

Frequently Asked Questions

Q1. Why stay in a villa and not a hotel?

A1. For just a fraction of the cost of a two week stay in one of the hotels, you get a large one storey, five bedrooms and a den villa with four bathrooms and a fully equipped kitchen. The villa is equipped with televisions, DVD facilities, a Play station 2 and a game room so you have all the luxury of being at home combined with the privacy of your own pool.

Q2. Do I need a rental car?

A2. Yes!! To get the most out of Orlando a car is a must. It is very easy to drive in Florida and the roads are well sign posted. Make sure that you hire a car that is big enough for you and your luggage.

Q3. I don't want to cook, what other eating options are there?

A3. Less than a mile away is Highway 192 where you will find many restaurants to suit all tastes and budgets, portions are large and very reasonably priced. If you don't want to go out you can always order in, Chinese and Pizza delivery is available but it's not limited to those choices, many of the local restaurants will deliver, menus can be found at the villa.

Q4. How can I pay?

A4. We accept cash, check, Visa or MasterCard. Unfortunately credit card transactions will incur a 4% handling fee, sorry.

Q5. Do we need to bring anything?

A5. No. Our villa is furnished and equipped to a very high standard to make it a home from home. All bedding, pillows and towels are provided with the exception of large pool towels which you will need to provide. We have a washing machine and dryer for your use so no need to take dirty washing home; we even have an iron and ironing board at your disposal.

Q6. When does the pool need heating?

A6. Between October and April. If you request pool heat in advance, the pool should be warm when you arrive. Please check our [rates](#) page for current prices.

Q7. Are the rates negotiable?

A7. From time to time we may have special offers, please go to [special offer](#) page for a bargain break opportunity.

Q8. Is there a phone at the villa?

A8. Yes there is. Local calls are free and there are several ways to dial home, this is explained in the information pack at the villa.

Q9. I don't like insects or bugs, will I be bothered by them?

A9. No, not at the villa. The pool is screened so while you still get a good sun tan, weather permitting, those little nastiness won't be able to get at you. This also means that you can sit out in the evenings without be bothered by mosquitoes.

Q10. Where can I hire DVDs?

A10. There are several local movie hire shops on the 192, the phone book at the villa will give you the details. They can also be purchased quite cheaply at Walmart and other such stores.

Q11. I love shopping, where can I go?

A11. There are malls and large stores all over Orlando, some very close to the villa. You will be able to get discount designer clothes, shoes and household items in air conditioned luxury almost anytime of the day. Please visit our [local attraction page](#) for more information.

Q12. Where can I get park tickets?

A12. There are many places to purchase tickets, the prices are pretty similar wherever you go. Beware the discount ticket booths, these are typically timeshare salespeople and to get the cheap tickets you will need to spend several hours of your vacation looking at property details, don't do it!

Q13. I need more info, how do I get it?

A13. Please email us or telephone us, check out the [contact](#) page for details.

Q14. Can you arrange flights?

A14. No, we have not yet managed to find any additional discounts for our guests. The best bet is to shop around on the internet, we have found www.travelselect.com to be very competitive. Remember, some of the cheapest deals require a change over somewhere in North America and you could be left waiting for many hours for your connecting flight. Ideally look for a direct flight to Orlando, it's a little more expensive but will be a better start to your holiday.

Q15. How do I book?

A15. Send us an email or telephone us with the dates you want. We'll check availability and provide a price, or visit the [booking](#) page to get started. If you want to go ahead, we'll need a USD \$300/wk nonrefundable deposit which is applied to your rental cost with the balance payable 10 weeks before arrival at the villa. If you book less than 10 weeks before your trip, the full amount is payable immediately. The address and arrival information will be provided when the balance has been received.

Q16. Do I need travel insurance?

A16. Yes!! As with all holidays / vacations we strongly advise you get full travel / medical / cancellation insurance.

Q17. What if we have a problem with the villa while we are there?

A17. We have a locally based management company that will sort out any problems that may arise. They also have a 24-hour emergency number. The management company details will be sent along with all the final details before you leave for Florida.

Q18. When is check-in & check-out time?

A18. Your home will be available for Check-in at 4:00 p.m. (16:00). An early check-in can be coordinated if requested. If the property has a check-out the day of your arrival, we may not be able to coordinate an early check-in. Check out time is 10:00 a.m. (10:00). A vacation home requires more time to clean up than a hotel room, so please help us prepare for our next guest by being on time.

Q19. Do you allow pets?

A19. Although we are pet lovers, we cannot allow pets in our home. To protect future guests with allergies we do not allow pets, except those assisting the disabled. Guests who fail to honor this obligation will lose their \$500 Security Deposit and will be removed from the rental immediately upon discovery.

Q20. Do you allow smoking?

A20. To be considerate to all tenants, including children, please do not smoke inside the villa. Smoking is permitted outside of the property. Your cooperation is greatly appreciated.

Q21. How far is the house from the main attractions?

A21. Our villa is only 5 minutes from Disney property. Sea World and Universal Studios are about 15-20 minutes further.

Q22. Do the homes have air-conditioning and heat?

A22. In Florida's sub-tropical climate, we would not survive without air-conditioning. In the winter, however, our temperatures can drop quite low; at these times, heat is also available in the villa.

Q23. Is there a grocery store near my home?

A23. Our villa has a grocery store and 24 hour supermarket within 2 minutes of the door.

I have more questions regarding your home; can I just speak to someone?

We are really happy to speak to you, either call us on 001 (518) 229-4393 or send us an e-mail at booking@vacationtodisney.com.

For your convenience, you can print this FAQ section - [FAQ](#) (PDF format) or [FAQ](#) (DOC format).