

CHARTER TRAVEL

A WORLD OF HOLIDAYS AT UNBEATABLE PRICES



49 GREENACRES
WOOLTON HILL, NEWBURY
RG20 9TA
TEL: 01635 551011

Florida Pre-Arrival Information



www.chartertravel.co.uk | www.chartertravellhoneypot.com | www.villasinemerald.com |
www.tailormadeflorida.com | www.tailormadehawaii.com
www.facebook.com/chartertravel | www.twitter.com/chartertravel | www.youtube.com/chartertravel

Head Office: 49 Greenacres, Woolton Hill, Newbury, RG20 9TA

01635 551011 or 01635 254077

Emergency Telephone Numbers

To call Police, Fire or Ambulance, dial 911

Fire: The best time to stop a fire is before it starts so to prevent a fire please observe the following guidelines:

- Keep small children away from cooking areas, heating appliances and matches.
- Never leave grease pans unattended while heating and remove from the stove top as soon as you have finished cooking with them to avoid accidental re-heating.
- Never smoke/vape anywhere in the house. Smoking/vaping is permitted **ONLY** outside the pool enclosure area.
- Please dispose of cigarette ends tidily.
- Be familiar with your house plan. Plan your exit routes and agree on a meeting point for all guests (i.e. driveway) in case an emergency escape is necessary.

There are four (4) basic steps for using modern portable fire extinguishers.

The acronym **PASS** is used to describe these four basic steps.

If you are called upon to use the fire extinguisher to fight a fire, **be sure it is safe first.**



Fire Safety



First Things to Do in Any Emergency

- Stay calm. This will allow you to think clearly and use common sense.
- Access the scenario for danger. Decide whether it is safer to evacuate or shelter-in-place.
- Once safely evacuated or sheltered-in-place, call for help using **911** and clearly explain what you know about the situation and give the full address.
- Provide first aid for any injured people. Move any people who are injured away from further danger, if you are able to.
- Obtain as much information about the emergency as possible, without putting yourself or others in any further danger. Pass the information on to emergency responders when they arrive on the scene.

One of the most common emergencies is the occurrence of a fire, so it is important that you have a plan for what you would do in the event that a fire starts in the home. Each person involved should be familiar with the following list in order to know what to do in case of an evacuation. While the above-mentioned steps will help in any emergency, these more specific actions could make the difference between life and death during a fire.

First Things to Do in a Fire

1. **Know your escape routes & practice your plan.** Make sure that everyone is aware of the easiest escape route. In addition to your first choice of a route, have several backups in case the way is blocked. Do not forget to plan usable escape routes for people who have disabilities, and designate someone to assist them in the event of an evacuation.
2. **Stay low.** As we are taught at a young age, smoke rises, and it is important to stay low to ground in order to avoid it. You will be able to see more clearly and will be breathing in less smoke. Feel doors for heat to judge whether fire is on the other side. If fire is on the other side, make sure that the door is completely closed and wave a towel or piece of clothing out the window to get the attention of a firefighter or a rescuer.
3. **Call for help.** Never stop while inside a burning building to call 911—get out first! In many cases, a neighbour or passerby might have called 911 while you were in the process of evacuating. If responders still have not arrived on the scene once you are safely outside, make sure that someone has called, since waiting even a few minutes before making that 911 call could cost lives.
4. **Get to a meeting spot.** Set up where everyone will meet if the building is evacuated. If you don't have such a spot, take the initiative to set one up! As soon as you get out of the burning building, get to the meeting spot. Once there, you can survey who is safe and who might be trapped inside the building. You can then alert firefighters as to where people who are not present may be located inside.

Telephones

Please refer to the instructions below for dialing from the villa telephone (you may find these instructions also posted in the villa).

USA and Canada: Dial 0 + Area Code + Telephone number.

International: Dial 011 + Country Code minus the 0 on the area code + Telephone number.

For the UK: Dial 011 + 44 minus the 0 on the area code + Telephone number.

As an example for dialling Charter Travel in the UK the number will be 011 44 1635 254077. Your call will be transferred to Charter Travel's answering machine during out of normal business hours.



The telephone has been installed for the guests' convenience. Please be aware that some landlines do not allow international use, but where possible any chargeable calls can be expensive and are subject to surcharges - we advise you to be brief. Many landlines do not accept credit card calls. Please note that charges relating to telephone use are beyond the control of Charter Travel or the management company and neither can be held responsible for any charges incurred either on the house landline or any personal mobile telephone used.

Airline & Airport Information

Subject to change without notice

Airlines servicing the UK through Orlando International Airport can be reached on the following numbers:

- UNITED AIRLINES 1-800-864-8331
- VIRGIN ATLANTIC 1_800 862 8621
- BRITISH AIRWAYS 1 800 473 3089
- AER LINGUS 1 800 474 7424

Other airlines can be reached by calling the general airport number - **407 825 2001**

For airlines serving Sanford Airport, call the general airport number for connection as required - **407 585 4000**

Airlines using Miami International airport can be reached on the following numbers:

- VIRGIN ATLANTIC 1 800 862 8621
- BRITISH AIRWAYS 1 800 473 3089
- AMERICAN AIRLINES 1 800 433 7300
- UNITED AIRLINES 1-800-864-8331
- AIR CANADA 1-888-422-7533
- DELTA AIRLINES 1 800-221-1212

Airlines using Tampa International Airport can be reached on the following numbers:

- BRITISH AIRWAYS 1 800 473 3089
- NORTHWEST 1 800-447-3757
- UNITED AIRLINES 1-800-864-8331
- VIRGIN ATLANTIC 1 800 862 8621

We wish you a safe flight home

Important Villa Information Pre-Arrival Instructions

To help you prepare for your visit to Florida, you will find following general information which we hope will make your stay more comfortable and help you understand how items operate in your villa and also information regarding your car hire pick-up. Please read the following information carefully.

On arrival at the airport go straight to the car collection point at the airport for the appropriate car hire company that your car hire is booked with and present your voucher at the desk. You do not need any additional insurance if offered as your vehicle is fully insured. If you are offered a vehicle upgrade, we suggest you decline as upgrading your vehicle in Florida can prove very costly to do. Do not sign for anything you do not want to be paying for as you will be unable to reclaim your money back once your holiday has finished and you are back in England. Signing a contract is a legal document and you will be charged for whatever extras you agree to sign for. If you are tired on arrival, think before you sign as there is simply no way out of a legal document once you have signed it.

On arrival at the villa/accommodation if you have any issues with the door lock or lockbox of your villa, please contact the management company office or emergency number which you will find on your documents. Please leave your name, time and villa address and wait at the villa for assistance unless instructed otherwise.

