 0213 you would dial +1 or 001 before the number. If you are calling the UK then just dial as normal.

MEDICAL

There are many pharmacies along the Interstate 192 that runs through Kissimmee such as Walgreens, CVS and Walmart. If you need a medical centre/Doctor, again there are many walk in centres throughout the area, if you go to Google and look for 'Walk in medical Centre's in Kissimmee' to locate the nearest one.

However, the nearest hospital is located in the Walt Disney town of Celebration. **It is essential for any trip to the US that you have good travel insurance with adequate medical cover, as the country is predominately private healthcare. Medical care with a stay in hospital will be very expensive and the European Health Insurance Card (EHIC) does not apply in the US.**

EMERGENCY INFORMATION

If you have a life-threatening emergency dial 9 1 1
The number for Kissimmee Police Department – **407-846-3333**

Please be aware that all medical cover in the USA is by way of medical insurance, always have your travel insurance documents to hand as proof of medical cover.

DAMAGE

Your booking includes a damage waiver for Accidental Damage ONLY
It covers small accidents **that can occur such as a glass, plate broken, a towel stained.**

When this occurs with multiple same items, it is not considered as an accident.

Damage to furnishings bedding and carpets is not included. Any such damage will be charged for at the end of stay.

The two main items of concern with stains tend to be Blood and Urine and are NOT classed as accidental.

When cleaners arrive, they first put all towels and bed sheets into the washing machine while they clean the property. At the end of the wash these items are put back into situ, if there are any stains on them, they do not have time to wash again or boil etc. so new items have to be purchased intime for next arrivals, these will be charged for.

BEACHES



The nearest beaches to Kissimmee are Cocoa Beach and Daytona Beach they are about 90 minutes' drive from the Orlando area For Daytona take the Interstate 4 and for Cocoa take the 528 to Port Canaveral.

SHOPPING & DINING



There is something for everyone, there are shops and restaurants all along Interstate 192 and of course up on International Drive. Popular shopping experiences can be found at Vineland Premium Outlets, The Mall of Millenia, Disney Springs, Celebration Town Centre, The Florida Mall, The Old Town and Kissimmee town centre to name a few.

CHECK OUT

Please make sure that you vacate by the check-out time stated above unless you have arranged for a late-check out. The time is strictly enforced by the team who will arrive at the property to prepare the home for the next guest. Failure to vacate the property in time will result in a charges.

Unless stated differently inside the property guide; upon departure, please close and lock all doors and windows, set the air-con to 75 °F (23 °C) degrees and fan speed to AUTO (do not switch it off), Turn off all lights, TVs, and appliances, clean out the refrigerator, load and start the dishwasher, place all used bath towels in one bathtub or shower stall, remove all bed linens and place on top of each used bed, return any moved furniture to their original locations, bag all garbage, and take all trash to the outside can or bench. If the home is left dirty, additional cleaning fee will be levied. Ensure that the front door is locked when you leave the house.

Please note that the Management Company will consider any stains left on towels, furnishings and bed linens as **DAMAGE** and will make a charge. Therefore, where practical, wash any dirty towels, remove stains from linens, beddings and allow time to dry before vacating to minimise post-check out damage claims.

We hope this information proves useful to you and that you have a wonderful experience enjoying all that the area has to offer. What are you waiting for, get out there and make some memories?

Have a wonderful time in Florida - having fun and making memories

And remember

IT ALL STARTED WITH A MOUSE!

