

## Frequently Asked Questions

### Q. Why should I choose your lovely villa over a hotel?

A. Disney Hotels can be very expensive. For the price of a room you can rent a luxury villa with your own pool and spa. Don't forget the villa can sleep up to 14 people – imagine the cost of 5 or 6 hotel rooms per night, compared to the cost of the villa. The Emerald Island Resort has all the facilities of a top class hotel or resort.

### Q. How many bedrooms are there?

A. The house has 1 king bedroom en-suite, 2 Queen bedroom's (both en-suite), 3 twins (1 en-suite), one of which is a Disney theme. In total there are 5 bathrooms and a cloakroom.

### Q. How do we get to the house?

A. Upon booking your stay, you will be e-mailed a welcome letter and directions to our management company in order to collect the keys. Emerald Island is 20-30 minutes from Orlando and Sanford airports

### Q. How do we gain access to the house?

A. Access is via a key which you will collect from the management company's offices along with a map and directions to the house. If you arrive late then you will be able to collect the keys from a key code box at the management office.

### Q. Do we have to pay a security deposit?

A. A security deposit is charged to cover the cost of any damages that may occur. If you use a credit card then there is no charge made unless damage is caused. If you pay by cash then it is \$500. This will be fully refundable if you look after and respect our home..

### Q. Is the pool in the sun?

A. The sun shines on the pool in the morning to mid afternoon, when it is hottest, and is pleasantly in the shade during the evening. Believe me this is a welcome break.

### Q. Do I have to care for the pool?

A. No, our management company takes care of the pool weekly. There is a net available to take any leaves etc off the surface should this be required

### Q. Is the pool heated?

A. Yes, the pool and spa can be heated for an additional charge. Heat is usually not required from May through October

### Q. Is the house cleaned before and after our stay?

A. Yes, the house is professionally cleaned before you arrive and after you leave. This is at no extra cost to yourself.

### Q. Where can I check e mails/access the internet?

A. We have FREE wireless internet at the home which you can access via your lap top. Alternatively, the clubhouse has 3 computer terminals with free internet access

### Q. How many people can share the house?

A. A maximum of 14. We have 6 bedrooms which will sleep 12, plus a bed settee for another 2

### Q. What does the kitchen include?

A. The kitchen has table and chairs, large refrigerator with ice maker, dishwasher, oven, stove, microwave, small appliances, dinnerware (dishes, cutlery, glasses etc) and cooking utensils (pots, pans etc)

### Q. Is there a laundry room?

A. Yes the house has a washing machine and tumble dryer

### Q. Do you allow smoking in the house?

A. No, the house is strictly No Smoking

### Q. Are pets allowed?

A. No, pets are not allowed

### Q. Do you have a games room

A. Yes, the garage has been professionally converted to a games room with full size pool table, foosball table and air hockey table. There is also a stereo and PS2 player with games.

### Q. What if we have any problems or questions during our stay?

A. Our local management company who look after the house are on call 24/7 to look after you. Full details will be provided to you before your departure and in the house.

### Q. Can I speak to someone regarding the villa?

A. We would be delighted to answer any questions you may have. You can call us on 01254 825338 during the day or 07776 202 306 (mobile). From the USA please call 01144 1254 825338 You can also contact us by e mail on [info@ilands.co.uk](mailto:info@ilands.co.uk) . Please note that the UK is at least 5 hours ahead of the US so please check the time before calling in the evening.

### Q. Do we need travel insurance

A. We highly recommend everyone takes travel insurance and a quote can be obtained from clicking the link on this web site

### Q. Are there restaurants nearby

A. Within 1 mile of the house are numerous restaurants to suit most tastes and budgets. Also nearby are mini golf courses, medical facilities etc

**Q. How far are we from the theme parks?**

A. You are as close as you can get without staying in a Disney Hotel. The entrance to Disneyworld® is about 2 miles away, Sea World® is about 10 minutes, and Universal Studios® is 10-15 minutes drive. The Kennedy Space Centre and Cocoa Beach is about a 30 minute drive. Emerald Island is the closest gated community to DisneyWorld®

**Q. Is there anywhere we can hire facilities for small children ?**

A. Yes. Cots and strollers (buggy's) can be hired from the Management company. Just let us know on the "special requests / requirements" section of the booking form and we will be happy to provide you with details.

**Q. Is the accommodation suitable for guests with disabilities ?**

A. Although the accommodation is not specifically adapted for guests with disabilities, its does have a full bedroom and bathroom downstairs that can be used by guests who can transfer from a wheelchair without hoist assistance and the whole of the ground floor and pool area is accessible by chair.

**Q. How do we Book?**

A. Just e-mail us back to say you want to book the home and we will given you all the information you need. If you are within 8 weeks of arrival then we need the full cost of the rental, otherwise we need a \$500 (£300) deposit with the balance paid 8 weeks before arrival. However, we will guide you through the process which is quick and easy.