Once inside the villa/accommodation you may find a management company handbook. Please read the handbook (if applicable) carefully in addition to these pre-arrival instructions.

If you have any maintenance problems whilst at the property please contact the local management company in the first instance. In addition to the normal telephone number for the Management Company you will have been provided with a telephone number to use if you need emergency assistance during your stay. If you do not have a telephone number or you have mislaid it please call Charter Travel on 01635 254077 any time. When you call Charter Travel you may receive a recorded message, if you do please leave your name, date and time of call, your villa address and telephone number and, most importantly, the reason for your call. You will also have been given an emergency number to use. Please note that this number is for emergencies only. Please remember if you call out of office hours a member of staff is on call and you will be interrupting their leisure time so please use the emergency number only for genuine emergencies.

The property you will be staying in is a privately owned rental property and has to be viewed as such taking into account general fair wear and tear. **Your holiday home will have been carefully prepared in readiness for your arrival and should be available for occupation after 4pm (please do not arrive before 4pm as the home may not be prepared and ready for your occupation).** Please be aware that the holiday home you are staying in should be treated with respect and regard for future holiday-makers and the homeowner.

Any dissatisfaction or issues regarding your travel arrangements to include but not limited to, your car hire, villa, hotel and all other accommodation including any other products and associated services sold by Charter Travel must be reported immediately to the local agent, airline, company representative or management company and followed up by putting your dissatisfaction/issues in

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writing to the appropriate representative (please keep a copy with the relevant representative's/Management Company's name and signature on it, please obtain a reference number for your dissatisfaction correspondence letter). You must then contact and report the matter to Charter Travel in the UK at the first opportunity or within eight hours of the issue arising. Charter Travel reserve the right to liaise with their associated supplier to remedy the situation once notified whilst you are in the resort. Should your call be received outside office hours then please leave your name, time of call, location address and contact telephone number and you will be called back as soon as possible. Failure to follow this procedure means Charter Travel will have been deprived of the opportunity to investigate and rectify your complaint on your behalf whilst you were in the resort. Under these circumstances no correspondence will be entered into after your holiday or your return to the UK, or your home territories. Any action taken by the clients without consultation with the owners and/or Management Company and Charter Travel in the UK is done purely at the clients' own cost. As you will appreciate it is impossible to rectify any dissatisfaction or issues of which we are not aware and Charter Travel cannot be held responsible or act retrospectively in matters of which Charter Travel were not informed directly by you our client until after your holiday or your return to the UK or your home territories. Any dissatisfaction, issues, correspondence or complaint still outstanding on your return will only be dealt with if the above procedures have been adhered to and Charter Travel has been contacted directly by you our client during your holiday regarding any grievance that could be or was detrimental to the enjoyment of the holiday. In addition any complaint concerning your accommodation and/or car hire which is only reported to Charter Travel upon your return to the UK or your home territories will not be treated sympathetically.

Please note the following:

1. No inventory items are to be removed from the house at any time during the guests' stay. Items found to be missing at check-out will be charged to the guest and payment taken from the security deposit.
2. Any damage, breakage or loss howsoever caused, however small or large must be reported to the management company and any/all payment required will be deducted from the security deposit.
3. Any fault in the building or malfunction of any equipment or any damage already visible to furniture, carpets, screen enclosure, or anything missing on the itinerary provided with the villa on your arrival, must be reported to the management company immediately and where possible please take photographs to be provided at a later date if required.
4. For the comfort and well-being of the neighbouring residents, guests are asked to conduct themselves in an orderly and proper manner at all times. We ask that you respect quiet times between 9pm and 8am. In particular, guests using the pool area in the evening should be considerate to neighbouring properties. Topless, nude or the wearing of G-strings are not permitted whilst sunbathing or swimming in the United States.
5. **THIS IS A NON-SMOKING / NON-VAPING HOME.** Smoking/Vaping is not permitted inside any part of the home, also throughout the pool, decking, lanai, games and garage area, please observe this. An ashtray is usually provided to allow smoking outside the pool enclosure area on the hard standing by the side gate.
6. Neither Charter Travel, the Management Company, the homeowner, nor their agents will be held responsible for any accidents or injuries to guests, nor for the loss of money, jewellery or possessions of any kind. We strongly recommend that all valuables be kept on your person at all times.

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Furniture

Please do not attempt to move the furniture around in the house as this may cause damage to the carpets, tiles and interior of the home in addition to the furniture itself. Please do not take food or drinks into the bedrooms either upstairs or downstairs and do not place hot items on polished wood on the living, dining and bedroom furniture i.e. cups, beakers or hairdryers etc.

Please note: Be careful with suntan lotion, tanning spray, cream, or hair dye as it can and often does soil sheets/duvets/towels/furniture upholstery and carpets, please could you refrain from using any of these products around the bed linen, towels and furniture and carpets as it can mark these items. If you have used these products whilst staying in the villa, please shower them off before sitting down/going to bed to stop any unnecessary staining occurring. Any stains to the carpets/ bedding/towels or furniture must be cleaned and removed prior to vacating on your departure day or charges for cleaning or replacement will be charged to you directly or deducted from your security deposit if one has been paid.

Lawn Service

Your lawn is cut regularly (weather permitting). Should your lawn have water sprinklers, please notify the management company if you notice any of the sprinkler heads are not working or are leaking, or do not retract back into the ground when not in use.

Pest Control

Florida has a sub-tropical climate which means ants bugs and cockroaches are around at certain times of the year. The house and yard are treated by a pest control service on a regular basis. Please try to clean up any crumbs or spillages immediately so that insects and bugs are not attracted inside or outside the property. All ants are attracted by food and crumbs and will only appear if left available to them both inside and out, some ants mainly red ants will bite. Please ensure that no food or crumbs accumulate in areas which are accessible to ants, insects and bugs. Do not leave the patio and entrance doors open as this is an open invitation for bugs, ants and insects all of which are native to Florida and may enter the property. At certain times of the year there is a problem with 'love bugs' - there is nothing that can be done about the love bugs being native to Florida - unlike us. If wild animals are seen near the property keep well away and do not approach or encourage them and on no account offer them food as this can provoke aggressive behaviour. Please just inform the clubhouse (if there is one) if an animal is seen on the resort/community and take their advice as to what to do, or ask them to have the animals removed. Also notify the management company informing them of the home address where you are staying and let them know you have informed the clubhouse manager (if there is one). These animals are all native to Florida, some of which are protected species.

