

MYDISNEY.HOUSE



Wi-Fi: 10080CB

PW: Disney1008

ABOUT US

My Disney House is owned by an English family who have been enjoying central Florida for many years. It's our home from home, please treat it with respect.

It is proudly represented & managed by Homes of America who will handle enquiries & bookings.

To ensure this home is presented to you in the best condition – our family owned and operated team has prepared it for your arrival.

We expect you will find a high quality of cleanliness, minimal maintenance and a reduced risk of you experiencing a problem during your stay.

We trust you will treat this home with care and respect and to leave it in the good condition you found it in, upon your departure.

The Property Managers for this home are: Dave, Lynn & Ed.

Despite our best efforts, should we miss something, please do not hesitate to let us know by contacting your dedicated Property Managers on **352-242-7334**, they will be happy to record and rectify any issues.

You may call, WhatsApp or text your Property Managers as needed.

We kindly ask you call during office hours Monday to Friday 9.30am – 4.30pm unless its an urgent issue.



Thank you



FIRE INSTRUCTIONS

Please read the Fire Instructions located near the front door.

You will find a floor plan indicating where the fire exits are. You will find a wall mounted fire extinguisher in your villa. It may be wise to read the following safety page on Performing Exit Drills in the Home (EDITH).

In the event of a fire – get out of the home, dial 911 and once in a safe place please call your property managers.

EMERGENCY - Fire, Police, Ambulance - Call 911

Florida Division of Emergency Management Traffic & Emergency routes - Call 511



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Scan the QR code to take a copy of this information with you for access on the go



ADDITIONAL MANAGEMENT SERVICES

Above and beyond our services as a management company, we are delighted to offer some convenient services to you for during your stay. You are welcome to contact your property managers during office hours to arrange any of the following services.

BABY/TODDLER ITEMS

- High chair hire.
- Pack n Play travel cot/Play Pen: no mattress or bedding.

SOMETHING A LITTLE EXTRA SPECIAL FOR YOUR STAY?

- Pool Heating. Pool heat price is determined by pool size and pool heater energy supply (gas or electric). Please note if you add this after your arrival there will be a trip charge extra & pool heaters are not turned on, on Sundays or US Holiday days.
- Mid stay cleans; price depending on the size of your house.
- Barbecue Hire (7 day minimum)

Please check with the management or home owner for the pricing for all the above.





ESTIMATED RESPONSE TIMES IF YOU NEED TO REPORT AN ISSUE

Please use this guideline to estimated response times once a problem has been reported to your Property Manager.

URGENT - Fire, flood or break-in

Within an hour or less after talking to one of our team members personally. Our team will either rectify or be there to assist with the urgent matter.

HIGH - AC breakdown for example

Within 2 hours or less after talking to one of our team members personally. Our team will either rectify or be there to assist with the urgent but not serious matter.

MEDIUM / LOW - Pool heat not working etc.

Within 24 hours or less after talking to one of our team members personally. Our team will either rectify or be there to assist with the non-urgent matter.

Disclaimer :

Our team will always do their best to resolve the reported issue within a timely manner and with minimal disruption to your stay.

However unfortunately, there are times when the issue needs to be resolved by licensed professionals and/or replacement parts required which may take time. We ask for your patience and understanding in the events that this is the case.



- The Florida heat and humidity can often catch visitors by surprise.
- It is important to drink a lot of water when you are in the heat, especially during any kind of physical activity.
- Watch out for signs of dehydration and heat stroke, including rapid heartbeat, feeling dizzy, rapid breathing, headaches, sleepiness and fainting.
- While anyone can become dehydrated, older adults, babies and young children are the most susceptible.
- If you think that you or a family member is severely dehydrated it is important to have them drink water and take a break from physical activity.
- If the symptoms worsen seek medical help.
- It is important to keep your skin safe from the strong Florida UV rays too.
- Some things you can do to protect yourself and family include wearing sun block, reapplying sun block frequently, wearing hats and sunglasses while outside, and staying under shade when you can.



FLORIDA WEATHER

Like any tropical climate, Florida's weather can be unpredictable. Even though it's called the sunshine state we get rain and storms.

Florida's climate can produce thunderstorms and even hurricanes and tornadoes.

Scan the QR code to keep an eye on the weather forecast:



Orlando's rainy season is between June and September, so if you're visiting during that time expect afternoon thunder showers and carry an umbrella with you. August through late October is hurricane season, which can bring high winds and heavy rains.

July is the hottest month in Orlando with an average temperature of 28°C (82°F) and the coldest is January at 15°C (59°F) with the most daily sunshine hours at 11 in June.

The wettest month is July with an average of 196mm of rain.

NO SMOKING, NO VAPING

This is a smoke free home.

In accordance with the Division of Hotels and Restaurants Department of Business and Professional Regulation in the State of Florida, this home is a **no smoking home**.

Full security deposit will be retained for smoking inside this home & up to a \$1000 fine to assist with professional cleaning.

SMOKING ON THE POOL DECK

Smoking and vaping is only allowed on outside pool decks or patios, however we do ask that you discard of ash, cigarette stubs correctly and do not leave them lying around this property.

Cannabis illegal in Florida

Florida Medical Marijuana Laws prohibit anyone in Florida to possess marijuana flower or buds unless it is sealed in a tamper-proof container sold at a dispensary, even if you are a patient and have a valid medical marijuana card.

It is illegal to buy, possess or use recreational marijuana here

Possession of ANY amount is illegal: Possession of 20 grams or less is a misdemeanor punishable by a maximum sentence of one year imprisonment and a maximum fine of \$1,000. Possession of more than 20 grams of is a felony punishable by a maximum sentence of five years imprisonment and a maximum fine of \$5,000.