Waste disposal

If the kitchen sink has a disposal unit it should only be used when water is being run and should not be overloaded with food items. Never dispose of bones, onion skins and other items that may damage the disposal blades. Only dispose of items that can be easily chopped or liquidised. **Never**

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insert hands or other objects into the waste disposal. Please do not allow small children to play with the waste disposal unit. Should the waste disposal jam, turn off switch and call the management immediately.

Garbage (Rubbish) Collection

A garbage can (bin) is located at the property. Please put all rubbish in a thick white/black bin liner before placing in the trash can (bin). Please put all rubbish in this garbage trash can (bin). Do not place rubbish outside in bin bags which may attract raccoons/buzzards and other creatures; given the chance they will empty the bags before the bin-men do! All garbage (rubbish) collections vary dependent on the resort you are staying on. For example, some resorts, do not allow trash can (bin) at the curb side and fines will be incurred, and these charges will then be passed to the client and deducted from the security deposit. Be sure you know the garbage (rubbish) collection rules of your resort. It is imperative that the garbage is put out as the management company does not have the facility to dispose of garbage elsewhere.

Pool Heat/Pool Equipment

If you require pool or spa heat and it has not been pre-ordered and pre-paid for before departure, please contact the management company for assistance and you will be asked to pay locally before the heat is switched on – local charges will vary. You will also be charged a call out service charge for the management company making an unscheduled visit to the villa to switch on the pool/spa heat in addition to the cost of the pool/spa heating to the pool. As maintenance staff usually work only Monday – Friday unless it is an emergency your pool/spa heat will be switched on for you on the first working day after you make your request. Please remember that if pool/spa heating is ordered after your arrival it will take another 2-3 days to heat up. Please NEVER attempt to tamper with any pool/spa equipment or the heating controls. Please note that when the outside temperature drops to a certain temperature the heater may automatically cut off. Please be aware that pool temperatures cannot be specified or guaranteed as they are governed by many factors including prevailing weather conditions, night time temperatures, position of the pool, time of day etc. In addition, the regulations set by Florida Health law stipulates that the temperature should not exceed 86 degrees. At certain times of the year it is often the outside temperature being too cold and not the water being too cold to swim in. Please do not remove the child safety netting from the pool area if the property has one fitted, it must be left in place at all times. If there is a heat cover over the pool please keep this on at all times when the pool is not in use to help keep the temperature at the desired level. Please do not tamper or remove any child safety locks on the patio or front door entrances. We strongly suggest all passengers take pool/water shoes for use at all times in villa pools, communal pools, hotel pools and the sea.

Security/Locking up/Lock Outs

Please ensure the front door is locked when you are out in the pool area. Please lock all doors and windows at night and keep all windows and doors shut in the day to allow the air conditioning to work effectively. When going out please ensure all doors and windows are locked and exit through the front door. Please always check that the door is secure and locked each time you leave the property. If your property has an alarm and you have been given the code, please alarm the house each time you vacate it. If your home has a keypad, press the lock symbol to lock the door. In the event that you lock yourselves out of the home please contact the management company for assistance. You will be charged a call out fee and this will vary from property to property and the time of day for the call out. In the event of you losing the property keys the locks may have to be

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changed and call out fees and charges for the new lock will vary from property to property. Any call out charges will be deducted from your security deposit. It is a good idea to keep a separate note of the management company's phone number in your wallet. Please note that Charter Travel will not be held responsible for break-ins to the property.

Air-conditioning and Heating

If the villa has Central Air and Heat the thermostat on the wall controls the heat and air-conditioning. With most properties the air conditioning will be pre-set and these controls will be locked. For any exposed controls, for cool air turn the control switch to 'COOL AND AUTO'. For heat, turn the control switch to 'HEAT AND AUTO', and then set the heat to the desired temperature. Please do not turn the air-conditioning unit below 76 degrees or change from the Auto setting, as this can cause the unit to freeze. The villa will then become hot and the guest will be charged for repairs. If there is a lock box over the controls please do not tamper with the box as it will indicate that the temperature is pre-set to the appropriate temperature required for the house.

Please ensure all doors and windows are kept closed when air-conditioning and heating is in operation as this will ensure efficient running and save energy. Keeping doors and windows closed during hot weather also means you will be able to keep your villa nice and cool. Having doors and windows open whilst the air conditioning is running will cause it to malfunction break down and/or freeze up you will then need to call the management company to assist you, and a call out and repair charge will be administered for this by way of deducting the charge from your security deposit.

Plumbing

The plumbing in Florida can sometimes cause problems so please refrain from placing personal items such as wet wipes, sanitary towels, cotton buds and disposable nappies down the toilets otherwise blockages will occur. There should be a plunger in the house for your needs if required. Please be careful as homeowners are charged a call out fee by their Management Company to un-block toilets. This charge will be passed on to the guest by way of a deduction from your security deposit.

Please do not allow children to play with toys around the toilet area in case they accidentally get dropped into the toilet. This will most definitely cause a blockage and will result in a call out charge to rectify the problem, as the management company, owner and Charter Travel will not be held responsible for the client's negligence. Any call-out and/or repair charge caused by the above will be administered by way of a deduction from your security deposit.

Appliances

Washer/Dryer: These are easy to operate, however be aware of not putting powder or conditioner in the bleach dispenser. Please do not overload these machines and be sure to observe instructions to use the correct detergent. Using the incorrect detergent will cause it to malfunction and damage the machine. Any repair charge connected with this will be passed onto the client by way of a deduction from the security deposit.

Dishwasher: Please ensure you use automatic dishwasher powder ONLY as opposed to dish washing liquid which must only be used when washing dishes by hand – there is a difference that will become obvious when the kitchen sink fills with suds. Using the wrong dishwasher powder

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will make it malfunction or break down and any repair charge connected with this will be passed on to the client by way of deduction from the security deposit. Please do not put wood, plastic, wine glasses or non-stick saucepans in the dishwasher unless they are clearly marked 'dishwasher proof'. The dishwasher will not operate if the door is not closed properly.

Microwave: Place food in the centre of the glass plate, cover all food to stop spillages and close the door. Press time cook and enter the appropriate seconds/minutes. Press Start.

Oven/Cooker: The knobs are clearly marked and work as indicated. Please clean the hob and oven after use. If it is found necessary for the Management Company to undergo extensive cleaning of the appliance due to it being left in a dirty condition a charge will be implemented and this will be deducted from your security deposit. Please do not place any hot pots, pans or kettles on top of the kitchen counter (kitchen worktop), as this will burn the counter top. Please use the heat savers or chrome grids if provided as damage caused to the work surfaces will be charged to the client accordingly and deducted from the security deposit.

BBQ

Should your home be equipped with a BBQ and you decide to use it please ensure (for security and safety) it is taken from and returned to the garage (or the place where you found it) between use and must only ever be used in an area outside the screened decking. Please ensure the BBQ is thoroughly cleaned after use and before vacating the property. Never use the barbeque inside the pool decking enclosure area; it is against Florida State Law due to an increase in fire risk. The pool screen is not designed to withstand the heat generated from a barbeque and could very easily melt or burn the netting enclosure. In addition any grease or hot food, etc., that falls onto the pool deck area will stain or damage the decking tiles and it will be necessary for the area to be pressure washed. Damage caused by the use of BBQs is very expensive to put right therefore any additional cleaning costs due to damage or neglect to clean the BBQ after use will be deducted from the guests' security deposit. Please keep children away from any gas, electrical or hot equipment and do not allow them to play with or near this equipment.

Miscellaneous

Please remember that you are staying in a home and as with all homes we live in things can go wrong or breakdown from time to time - please call the management company and Charter Travel immediately if any problems or breakdowns occur and the management and/or Charter Travel will do their best to rectify any problems as quickly as possible. However, please bear in mind that in the event that an outside company has to be called in due to technical or equipment guarantee reasons there may be a time lapse due to appointment systems/workloads etc. - just the same as we often experience in our own country. A problem cannot always be rectified instantly, but will be dealt with as soon as possible. Please assist the Management/Home owner by being patient; they will be doing their best to help you.

Food & Beverages

Please do not take any food or beverages into the bedrooms as this will entice insects into the room. If there are any spillages of food and beverages both inside the home or outside on the patio area, please clean it up immediately to avoid staining and insects emerging.

Vertical and Venetian Blinds

When operating either vertical or mini-blinds please be sure that they are in the open position before pulling the traverse rod. Failure to do so could result in damage to the blinds. Please do not force the blinds open or let an unsupervised child operate them as any call outs made will be passed on to the guest by way of a deduction from your security deposit.

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Owners Closet

The homeowner usually keeps one of the closets locked to store non-valuable personal items. If you find a locked closet or room in your villa, please do not be concerned and do not try to open it as it is the owner's private area.

Travel Cots

If you have ordered a travel cot please note that this is not a wooden free standing cot but purely a light foldaway type cot and is chargeable to hire.

Important Pool Safety Information

The swimming pool is serviced on a regular weekly basis; please note that the pool cleaning personnel will enter through the screen door to attend to the pool. Do not lock the screen door from inside the pool area otherwise access for servicing the pool cannot be gained. Locking the screen doors will prevent the pool from being regularly serviced.

Please note: Due to the large amount of rainfall in Florida at certain times of the year sand, dirt, insects, lizards, leaves etc., may accumulate at the bottom of the pool if there has been a storm. This in no way indicates that the pool is unsafe to swim in. The sand, dirt, insects, lizards, leaves etc., will be removed during the next scheduled clean. However, if debris contaminates the pool, then please call the management company and notify them of the debris asking for assistance and ask when they are next in the area prior to the cleaning schedule day could they call and give the pool an additional clean.

The following need to be adhered to for your safety and maintaining the life of the pool:

- Do not take any crockery or glass outside of the property or in or around the pool area, even if the villa is not equipped with plastic glasses, cups and plates for pool use do not take glass, crockery or china outside. Use only plastic dishes/glasses/cups and pool towels (if provided) at the poolside. Please do not take bottles or glass of any description into the pool or pool area. In the event of broken glass getting into the pool it will have to be drained and refilled, the cost of which would be charged to the client in residence at the time of the damage and this charge would be deducted from your security deposit and any additional costs will be invoiced to the client separately.
- Please do not use any soap, shampoo or any other substances or detergents in the pool or spa.
- Please dry off completely before entering the house otherwise the chlorine will damage the carpeting and furniture.
- Never leave or use coins of any kind in the pool or patio area as they stain the finish of the pool deck and pool bottom. The cost of removing stains caused by coins or other items being dropped into or found at the bottom of the pool or any items that have stained or damaged the deck area that necessitates excessive cleaning of the pool or pool deck area will be charged to the client and costs deducted from the security deposit.
- **Do not** get into the pool if there is lightning or thunderstorms around the area.
- It is recommended that suitable water shoes are worn in and around the pool area by all guests.

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- Absolutely NO DIVING into the pool whatsoever.
- No person under the age of 18 is to be left alone and without the supervision of an adult swimmer in the pool or pool area. It is recommended that no one person(s) whether a swimmer or non-swimmer is ever alone in the pool and **MUST** be accompanied at all times in and around the pool and pool area.
- No running or horseplay on the pool deck or in the pool whatsoever.

All persons using the pool and its surroundings do so at their own risk. Neither Charter Travel, the owner, owner's agent, Management Company nor any travel agent/letting company of the villa is liable for any accidents, injuries or death caused by using the pool or its surrounding area.



Check Out Day

REMEMBER: Check out time is 10am on the day of departure. The next guests are expected to arrive at 4pm and the cleaners need several hours to clean and prepare the house for the next guests. There will be no exception to the 10am check-out time (unless a late check out prior arrangement has been booked and paid for as a separate entity prior to the travel date) We ask that you respect this situation and do not give the cleaners or the management company a difficult time.

In readiness for your departure

- Please strip all used beds and fill up the washing machine with the used linen. Please switch the washing machine on with one load and place all remaining used linens and towels in the laundry room upon your departure in the laundry bags/bins provided.
- If you have hired a baby crib, buggy or high chair, please clean thoroughly with antiseptic surface wipes and leave in a suitable place in the downstairs area of the home (not garage) for the cleaning lady to check and return to storage.
- Please wash up or place any dirty dishes in the dishwasher and switch on before leaving.
- All unused food, milk, juice cartons from the fridge and cupboards should be placed in a sealed bag and put into the a sealed white/black bag only (not supermarket bags) and place in the trash can (bin).
- Please empty all waste bins into sealed white/black bags and place in the trash can (bin). *(Sorry if this sounds cheeky but it ensures that smells etc. do not linger in the villa).*
- Be sure that if you have changed the air-conditioning temperature controls during your holiday that you reset them to the original pre-set temperature before you leave. It is always advisable to contact the Management Company and or Charter Travel before touching these controls as any damage will be chargeable and deducted from your security deposit.
- Make sure that you have not left any of your personal belongings behind by checking all drawers, cupboards, wardrobes and under the beds.
- If you feel something in the villa needs attention before the next guests arrive, please leave a note for the cleaner.
- Upon departure, please ensure all windows are closed and locked, all blinds are closed, and all doors including any patio and garage doors are locked.
- Please leave the villa via the front door, after first setting the alarm if there is one and double-check that you have locked the door behind you. If using a key please place the key in the lock box provided making sure the code is not visible by spinning the numbers if able to do so.