SWIMMING POOL SAFETY

SAFETY COMES FIRST

- Always ensure the pool fence is up if you have young children in your party.
- If you do not have young children in your party, you may pull back the safety fence but please put back in to position once you are finished using the pool in case any nearby children enter the wrong pool cage.
- Please make sure the fence is up upon your final departure.
- If this house has a pool blanket, you may use it during the winter months to help retain the heat.
- Pool blankets are very dangerous if not used correctly or under responsible adult supervision. If the pool blanket is on the pool, ensure the safety fence is up or that the pool door alarms are working.
- Children drown under pool blankets. You use the blanket at your own risk and not that of the homeowner or Homes of America Management.



RULES FOR POOLS

- Never leave a child unsupervised near a pool.
- If a child is missing, check the pool first.
- Do not allow a young child in the pool without an adult.
- Do not consider young children to be drown-proof because they have had swimming lessons.
- Do not use flotation devices as a substitute for supervision.
- Please refer to sign on pool lanai for additional pool and spa rules.



****Never use the pool during a thunderstorm****



POOL HEAT

If you have requested pool heat for your stay, this will be turned on just before your arrival. It can take up to 24 hours to fully heat from cold, please be patient.

The heater will function only whilst the pool filter is running and will shut down overnight. The pool is not continuously heated unless you have paid the additional amount to run the heater for 24 hours. During cooler evenings, the pool will lose heat and will be cooler the following morning.

Please note when outside temperatures drop below 60F or approx. 15C, the pool will not heat effectively. If the outside temperature drops below 50F most pool heaters will auto shut off to prevent them from burning out.

Pool heaters will shut down for safety measures if the water level is low in the pool. The correct water level is halfway up the pool level tile.

WANT POOL HEAT?

No problem, contact your property manager during office hours and they will come out and turn it on for you for a small call out fee and the daily pool heat rate.

The pool heater is set to 87 degrees Fahrenheit (30 degrees Celsius)

Spa will be set to 100 degrees Fahrenheit (38 degrees Celsius)



HOW DOES THE POOL WORK?

Your private pool filters on an automatic timer, you do not need to worry about turning the pool on as this will happen every morning, usually around 8am.

Depending on pool size and time of year, the pool will run for around 8-10 hours a day. We do ask you do not touch the pool equipment to the side of the home, this is expensive and sensitive equipment on which you will be charged for damages. Tampering will result in loss of security deposit up to the maximum amount.

HOW DOES THE SPA WORK?

The spa is run in a similar way to the pool in that it is filtered on the same timer as the pool. It is normal for the water to overflow into the pool whilst the pool is filtering. When the pool automatically shuts off for the evening, the spa will naturally drop in water level and will stop overflowing into the pool.

To make the spa bubble, you will find the timer located on the far right corner of the pool deck. Turn to your desired length, but please do not have on for more than 60 mins in one sitting. Over use can cause costly damage which you will be liable for.

POOL CLEANING AND MAINTENANCE

Our licensed pool technician visits the pool once a week to clean, check chemicals, hose deck and top up the pool if needed. If the water level drop in between those visits, we kindly ask you to top up the pool using the hose as this will stop your pool heater and filter from shutting off.

Between service days, this property may have a cleaning net that you are welcome to use to scoop out any debris that may appear in between the weekly visit of our licensed pool tech.

In the summer months the pool may become dirtier quicker due storm rain and dirt on the pool screens. If the pool starts to go cloudy or murky, please do call us for additional cleaning.

Pool chemicals can be sent out of sync if you enter the pool with lots of sunscreen on, please shower before entering the pool. Suntan lotion is the most common cause for an increase in phosphates in the pool it will become contaminated, the clean-up can take up to a week and a charge to your security deposit.

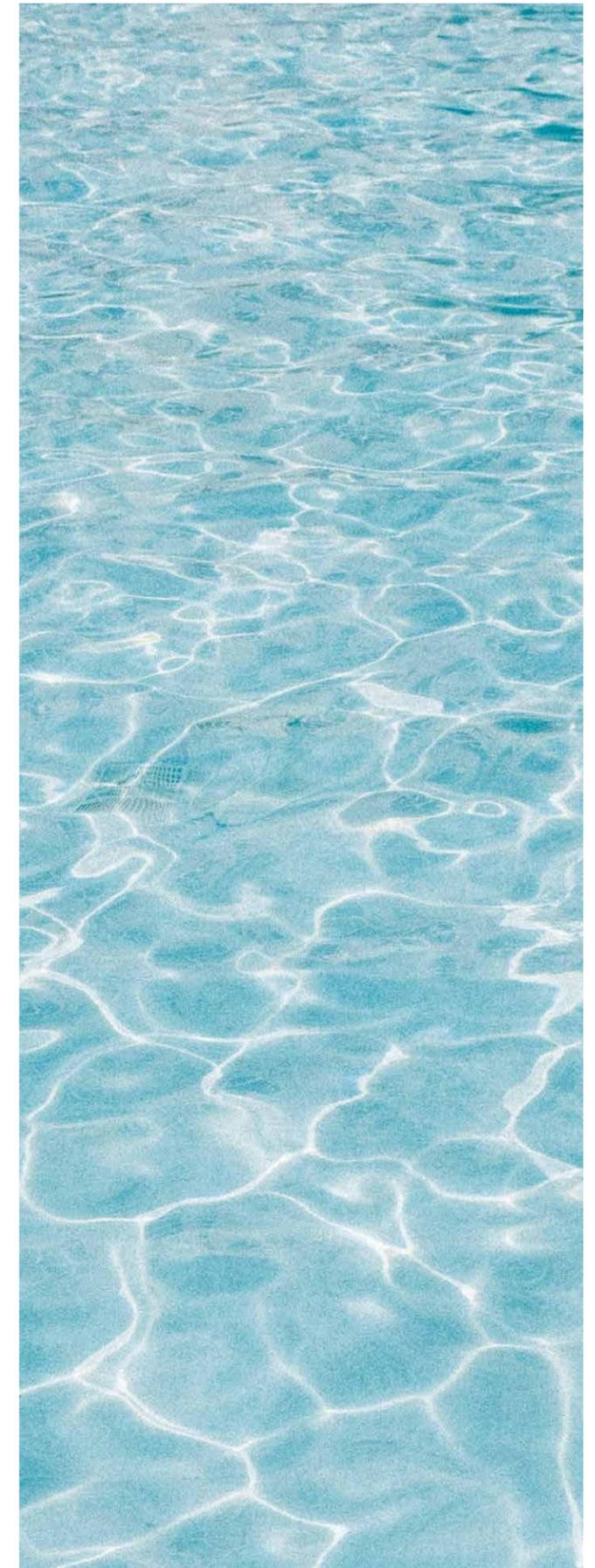
Please care for the pool and/or spa and its condition by not:

- Entering pool or spa with suntan lotion on.
- Using shampoo, conditioners, soap and other lotions in the pool or spa.
- Leaving metal objects on the surface of the pool or deck.

REMINDERS...

Please do not lock pool screen doors as the pool tech needs access on a weekly basis to keep pool safe and clean for you & your family to swim in.

Only wear appropriate swimwear in the pool/ spa. Other clothing will block the filter and algae will form in the pool .





OTHER HELPFUL INFORMATION

AIR CONDITIONING

This home features one or more advanced air conditioning units.

Your A/C may well be equipped with door and window sensor which means the A/C will shut off if a door, sliding door or window is left open for more than a couple of minutes. The A/C should automatically come back on once the door or window is closed. The A/C may take several hours to cool the entire house down if it has been off for several hours.

As with all major appliances the AC unit requires regular maintenance and care. The AC unit in this home is serviced annually with a professional preventative maintenance.

You are welcome to use the thermostat to make your stay more comfortable, we do ask for you to be considerate of the AC whilst using it.

Setting the AC below 72 will cause the AC unit to freeze.

When the system freezes, it will shut itself down and will not start until the system has been checked by a licensed engineer.

Please call your Property Manger immediately if the A/C system freezes OR if you see water coming from the A/C unit.

There are possible charges to your security deposit by the owner of this home should you be responsible for the system freezing.

A/C NOT WORKING?

Please turn your AC 'OFF' and set to 'Fan On' and call your Property Manager who will be happy to assist you.

We have several licensed engineers on hand to assist with faulty AC units, however, during the summer months they are overwhelmed with the amount of call outs.



So while we will work hard to get your AC unit seen to as soon as possible, we do ask you to be patient.

Please note any AC units that are reported after 7pm may not have service until the following morning. Should you wish to move property due to an AC breakdown you will need to contact the person you booked with (homeowner / agent) and refer to your terms and conditions of your booking. As the management company, we are not permitted to allocate you to another home.

WHAT IS A GOOD TEMPERATURE FOR THE A/C?

The recommended temperature for the A/C is between 74 and 76 degrees during the warmer months (late March – December). The recommended temperature for the A/C during the cooler months (January – early March) is also between 74 and 76 degrees, unless it is cold outside. If you are experiencing cooler weather (below 65 degrees), we recommend you switching the A/C into HEAT mode and set the temperature between 70-74 degrees.



HEATING IN FLORIDA

It can & does get cold in Florida. We can reach temperatures as low as freezing point. Should you find yourself having to put on your socks and sweaters, you are welcome to put the heating on too. The heating can be turned on at the thermostat. If you are going to be out the home for any long period of time, would you be kind enough to set the thermostat to 'OFF' or a reasonable temperature that will not waste energy.

Please call Lynn if you have any questions about the AC / heating. Excessive energy use can lead to loss of your deposit.



GENERAL SECURITY

When exiting the house, ensure the front door is fully closed & locked.

Exit - Pull the door to close push the top button (Schlage) you will hear a click and turn the keyhold knob to the right to lock the door.

Wait for release noise. You know it has worked when the keyhole knob spins around and around.

Entry - Enter the PIN and spin the keyhold knob to the left. Enter using entry handle as normal.

If you struggle with the lock or have forgotten your door code, please call Lynn straight away.

DO NOT leave the front door open or unlocked as this may result in loss of security deposit.

• Ensure all **doors to patio** area and external doors are securely locked and windows are closed and are locked.

• **Blinds** - Blinds should be fully closed and carefully tilted shut.

CHECK-IN
4PM

CHECK-OUT
10AM

LATE CHECK
OUT:
MIDDAY - \$50
WITH AT LEAST
24 HOURS
NOTICE

CHECK-IN AND CHECK-OUT INFORMATION

CHECK-IN

Check in time for this home is 4pm unless arranged prior to your arrival with the owner or Property Manager.

If you have arrived early, this home may not have been checked and inspected for your stay and you may be liable for a charged extra from your security deposit for your extra time in this property. 4pm check-in is scheduled to allow a full walk through and inspection on the property for your comfort.

Internal Door Locks

Many internal doors are fitted with safety locks.

If anyone else becomes locked in a room by mistake, you will find a pipe key either above one of the door frames in the house or in the kitchen draw. This pipe key allows you to unlock any internal door in the house. If your key is missing, please inform your managers.

CHECK-OUT

Unfortunately, all good things come to an end!

Upon your final departure, we ask you to vacate your home no later than 10am to allow time to prepare the villa for our next guests.

Please ensure that you do leave the home promptly.

Late departures will incur an extra charge at the daily rate.

However, if you have a late flight or wish to have the home later than 10am, do not hesitate to call us at least 24 hours before your departure date to check if this can be arranged. If you wish to stay beyond noon, typically the nightly rate is charged. Please check with management or owner to confirm pricing.

Don't know how to depart a vacation home?

Don't worry, we've got you covered. Please read through the following information on page 28 to avoid charges made to your security deposit or sent to your booking agent.



TELEVISIONS & INTERNET

TELEVISION

You will have one or more of the following types of TV service in this house.