Internet Access



If your villa has internet access, please be advised that unless stated, you will need to take your own laptop and also the Ethernet cable to connect to the router in case Wi-Fi will not connect. Not all villas provide internet access, so please check with Charter Travel to see if yours does prior to your departure. If you have Wi-Fi there will be a password for the network. It will be shown either in the information handbook or under the Wi-Fi modem, please DO NOT change the password.

Weather

Florida is known as the sunshine state because of its year round sunny weather, and it can get very hot! One of the most important things to do is to ensure that you and your family are cool and comfortable. Your villa will be air-conditioned and will automatically maintain a constant cool temperature, but only if you keep all the doors and windows securely closed.

If you do not do this, all the hot air will be drawn into the villa, the A/C unit will overwork to counteract the heat and eventually it will seize up. Should this happen, it will require repairing at an expensive cost to you. This would be deducted from your security deposit and any excess costs will be invoiced to you separately.

Thunderstorms are also a common occurrence in Florida, especially in the summer months. Please act cautiously during these storms. **Do not use the swimming pool during a storm.** Do not use or plug in electrical appliances and do not use the telephone unless in an emergency.

Know what a TORNADO WATCH and WARNING means:

A TORNADO WATCH means a tornado is possible in your area.

A TORNADO WARNING means a tornado has been sighted and may be headed for your area. Go to safety immediately i.e. your basement or if there is no basement, a centre hallway, bathroom, or closet on the lowest floor. Keep this place uncluttered.

In the unlikely event of the area coming under a **HURRICANE** or **TORNADO WATCH**, tune into the radio or television on a local channel for all updates and advice. If you are in doubt how to respond please call your management company for instructions and assistance. A tornado is a dark funnel of air which will sound like a freight train as it approaches. In the unlikely event of a TORNADO WARNING, **do not watch it!** Keep all children away from all windows.

Whilst every reasonable effort has been made to ensure the accuracy of this information neither Charter Travel, the management company or the owner of the property can be held responsible or assume liability for any action undertaken by guests in respect of or using the aforementioned information. The information has been prepared for guidance and assistance only and is subject to changes or withdrawal without notice.

Health & Safety

If any guests at the villa you are staying in wish to smoke or vape, would they kindly do so outside the pool enclosure area at the rear or as far away from the villa and enclosure as possible. This will ensure the minimum of discomfort for your fellow guests and will also greatly reduce the risk of a fire to the pool netting enclosure or any damage to the furniture from cigarette burns. Under no circumstances whatsoever, should anyone smoke or vape inside the home or pool enclosure area and definitely not whilst in bed or even in the bedrooms as this is extremely dangerous and a potential fire hazard.

- Never smoke or vape anywhere in the house.
- Smoking or vaping is only permitted outside the pool screen enclosure.
- Please dispose of cigarette ends tidily, and safely.



Florida State Driving Laws & Tips

1. Always drive on the RIGHT of the road. Florida law does not permit vehicles to travel off the paved portion of the roadway for any reason.
2. Rain makes the roads very slippery and dangerous and causes you to lose control of your vehicle. Your headlights must be switched on when your windscreen wipers are on. Florida law requires that you turn on your headlights at dusk, in fog, or in rain, darkness and with any poor visibility.
3. On approaching a "STOP" sign, Florida law requires that your vehicle comes to a complete stop before proceeding. At 4-way STOP signs, the vehicle that arrived at the cross-section first has the right of way first, then the next vehicle and so on.
4. Traffic lights are mostly suspended on wires above eye level, observe the traffic light system.
5. Lane discipline is very relaxed. Although slow traffic should keep to the right, speed bears little relation to lane. Therefore, overtaking on the inside lane is common practice.
6. You may turn RIGHT on a red light after you have come to a complete stop, check the coast is clear and there are no signs posted stating NO RIGHT TURN on red. In some areas it is not allowed and you will see a sign that states this, only turn right on a red light where you are allowed to do so.
7. Posted speed limits are strictly enforced and fines are doubled in construction zones.
8. Florida law requires safety belts for all passengers, regardless of age. For your safety, please ensure that all passengers wear a safety belt. Where applicable children must be secured in

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a federally approved child-restraint seat. Laws may change at any time and it is therefore your responsibility to ensure that you are familiar with the current driving laws.

9. Florida Law states Driving Under the Influence (DUI) of alcoholic beverages, chemical substances, or controlled substances is an offense, proved by impairment of normal faculties or an unlawful blood alcohol or breath alcohol level of .08 or above, or if you refuse to submit to a roadside test, you may be arrested and your driver's licence suspended indefinitely. Consuming alcoholic beverages while driving is prohibited. Driving whilst intoxicated is a very serious offence that could put you in jail. All alcoholic drink must be secured in the boot, never have alcoholic drink in the passengers' or driver's part of the car.
10. STOP! For the stopped school bus. Florida motor vehicle law requires all vehicles to stop, whether approaching, turning or following a School Bus when the red lights are flashing and STOP signal is displayed. NEVER overtake a stationary school bus with flashing red lights. School buses are bright yellow and clearly marked, and have the right of way.
11. Florida law requires all drivers to yield the right of way to on-coming vehicles at intersections. Also, all drivers must yield the right of way to pedestrians that are in the roadway.
12. Florida law states that you must carry your driver's licence at all times. You must also carry your car rental and proof of insurance documents with you at all times.
13. Plan where you are going before you leave. Plan your route before you venture out. If you miss a turn or exit, proceed to the next corner or exit. Never back up, always pull completely off the road if you must stop. Write down street names and if you get lost, only go to a safe place for directions. Do not stop in a dark and unfamiliar place to ask for directions, keep your vehicle doors and windows locked at all times especially in petrol stations.
14. Park close to your destination, preferably on a well-lighted street.
15. You are particularly vulnerable when entering or leaving your car. If you notice someone loitering about your vehicle, walk past it and find help.
16. Always lock your vehicle. Lock valuables in the boot (trunk) glove box or luggage compartment so that they are out of sight.
17. If you are stopped by a police officer, remain in your vehicle and the officer will approach you and advise you of the problem.
18. When going to petrol (gas) station, you may be required to pay before filling up.
19. Pay attention when walking through parking lots. Avoid suspicious characters or areas with no lights. In the unlikely event that you are confronted by an assailant, do not resist if demands are made for valuables. Such actions create greater danger.
20. Keep your house and vehicle keys (if applicable) in a safe place on your person when travelling.