Roku TV - streaming

Roku allows you to watch free and paid video content on your TV via the Internet. Free from services like Netflix, Amazon Prime Video, Hulu, Apple TV, HBO, SHOWTIME, PBS, and The Roku Channel. Many more channels for sports, news, international, and kids programming plus broadcast channels like ABC and CBS.

Smart TV

A smart TV, also known as a connected TV (CTV), is a traditional television set with integrated Internet and interactive Web 2.0 features, which allows users to stream music and videos, browse the internet, and view photos.

Standard Cable TV

Basic cable TV packages will include ABC, CBS, FOX, PBS, and other public-access local channels.

There is a TV remote in every room with a television and instruction leaflet to help you navigate the different types of TV. Please do not move TV remotes from room to room. Any missing TV remotes could lead to loss of deposit.

If you need extra support with accessing the TV channels your Property managers can assist.

INTERNET & WI-FI

This property has Wi-Fi which you are welcome to connect your devices to.

📶 **Wi-Fi: 1008OCB**
PW: Disney1008

NB: Please do not remove remotes from bedrooms & living room. Leave all remotes in the correct rooms. If all remotes are mixed up there will be a charge.

Please do not access or attempt to access illegal content, anyone who downloads illegal content through the network of this accommodation will have to pay the respective fine out of their own pocket.

Wi-Fi and TV are provided as a convenience only and are not integral to the license to use the property.

No refund of payments shall be given for outages, content, lack of content, speed, access problems, lack of knowledge of use or personal preferences with regards to services.

TRASH

We provide one trash bag per trash can to get you started. As this is a self-catering home, you are responsible for purchasing further trash bags if needed for your stay.

Please do not leave full trash bags in kitchen or garage; you will attract bugs into the home during your stay. Please ensure that all trash is secured in a trash bag and placed into the trash can. There will be charges applied to your security deposit for any excessive trash found (trash that will not fit into the trash can or trash not put out on trash day).

Photos will be supplied, and deposits will be charged without question.



CLEANING SERVICES

Like a mid-stay clean?

During your stay, you may require a mid-stay clean by our professional cleaning company.

We can arrange a full clean for your stay.

We do ask guests to go out for the day, so our cleaning team can do their work.

Contact your property managers for costs.



PEST CONTROL

A licensed pest control professional visits the property every 3 months to help assist with our tropical climate pests that naturally enter the home.

Our pest control prevents as much as possible for these creepy crawlies to enter the home. In Florida, it is natural for sugar ants and roaches to want to enter our homes. Thanks to our trusted pest control contractors, they do a wonderful job in keeping these pests out and allow you to enjoy your vacation worry-free.

How pest control treatment works?

This home is sprayed around the perimeter, inside and outside to build up a good defense. When a pest enters the home, it will die within hours. So, you may see live pests, but they will soon die once they've encountered the pest treatment around the home.

Our professional may visit during your stay, however any sprays used are low odor, low toxic and are harmless towards you and your family and even allergy sufferers.

Please keep foods contained or in the fridge as ants are easily attracted to the kitchen work tops.

During our incredibly hot months, the pests are certainly more prevalent. If you feel this home requires additional treatment, should you be seeing live pests that are not responding to the treatment, please call our management team.

Please refer to page 26 and 27 for information on reptile concerns.

BBQ RENTAL

Would you like to rent a BBQ during your stay?

- The rental is per week (minimum). Just ask your Property Managers for the pricing.
- A new tank of gas is included.
- If gas runs out, you can easily take the empty tank to a local gas station or supermarket to purchase a new one.
- Enjoy a hassle-free way of BBQ, with convenient delivery of a clean BBQ and easy pick up at the end of your stay.



OTHER INFORMATION

WATER

The water in your Florida home is usually perfectly safe to drink, yet may taste different. This is purely due to chlorination.

We however, advise you are best to drink bottled or filtered water from the fridge.

If your fridge does not offer filtered water, you may prefer to purchase water from your local supermarket. Please do not leave water running if it is not required, as water is metered and is expensive in Florida.

BOIL WATER NOTICE

This event will be announced on your television, radio or online. Boil Water notice is only used in the event of a Hurricane, Tornado and Main water pipe breaks. Typically, a boil water event lasts for 24 to 48 hours, but this can be longer and the need to boil water may last for several days or more. If possible, use disposable plates, cups, and utensils during a boil water advisory.

Household dishwashers generally are safe to use if: the water reaches a final rinse temperature of at least 150 degrees Fahrenheit (66°Celsius), or the dishwasher has a sanitizing cycle. Please refer to the boil water notice at the end of this book. Please visit page 33 for the Boil Water Notice.

ELECTRICITY

There are four differences between using UK appliances in the US.

The voltage (US = 120V, UK = 240V) The number of watts the product draws (different for each product). The frequency (US = 60 Hz, UK = 50 Hz), and the plug on the power cord.

Please adjust any electrical appliances you have brought with you. Adapters can be purchased from any supermarkets such as Walmart, Walgreen's, etc.

BLINDS

Please be careful with the blinds in your home. Before opening or

shutting them, be sure to use the silver chain to tilt them or use the string to close / open them. Sounds simple, but they do break very easily. If you are leaving the house for a length of time, it's best to keep your blinds shut to keep the house cool. You will be charged for twisted blinds and damaged gears.

BREAKAGES

Do not worry if you break or damage anything, accidents happen! Just please contact your Property Manager to allow us to either mend or replace the damaged item for your continued enjoyment of the home. Particularly in the case of stains speed is of the essence. Burns and tears can be rectified before the next guest arrives. If we find excessive or expensive damage after your stay on our departure check of this home, the valued amount to replace or repair will be deducted off your security deposit without question supported by photos. Damage replacements / repairs are chargeable at the owner's discretion.