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Florida Wildlife



Birds

Florida is a bird watcher's paradise. There are approx. 500 native species as well as dozens of established exotics. See how many you can spot.



Gators/Crocs

Alligators can be seen basking on canal banks and beside rivers and lakes. It is a federal offence to feed these creatures. They are not always easy to spot. Do not approach one or try and entice it towards you, they are very quick movers.



Mammals

Otters, Manatees, Fox Squirrels, Raccoons, White-Tailed Deer, coyotes and Armadillos are among the more commonly seen mammals. Do not approach or try and touch any of these animals as they may bite, and some may carry diseases.



Turtles/Tortoises

Turtles and tortoises are a little more difficult to see but if you go canoeing or kayaking you will may spot a turtle basking. Please do not disturb it.



Frogs/Toads

Florida has the richest concentration of amphibians of any State in the USA. Many species are common and easy to see.



Snakes

There are approx. 50 species of snakes in Florida some of which are venomous. If a snake is spotted on the resort, please inform your management company or resort manager. Keep away and do not try to deal with it yourself.

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Lizards

Geckos are so common in buildings in South Florida that they are called 'house lizards'. Anoles and skinks are easy to watch in almost any park or garden. They are not harmful and it is best to leave them alone.



Insects

Insects are not difficult to see in Florida – they usually find you, but once you get past the unwanted ants, mosquitoes, love bugs, cockroaches and deer flies there is a dazzling abundance of insect life in this tropical State. Be aware that some of the spiders are poisonous. Remember all of these insects are native to Florida but if they invade the villa please inform your management company.



Fish

You can find a good fishing spot almost anywhere you go in Florida but you may need a local guide to find the really big ones. You may need a Fishing Licence to try one of the freshwater lakes and rivers, explore the tidal flats and bays, or travel far offshore into the Atlantic Gulf Stream or Gulf of Mexico. Remember to be cautious and aware that lakes and rivers can contain alligators.



Manatees

These sea creatures often reach a size of 4 m and weigh more than 350 kg. The massive body holds resemblance to a whale's bone structure. The skin is thick and stiff, coloured in a grey tone. Manatees have large lips that are used to pluck seaweeds which are then chewed with their blunt teeth. Manatees are quite slow swimmers and their tail and fin-like front legs paddle at a slow rate.

Florida Attractions

Below you will find a list of Florida's most popular attractions. We offer hugely discounted tickets to all these attractions below and many more! Call 01635 254077 for more details.

Aquatica - Splash, scream and laze at Aquatica, a splashy, watery park inspired by a beautiful South Sea paradise. Here you will discover a multitude of super-sized slides and speedy splashdowns, tranquil and rapid rivers, and white-sand beaches. Prepare for an adrenaline-rushing, one-of-a-kind experience like no other on Ihu's Breakaway Falls - standing at nearly 80 feet tall, this is the world's longest drop tower multi-slide ride of its kind. Grab your raft for Ray Rush and let a powerful water jet launch you into an enclosed tube. Spin and splash up the walls until you drop into an open-air slide shaped like the curved wings of a manta ray for an epic splashdown finale. Riders will take their marks on Riptide Race™. Starting atop a 68-foot tower, racers will navigate tight loops and accelerations through indoor and outdoor sections. It's a marathon to the finish through nearly 650 feet of splashing.

[5800 Water Play Way, Orlando \(across the street from Sea World\)](#)

Cirque du Soleil - located in Disney Springs, set your imagination in motion and get ready for a first-of-its-kind creative collaboration between iconic memory-makers Cirque du Soleil and Disney.

[Disney Springs, Buena Vista Drive.](#)

Discovery Cove - Across from SeaWorld Adventure Park, welcome to an exquisite tropical island paradise. Discovery Cove® gives you the unique opportunity to swim and play with a beautiful Atlantic bottlenose dolphin, snorkel amongst tropical fish, glide with rays and relax on white-sand beaches. Enjoy a whole day at your leisure to soak up the unique, indulgent atmosphere of Discovery Cove. Embark on an underwater adventure in Discovery Cove's Grand Reef where you'll snorkel among canyons and come face to face with venomous lionfish and sharp-toothed reef sharks (safely behind massive panoramic windows). Discover the Explorer's Aviary, just beyond the towering waterfalls, where you can hand-feed tropical birds, relax in the refreshing waters of Serenity Bay and float along the Wind-Away River. Freshwater Oasis features swimming and wading adventures and face-to-face encounters with playful otters and curious marmosets.

[6000 Discovery Cove Way](#)

Gatorland - Enjoy all the fantastic exhibits and shows found within this 110-acre wildlife preserve including the chance to get up-close with hundreds of native alligators and crocodiles at 'Gator Lake' which is home to the largest reptiles in the park. Also, see the amazing leucistic alligators, the world's largest white alligators (over 12 feet in length and 800 pounds) with blue eyes.

[14501 South Orange Blossom Trail, between Orlando and Kissimmee.](#)

Kennedy Space Centre - With a wealth of fascinating exhibits and interactive sights, a day out at Kennedy Space Center is great fun for all the family and one they will never forget! With your Admission ticket, you can visit the only place on Earth where you can experience the G-forces of space travel, climb aboard space rockets, and explore the space shuttle.

[Space Commerce Way, Merritt Island](#)

Pirates Dinner Adventure - Pirate's Dinner Adventure is an adventurous, interactive dinner experience, that captivates audiences of all ages. Set sail on board a pirate ship for swashbuckling thrills with the perfect blend of comedy, romance, action, and adventure [6400 Carrier Drive.](#)

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SeaWorld Adventure Park - Let an ocean of fun and adventure wash over you at **SeaWorld Orlando**. Meet amazing marine animals and jump into their world on thrilling attractions and shows. [7007 Sea World Drive](#).

Universal Orlando - Use the Universal Orlando 3 Park Explorer Ticket to explore three incredible theme parks - **Universal Studios Florida**, **Universal's Islands of Adventure** and **Universal's Volcano Bay** - and enjoy a holiday of endless awesome. Experience the magic and excitement of The Wizarding World of Harry Potter™ - Diagon Alley™ at Universal Studios and The Wizarding World of Harry Potter™ - Hogsmeade™ at Islands of Adventure where you can ride the thrilling roller coaster, Hagrid's Magical Creatures Motorbike Adventure™. Plus, with this Universal ticket, you can even ride between King's Cross Station in Universal Studios Florida and Hogsmeade™ Station in Universal's Islands of Adventure on the Hogwarts™ Express. [6000 Universal Blvd, Orlando](#)

Walt Disney World Resort - sets even higher standards for theme parks, encompassing the Magic Kingdom Park, Epcot Park, Hollywood Studios, Animal Kingdom, Blizzard Beach, Typhoon Lagoon and Disney Springs.
[Exit 25 off Interstate 4, on US. 192.](#)

WonderWorks - an amusement park for the mind and features over 100 interactive exhibits for visitors of all ages to experience. Here you can participate in some of the most imaginative displays and exhibits found in any facility in the United States starting with the inversion tunnel to be turned upside-down!
[9067 International Drive](#)

Boggy Creek Airboat Ride - Discover territory that remains unaltered by man in the wilderness of Central Florida. Travelling at speeds of up to 45 miles per hour, an airboat Ride is the best way to experience the iconic Central Florida Everglades and see exotic birds, turtles and alligators in their natural environment.
[2001 E Southport Road, Kissimmee](#)



Florida's Coastline

The sunshine state, as it is often referred to, has more to offer than theme parks alone! Take a fishing trip in your own boat watch out for some of the rarest birds on the planet submerge yourself with the millions of tropical fish or even a round of golf at one of the many award winning courses. Florida's Gulf Coast offers a chance to re-charge your batteries. With extensive stretches of sandy beaches and turquoise sea, plenty of water sports and an incredible amount of sunshine.

Daytona Beach Area - Daytona Beach is a city on Florida's Atlantic coast. It's known for Daytona International Speedway, which hosts February's iconic Daytona 500 NASCAR race. The beach has hard-packed sand where driving is permitted in designated areas. Near the boardwalk's rides and arcades, Daytona Beach Bandshell stages free summer concerts. Steps from the beach, Daytona Lagoon water park offers go-karts, laser tag and waterslides.

Cocoa Beach Area - Cocoa Beach is a Florida city south of Cape Canaveral Air Force Station. It's a gateway to the Kennedy Space Center Visitor Complex, which has rockets and iconic artifacts. The city is known for its beach and surf breaks. Inside a surf shop, the Florida Surf Museum traces the sport's local history. Nearby Cocoa Beach Pier has eateries and shops. The maritime forest at oceanfront Lori Wilson Park attracts birdlife.

St Augustine - St. Augustine Beach is a small city on Anastasia Island known for its wide, Atlantic Ocean-facing beaches. St. Johns County Ocean Pier offers fishing, plus a beachfront park with volleyball courts, a playground, and a children's splash zone. A sea turtle nesting site, Ocean Hammock Park has a nature trail and picnic areas. A1A Beach Boulevard is scattered with ice cream shops and casual seafood and Mexican eateries.

Miami Beach - Miami Beach is a south Florida island city, connected by bridges to mainland Miami. Wide beaches stretch from North Shore Open Space Park, past palm-lined Lummus Park to South Pointe Park. The southern end, South Beach, is known for its international cachet with models and celebrities, and its early-20th-century architecture in the Art Deco Historic district with pastel-coloured buildings, especially on Ocean Drive.

Florida Keys - The Florida Keys are a string of tropical islands stretching about 120 miles off the southern tip of the U.S. state of Florida, between the Atlantic Ocean and Gulf of Mexico. They're known as a destination for fishing, boating, snorkelling and scuba diving. The southernmost city of Key West is famous for Duval Street's many bars, Mallory Square's nightly Sunset Celebration and the Ernest Hemingway Home and Museum

Islamorada - Islamorada is a village encompassing 6 of the Florida Keys, known for their coral reefs. The Theater of the Sea features dolphin encounters. Exhibits at the History of Diving Museum include a 16th-century treasure chest. Windley Key Fossil Reef Geological State Park is a former quarry. Lignumvitae Key Botanical State Park has tropical forest. Indian Key Historic State Park is a tiny island with 1800s ruins.

Marathon - Marathon is a city in the Florida Keys. It's set on 13 islands, known for their beaches and barrier reef. Loggerhead turtles' nest at Coco Plum Beach and Sombrero Beach. Curry Hammock State Park has a sandy shoreline and mangrove creek. The Dolphin Research Center offers interactive demos in a shallow lagoon. Near the City Marina, Crane Point features a tropical forest, bird-rescue center and natural history museum.

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Big Pine Key - Big Pine Key is a census-designated place and unincorporated community in Monroe County, Florida, United States, on an island of the same name in the Florida Keys. As of the 2020 census, the town had a total population of 4,521.

Key West - Key West, a U.S. Island city, is part of the Florida Keys archipelago. It's also Florida's southernmost point, lying roughly 90 miles north of Cuba. Famed for its pastel-hued, conch-style houses, it's a cruise-ship stop also accessible from the mainland via the Overseas Highway. It's known more for its coral reefs – destinations for diving and snorkelling – than for its beaches.

Tampa Bay - Tampa Bay is a large natural harbor and shallow estuary connected to the Gulf of Mexico on the west-central coast of Florida, comprising Hillsborough Bay, McKay Bay, Old Tampa Bay, Middle Tampa Bay, and Lower Tampa Bay. For those of you who like a bit more night life excitement the Hard Rock Resort and Casino is situated at Seminole just a few miles from Tampa Bay.

Clearwater - Laid-back Clearwater Beach is known for its namesake stretch of soft, white sand, which draws visitors year-round for jet-skiing, parasailing, and stand-up paddleboarding in its calm waters. Cyclists and rollerbladers glide along a winding beachfront promenade lined with casual seafood restaurants and cafes. Come sunset, Pier 60 hosts a nightly festival with street performers and craft vendors.

St Pete's Beaches - St. Pete Beach is a Florida resort city set on a barrier island, west of St. Petersburg. It's known for its beaches. A 1928 landmark, the pink Moorish-style Don CeSar Hotel looms over the shore. The Pass-A-Grille area offers galleries, shops and the Gulf Beaches Historical Museum, which displays postcards and other artifacts in a 1917 church. Nearby, boats depart to Shell Key, a nesting site for seabirds and turtles.

Sarasota Beaches - Sarasota is a city south of Tampa on Florida's Gulf Coast that was once the winter home of the Ringling Brothers Circus. Today, it hosts a number of cultural institutes, notably the Ringling Museum of Art, which showcases old masters and modern art. It's also the gateway to miles of beaches with fine sand and shallow waters, such as Lido Beach and Siesta Key Beach.