GETTING AROUND

CAR RENTAL

We recommend you google car hire and pick the one that suits you best, but to get you started we recommend in no particular order:

Enterprise Rent-A-Car



www.enterprise.com/en/car-rental/locations/us/fl/orlando

Hertz Car Rental - Orlando



www.hertz.com/

Avis



www.avis.com/en/locations/us/fl/orlando

UBER - download the app

iphone users scan this QR code:



Android users scan this QR code:



LYFT - download the app

iphone users scan this QR code:



Android users scan this QR code:



TAXI

We recommend you use an established taxi service such as **Orlando taxi service (407-422-2222)** or **Mears** who also do a Black car Service and larger vehicles - <https://www.mearstransportation.com>

FINDING YOUR WAY AROUND ORLANDO

Orlando and the surrounding areas are growing so fast that many Satellite Navigation Systems cannot keep up. We recommend downloading Google Maps or similar to your smart phone.

Scan the QR code below, download the maps onto your phone and use them when you do not have data:



DRIVING AND PARKING

PARKING AT YOUR VACATION HOME

****There will be parking restrictions in your community ****

You can view your Communities' Parking Restrictions on your Community website.

As a general rule:

- NO overnight street parking. Each property usually has space for up to 2 vehicles.
- NO street parking. There is only space for 2 cars on the drive
- Most associations have rules about specific types of vehicles that are not permitted to be parked within the community. These vehicles may include commercial vehicles (any vehicle with signage), RVs, junk vehicles, trailers, campers, boats, and similar recreational vehicles.
- Please check the entrance or entrance gates to the community as most communities post the parking rules.
- If your vehicle is parked on the drive but a wheel laps over onto the pedestrian walkway or road, your vehicle can potentially be towed away.
- Do not park on the grass. This will damage the irrigation system and charges may apply for repairs.

If you find your vehicle has been towed, please contact the towing company. Details will be found on the tow warning notice on the community. Typically, it costs approx. \$250 to get your car back.

WARNING!
VIOLATORS WILL BE TOWED AWAY AT VEHICLE OWNER'S EXPENSE

DRIVING RULES AND LAWS

If you rent a car, please remember:

- Carry your driving license, car rental papers and insurance with you at all times in the car by law.
- All cars use regular unleaded petrol.
- Watch your speed, the police are very strict and frequently use radar to catch speeders.
- If you are fined, you must pay the fine before your departure. If you do not, you will be stopped on your next entry to the States and will be arrested.
- Children under 3 MUST be in a car seat. All passengers must wear seat belts.
- You must stop at a red light. However, if it is safe and unless otherwise stated, you may proceed right if you wish.
- Turn your lights on when it is raining.
- Do not drink and drive, you will be arrested if stopped. Not even an open bottle of alcohol is allowed in the car in Florida.
- Watch out for cars overtaking on either side of you in Florida. Generally, slow traffic should keep to the right.
- If you see a school bus stopping with red flashing lights, you must stop even if you are on the other side of the road except if you are coming the other way on a dual carriageway. This is for the safety of our local children and schools.



DISNEY

DISNEY

Scan the QR code below to find out more information on which parks to visit, park hours, ticket pricing, etc.



Coronavirus (COVID-19) update from Walt Disney World

Scan Due to coronavirus (COVID-19), they've made changes to some of their policies, which may affect the services they provide. Get up to date information here:

Explore the magic of Disney parks and more in Orlando

Walt Disney World Resort's crown jewel is the **Magic Kingdom® Park**, which offers some of Disney's most iconic attractions, magical encounters with beloved Disney characters, parades and special seasonal events like Mickey's Very Merry Christmas Party.

Disney's **EPCOT®** short for Experimental Prototype Community

of Tomorrow. Explore the Earth's past, present and future and a taste of a multitude of different countries and more.

Animal Kingdom - Disney's version of an interactive magical Zoo, featuring ride shows and safaris. Get up close to animals that you didn't even know existed. Experience different worlds such as Africa and try your nerves out on the thrilling Everest ride.

Disney's Hollywood Studios, now there's a place where you can live your very own Star Wars™ story, from flying the Millennium Falcon to getting caught in a battle between the First Order and the Resistance, only at Star Wars: Galaxy's Edge. Take a train ride through a cartoon world and Mickey & Minnie's first ride-through attraction in Disney Parks history.

Water Parks Disney also has two water parks in Orlando, Disney's Blizzard Beach® Water Park and Disney's Typhoon Lagoon® Water Park, which are themed around a melting ski resort and a storm-tossed tropical paradise, respectively.

Disney Springs You'll discover unique dining and shopping throughout Disney's theme parks and water parks, but Disney Springs takes both to a new level. Not only does it feature the highest concentration of celebrity chefs in Orlando, but admission and parking are free.





SEAWORLD

SeaWorld®'s philosophy is to educate the public about marine wildlife and how to preserve it for future generations.

SeaWorld® Orlando is the smallest of the three major theme parks in central Florida but don't let its smaller size fool you. If you are traveling with children, SeaWorld® Orlando is must-see. SeaWorld® will give you and your family members a break from the long lines associated with larger parks. SeaWorld® has less rides but an abundance of popular shows and interactive experiences.

Aquatica® is SeaWorld®'s full scale water park. It is truly fun for the whole family with something for everyone including wave pools, rides and more.

Discovery Cove® is a unique hands-on park within SeaWorld® that offers a unique vacation experience for animal and aquatic lovers of all ages.

Scan QR code to go to main website:



Scan QR code to purchase tickets:



UNIVERSAL ORLANDO

Universal Studios Florida is rated the No. 1 movie and TV-based theme park in the world. This park is a real, working film and television studio that features anything from action-packed rides to activities for children, and much more.

The resort consists of three theme parks - Universal Studios, Islands of Adventure and EPIC Universe - along with the Volcano Bay Water park; Universal hotels; and the City Walk dining, nightlife, and shopping complex.