Naples Beaches - The City of Naples boasts an extraordinary coastline that spans nearly 9 miles, captivating visitors with its pristine beaches and natural beauty. With an impressive 40 beach accesses, it's easy to find your own slice of paradise along this picturesque stretch of shoreline. A prominent highlight is the historic Naples Pier, an iconic landmark that juts out 1,000-feet into the sparkling waters of the Gulf of Mexico. It not only offers a prime fishing spot but also serves as a gathering place to witness stunning sunsets and soak in the serene coastal atmosphere. Additionally, the city is blessed with two notable passes, Doctors Pass and Gordon Pass, adding to the allure of the beaches. These passes provide opportunities for boating, kayaking, and exploring the fascinating marine life that thrives in these waters. Whether you're seeking relaxation, adventure, or a bit of both, the beaches of the City of Naples are a true treasure, inviting you to indulge in the wonders of coastal living.



Shopping

Orlando is a shopper's dream. If you are looking for one of a kind shopping villages, or unique factory outlets, traditional malls or exclusive boutiques, Orlando is the place to go. Below are just some of the shopping experiences on offer.

Miami - Bal Harbour Shopping Centre - Bal Harbour Shops is an open-air shopping mall in Bal Harbour, Florida, an affluent suburb of Miami Beach. With Neiman Marcus and Saks Fifth Avenue as anchors. [Located at 9700 Collins Ave, Bal Harbour, FL 33154](#)

192 Flea Market - Sprawling indoor flea market with 400 vendors providing souvenirs, gifts & electronics. Open most days of the year. [Located at 4301 West Vine Street \(Hwy 192\), Kissimmee](#)

Orlando Vineland Premium Outlets - Jumbo outdoor outlet mall with clothing, shoe & accessory shops, including high-end designers. Open daily. [Located 8200 Vineland Ave, Orlando, FL 32821](#)

Orlando Premium Outlets - Featuring 180 of your favourite brands under one roof. Orlando International Premium Outlets is the largest outlet center in the southeast. Open daily. [Located at 4951 International Drive.](#)

Florida Mall - A large under cover shopping complex with food court, and many department stores. Opens daily. [Located at: 8001 South Orange Blossom Trail, Orlando. FL 32809](#)

Mall at the Millenia - An indoor shopping mall located in Orlando, Florida just off of Interstate 4 at Conroy Road near the northern end of International Drive. With over 150 stores. Opens daily.

Supermarkets - Along Highway US192 and Highway US27 you will also see Wal-Mart, K-Mart, Aldi, Publix and Target, where you can buy virtually anything.

Convenience Stores and Gas Stations - There are a number of these located on junction 23 of Interstate 4 (14) and Highway 27 and US192 where you will be able to buy supplies.

Restaurants - These are a few of the popular restaurants in the area. The Olive Garden for Italian cuisine, Lazy Dog or for steakhouses there is Outback, Pondarosa and Loughmans'. For fast foods there are McDonalds, Pizza Hut, Golden Corral, Waffle House, Wendy's, and also Bob Evans.



Thank You

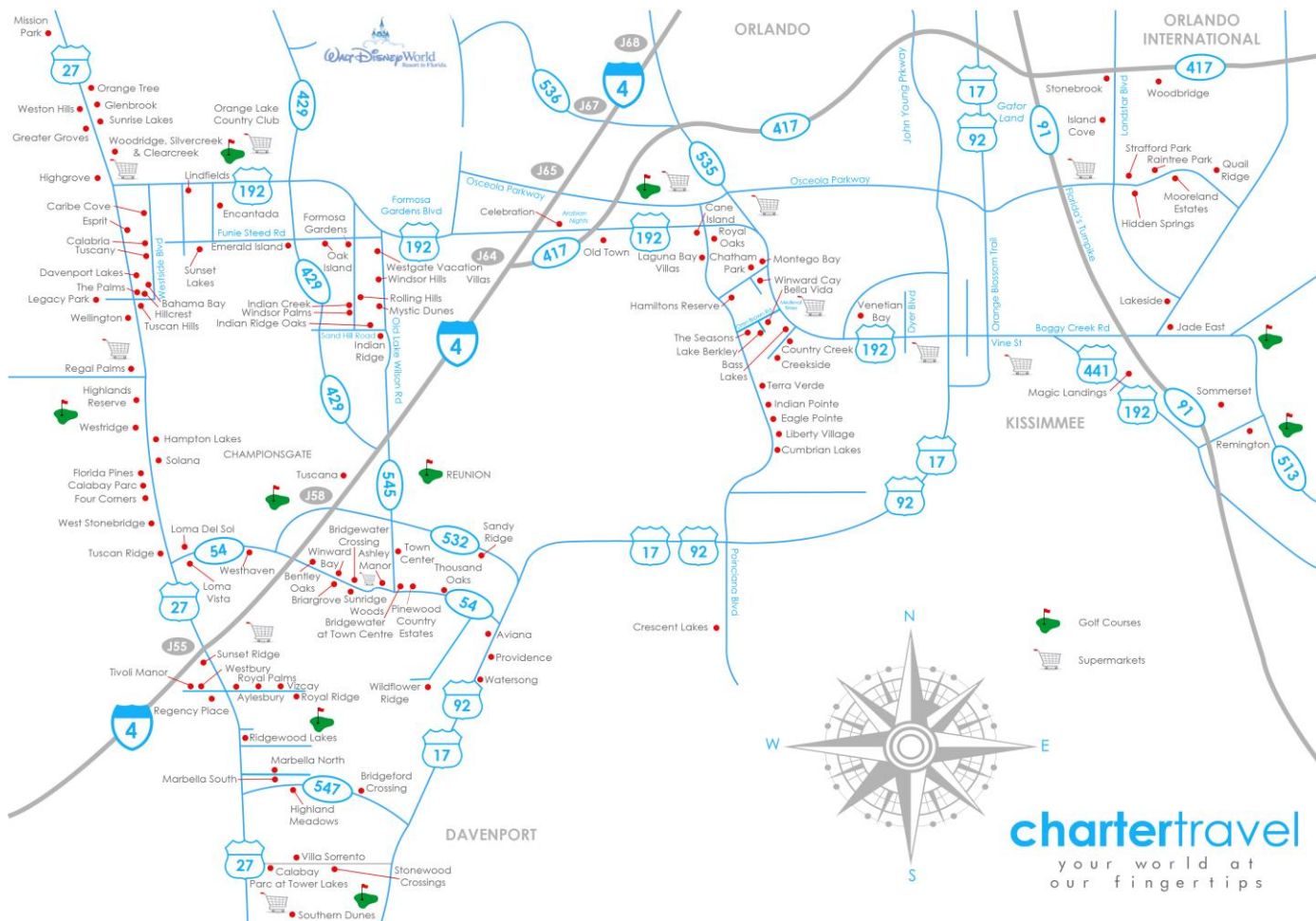
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