Scan QR code to go to main website:



Scan QR code to purchase tickets:



MORE THINGS TO DO AROUND ORLANDO

Orlando and the surrounding areas have so many options for days out and places to go. Simply type things to do in Orlando' and you will instantly be shown a number of websites. These websites will give you up to date information of the latest attractions, opening hours and prices etc.

FLORIDA INFORMATION

FLORIDA'S TIPPING SYSTEM

Most services you receive should be tipped for here in the USA. Many restaurants automatically add on the gratuity to your bill, so you may want to double check the bottom of your bill to see if gratuity was added on.

Please remember that wages are low as they are based on a high level of tipping, so please tip your waiter/ waitress according to the guidelines below:

Waiter/ Waitress:
15-20% of the total bill

Taxi Service:
10% of the total fare

Valet service:
10% of the total cost

Cleaning service:
Any amount welcome to our cleaners

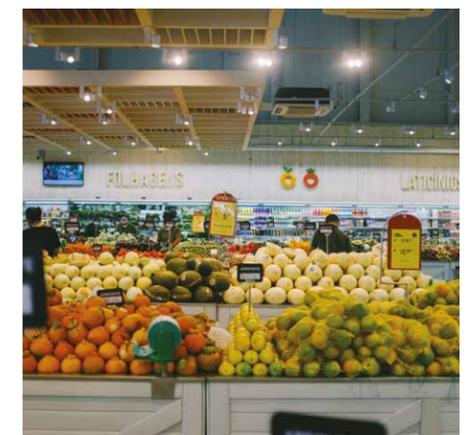
SHOPPING

There is no shortage of places to shop in the Orlando area. Indulge in a bit of retail therapy at the best malls and downtown streets for shopping in Orlando - check the Time Out guide:



GROCERIES & DAILY ESSENTIALS

When it comes to your daily supplies and staples at home, you can find almost everything that you need at Walmart, Publix and Target. Scan the QR code to find a full list of what grocery stores are in Orlando.



DOCTORS, HOSPITALS AND DENTISTS

HELPFUL INFORMATION AND CONTACTS

Occasionally the unexpected happens and you need medical treatment or a dentist.

The average urgent care visits range from \$50 to \$300, depending on the patient's insurance and level of treatment.

Please see the next page as to what type of medical facility to visit depending on the issue.

It is always worth checking Google to see where your nearest emergency room is.

Orlando Health Emergency Room and Medical Pavilion – Four Corners

Address: 16966 Cagan Ridge Blvd, Clermont, FL 34714
Phone: (352) 536-8821

Paramount Urgent Care – Clermont

Address: 628 US HWY 27, Clermont, FL 34714
Phone: (352) 242-1988

AdventHealth Celebration Hospital

Address: 400 Celebration Place, Celebration, FL 34747
Phone: Open 24 hours
Call (407) 303-4000

Champions Gate Dentistry

Address: 8225 Champions Gate Blvd, Champions gate FL 33896
Phone: 407-228-3554

PRIMARY CARE WALK IN CLINIC

A primary care doctor should be your first stop for most healthcare and is the best place to go for non-emergency care.

- Asthma
- Abdominal pain
- Burns / cuts
- Cold / earache / sore throat
- Fractures and sprains
- Flu symptoms (sudden fever, cough, congestion, body aches)
- Fever
- Minor injuries
- Rashes and hives
- Vomiting and /or diarrhea

URGENT CARE WALK IN CLINIC

Use urgent care if a primary care doctor is unavailable and if you cannot or should not wait

- Abdominal pain
- Burns
- Cuts that require stitches
- Flu symptoms (sudden fever, cough, congestion, body aches)
- Fractures and sprains
- High fever

- Minor injuries
- Rashes and hives
- Severe Vomiting and/or diarrhea

EMERGENCY ROOM

Emergency rooms are designed to handle life - or limb-threatening situations.

- Broken or dislocated bones
- Deep cuts or burns
- Loss of consciousness
- Seizures
- Serious allergic reactions
- Severe trouble breathing
- Trauma injuries
- Chest pain

DISCLAIMER

These lists are not all-inclusive.

Always rely on your best judgment to determine if you need emergency care.

Call 911 for an ambulance in the event of a serious accident or injury.

FLORIDA SAFETY



PERFORMING EXIT DRILLS IN THE HOME (EDITH)

EDITH Can help you and your family prepare for an emergency.

Make sure everyone knows how to call 9-1-1.

Most home fires occur at night when people are the least prepared. If you and your family have not practiced how to escape during an emergency, home fires can become deadly.

Make a home escape plan

- Get everyone in your home together and find all the doors and windows that lead outside.
- Know at least two ways out of every room, if possible. One way out will be the door and the second way out may be a window or another door.
- Stairways and ways out should be clear of furniture and clutter.
- Choose a meeting place a safe distance from the home where everyone should meet once they've escaped.
- Have a plan for anyone in your home who may need assistance to escape, young children, older adults or people with disabilities.

FIRE SAFETY ADVICE

When a smoke alarm sounds and there is smoke or fire, get out and stay out.

If there is smoke blocking your exit use your second way out.

If you must escape through smoke, get low and go under the smoke to your way out. Close all doors behind you.

If you can't get to someone who needs help, **leave the home and call 9-1-1.**

Tell the dispatcher where the person is located. Once outside, call 9-1-1 from your cell phone or neighbor's phone. Never go back into a burning building.

Tips for multi-story buildings

Your building management should post the emergency escape plan on every floor. Learn and practice your building's escape plan. Know the location of all doors leading outside and where the fire alarms are. During a drill or fire, follow instructions given over your building's public address system, if you have one. Keep a cell phone with you during an emergency. Use the stairs – never use elevators during a fire. If you are trapped inside, seal vents and cracks around doors with a wet cloth. Call 9-1-1 and tell them where you are. Signal from a window with a flashlight or light-colored cloth.

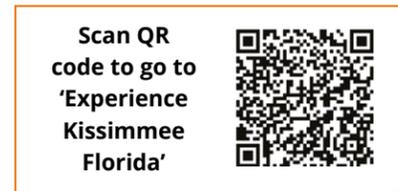


Florida supports an extraordinary diversity of animals. With roughly 700 species of freshwater and land vertebrates, and an even larger number of invertebrates and marine species, Florida is among the most biologically rich states in the U.S.

Florida's diverse land and ecosystems provide ideal living conditions for both land and aquatic animals as well. Here in the central part of Florida, we live alongside different animal species.

Florida's mammals include panthers, otters, bears, raccoons, bats, bobcats, otters, beavers, squirrels, fox, deer, and rodents. One of Florida's best-known mammals is the manatee.

Websites such as Visit Florida and Experience Kissimmee have great information on the diverse creatures we have here in Central Florida.



When outdoors and you see wild animals, remember that you are traversing the animal's habitat.

Walk slowly and never feed or approach any wild animal, as desensitization to humans may result in harm to a human and will result in an animal's death.

BUGS

We have lots, this is the tropics. Keep doors and windows closed as much as possible to keep them out the house.



STAYING SAFE AROUND FLORIDA WILDLIFE

It's important that you always use caution when encountering wild animals. While it's best not to approach them at all, here are some things you should consider before getting near our wildlife:

Excited children scare animals. When kids are excited, they may make high-pitched noises and move quickly. Some animals may see this type of interaction as a potential attack. Keep young children close to you and remind them that animals get frightened easily. When animals are frightened, they may attack.

Don't approach an animal that is near the road or any type of traffic. Scared animals have two choices- fight or flight. If they fight, you could be badly injured. If they run into oncoming traffic, it could end their lives and injure the people in the car as well.

Stay away from nests and mothers with their young. A mother will either instinctively protect her young or could potentially abandon them. Animals that are

usually docile can become aggressive when their young are involved.

Please don't feed them. Most human food is very bad for animals. They can't process the chemicals, fats, and other poisons we ingest.

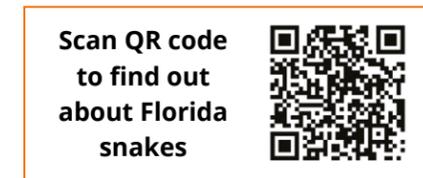
Never think that an animal approaching you means they want to be friendly or want you to pet them. In fact, they may see you as a threat. You won't know that until they get closer.

Do not disturb their habitat. This means clean up your trash, don't pick up nests, babies, or cause other disturbances to where the animals live.

FLORIDA WILDLIFE

Florida is home to 46 species of native snakes, only 6 of which are venomous. Venomous snakebites are rare and can often be avoided.

Poisonous snakes have elliptical eye pupils and non-poisonous snakes have round eye pupils.



THE SOUTHERN BLACK RACER

This is one of the most common snakes in Florida yards - Black racers are predators that live on frogs, toads, lizards, snakes, rodents, and other small mammals.

They are non-venomous and are usually found throughout the southeastern United States, especially Florida. It is not uncommon to find these black racer snakes in Florida in suburban yards. They are less fearful of people than many other snakes. If you find one in the front yard or on your pool deck, the snake will naturally find its way out. There is no need to call property management to remove the snake.



LIZARDS

Lizards, geckos, and skinks can be found all over Florida. Florida is home to 15 native lizard species and 34 exotic species.

Some people might consider lizards scary, but these reptiles are actually very beneficial to ecosystems and humans. They are harmless to humans. Lizards are predators to crickets, cockroaches, ants, and beetles. They keep an important check on insect and rodent populations.

Two types of lizards that are seen throughout Florida in yards are the green and brown anole. These are a favorite of lizard-catchers and are fun to watch during mating season as the males perform their dances.

Although green anoles are not chameleons, they can change color from green to brown depending on the season, mood, or health.

You will see these lizards on the porch, on external walls and basking on the pool deck.





HOW TO LEAVE MYDISNEY.HOUSE

INFORMATION

We ask that you leave this home as you would your own. Should cleaners/ ourselves find it necessary to charge an additional fee for cleaning up excessive general mess – this will be deducted from your security deposit up to the maximum amount.

Photos are taken in support of charges & cannot be disputed.

Lights and Fans - All lights should be turned off and please check that no pool fans as well as internal fans are on.

PERSONAL ITEMS

Please double check the property before leaving to ensure you have gathered all your personal items from closets, drawers etc. If you have placed items in the safe, please make sure you have removed your belongings. If you leave anything behind, we are more than happy to help you get it back by using FedEx. Just contact your property manager to find out how to do this.

If you have a lock box: Please remember to LEAVE THE LOCK BOX KEY in its holder on your departure. Lost or missing keys are charges at \$150

YOUR DEPARTURE CHECKLIST:

PHONES, CHARGERS, PASSPORTS, KEYS, SUNGLASSES, PURSE, WALLET, SUITCASES, KIDS!



YOUR LAST DAY

LAUNDRY

Please strip ALL bedsheets and start at least one load of laundry. We have supplied a laundry pod to allow you to do so. Please leave any remaining used linens and towels in laundry room. Please do not place comforters/ quilts in the wash or in the laundry room. We also ask that you do not leave excessive amounts of laundry. Excessive laundry means using more bed linen than there are guests staying in the home or in the event of needing to use further bed linen, not washing the original set and just leaving all linen to be washed.

TRASH

Please bag ALL trash and remove to outside trash cans. This includes ALL food in the fridge/freezer and pantry.

FOOD

Please throw all opened foods & drinks in the trash cans outside. If you have closed food & drinks, you can leave them on the counter or in the fridge/freezer.

CROCKERY

Please put all used dishes, silverware, etc. into dishwasher and start the wash cycle. We have provided a dishwasher tablet to allow you to do this. For larger pots and pans, please ensure these are washed and put away.

Please note: your cleaning fee does not include washing excessive laundry, removing trash, placing furniture back in place if you move it, etc.

These could result in additional charges to your good housekeeping security deposit.

Thank you for showing respect to this home, the property homeowner and the Homes of America team during your stay.

A friendly reminder that checkout time is 10am. The cleaning team and inspection team will arrive shortly after.

We hope to see you again!

Homes of America Management Cleaning Team.



LOVE FLORIDA SO MUCH YOU NEVER WANT TO GO HOME?

Have you always had a dream of owning a home just like this one or would you love to live in the Sunshine State year-round?

There are business investments we can help with to help make your dream of living in the Sun a reality.

Call our experienced licensed realtor Ed today for more information buying property in Florida or moving to the Sunshine State

Best Wishes,
Ed Mak

Homes of America Realty Group and Property Management

Call us on 3522427334

NEED SOMEONE TO MANAGE YOUR FUTURE VACATION HOME?

We are more than happy to assist you.

We are delighted to introduce our team, here to care for your Real Estate needs and property management questions during your stay in Florida.

We are happy to extend our team further to licensed pest control, licensed pool care, licensed landscapers and a very experienced and licensed cleaning crew.



509.101 Establishment rules; posting of notice; food service inspection report; maintenance of guest register; mobile food dispensing vehicle registry.

(1) Any operator of a public lodging establishment or a public food service establishment may establish reasonable rules and regulations for the management of the establishment and its guests and employees; and each guest or employee staying, sojourning, eating, or employed in the establishment shall conform to and abide by such rules and regulations so long as the guest or employee remains in or at the establishment. Such rules and regulations shall be deemed to be a special contract between the operator and each guest or employee using the services or facilities of the operator. Such rules and regulations shall control the liabilities, responsibilities, and obligations of all parties. Any rules or regulations established pursuant to this section shall be printed in the English language and posted in a prominent place within such public lodging establishment or public food service establishment. In addition, any operator of a public food service establishment shall maintain a copy of the latest food service inspection report and shall make it available to the division at the time of any division inspection of the establishment and to the public, upon request.

(2) It is the duty of each operator of a transient establishment to maintain at all times a register, signed by or for guests who occupy rental units within the establishment, showing the dates upon which, the rental units were occupied by such guests and the rates charged for their occupancy. This register shall

be maintained in chronological order and available for inspection by the division at any time. Operators need not make available registers which are more than 2 years old.

(3) It is the duty of each operator of a public food service establishment that provides commissary services to maintain a daily registry verifying that each mobile food dispensing vehicle that receives such services is properly licensed by the division. In order that such licensure may be readily verified, each mobile food dispensing vehicle operator shall permanently affix in a prominent place on the side of the vehicle, in figures at least 2 inches high and in contrasting colors from the background, the operator's public food service establishment license number. Prior to providing commissary services, each public food service establishment must verify that the license number displayed on the vehicle matches the number on the vehicle operator's public food service establishment license.

2018 Florida Statutes

Scan QR code to go to the 'The Florida Senate' website



IMPORTANT NOTICE TO GUESTS

Notification of Exception to Sanitization Requirements

NOTICE TO GUESTS

Dishware, glassware, kitchenware and/or utensils have been provided in this room as a guest convenience. These items have been cleaned within this room or unit using ordinary household dishwashing facilities and agents. They have not been sanitized according to Federal and State standards for public food service establishments.

The Department of Business and Professional Regulation provides this notice as an option to comply with the notification requirements in

Rule 61C-3.001(1)(b), Florida Administrative Code. Information is available online at www.MyFloridaLicense.com/dbpr/hr.

DBPR Form HR 5022-045 2012 March 14

We recommend you wash items before use and ensure they are all cleaned before putting back in the cabinets.

Thank you

BOIL WATER ADVISORY

If a Boil Water Advisory is issued you will be notified by the community you are on, hear it on Local TV or by the Property Manager.

A boil water advisory is a public notification advising customers to boil tap water before consuming it. Advisories are issued when an event has occurred that has caused a known degradation to water quality or that has the potential to adversely affect water quality.

HOW TO STAY HEALTHY DURING A BOIL WATER ADVISORY

- Step 1:** Bring all water used for drinking, food preparation and cooking to a rolling boil.
- Step 2:** Allow water to boil for 3 minutes before consuming.
- Step 3:** DO NOT use chilled water lined on refrigerators
- Step 4:** DO NOT use ice from automatic ice machines

HURRICANE ALERT

As we all know Florida is known as the sunshine state but we are also known for our tropical storms & hurricanes between June 1st & November 30th.

If there is hurricane watch or warning, please stay alert in case there are any further developments. Use our local news and weather channels to keep informed.

Scan QR code for more information of how to prepare



Our main priority is your safety & to ensure you and your family are safe. Here are some simple procedures to prepare for a hurricane should he/she hit central Florida.

- **Remove loose objects from the outside of the house and put them inside.**
- **Bring trash cans inside the garage.**
- **Move all patio furniture securely under the lanai or even better inside the home. If you need assistance with this, please call us.**

- **Stock up on food and supplies.**
- **Gas up your cars.**
- **Track news for storm direction.**
- **Be advised that trash collection may not take place depending on extent of a storm. If weather gets bad avoid putting trash out.**
- **Keep the streets clear at all times.**

Our management services such as pool cleaning, lawn cutting & cleaning will be interrupted and suspended until the storm fully passes.

IF YOU HAVE AN EMERGENCY CALL 911

Once the storm passes and you find any damage to the property, please call us on 3522427334 during office hours. Please keep our lines open for real emergencies.

Stay safe from our family to yours.

HOMES OF AMERICA PROPERTY MANAGEMENT

HOLIDAY HOME GALLERY



CONTACT DETAILS



+1 352 242 7334



lynnhoa@aol.com



www.mydisney.house

