



Welcome Guide Book: 3584 Keeley Court Our Villages Vacation Home



Welcome to your vacation home in the Villages, Florida. This booklet is to provide our guests with information about the items located in your Keeley Court rental home. This booklet contains important information about our home as well as a brief local resource about the Villages area for you during your stay.

The information below outlines some of the most important details for questions you may have about the home and the Villages area surrounding you. Please feel free to contact us if you have comments about this booklet.



Welcome Note

First and foremost, we want to welcome you to The Villages, Florida and we want to thank you for choosing our home for your vacation. We are sure our home will provide you with certain sense of intimacy and character for your time in the Villages. Please make yourself at home and enjoy your time on your vacation. This book is small however it provides the information on all the items in our home or where to find this information in the home. Instruction manuals on appliances and devices are located in kitchen drawers. We hope you will be pleased with your decision to reserve our property.

Usually people renting our home stay for a month or more. The January, February, March and April timeframes are the high season for renting because of the cool weather on the east coast states during these months. So if you have a future need to re-book, please do this as soon as possible for the high season months so you are not disappointed. Christmas time is one of the busiest times of the year as well, so do not miss out if you want another visit to our home. We try to provide the most accurate information in this booklet and we review our rules and policies often to make every attempt to keep this material up to date and factual.

Contact Information

Our home watch company personnel will help you if you have questions or need service. Their contact information will be provided to you upon check-in. Please keep their business card in a handy place and we would suggest you put one of their cards in your wallet. As our guest we want you to have a wonderful stay and if you should have any issues or questions regarding our vacation home they can give you the answers. Their telephone number should be used between 9:00am to 5:00pm.

Check-In and Check-Out Time

Check-Out 9:00am

Check-In 4:00pm

It is important that you observe the Check-out time as agreed to in your contract. The Check-out time is 9:00am. A maintenance crew will be arriving at the house at 9:00am to clean and prepare the house for the next guest. Check-in time is 4:00pm the day of your arrival.

Internet and Wi-Fi Connectivity Instructions

We live in a social media-dominated world, and you can connect to the World Wide Web at all times while in our home. The password and WiFi account information is shown below. Connecting to the Internet is easy. Just click on your WiFi icon in the icon tray in the bottom right of your Windows computer screen and our wireless ID will appear for the house which is **CenturyLink1700**. Enter the password and you are connected. **The password is the Key/Passphrase (qg8v7hjee5t23u) shown in the photo of the card below.**



Manuals, Batteries, Keys in Kitchen Drawer – Top drawer in the cabinet to the right below wine rack

We placed all of the manuals for kitchen appliances, washing machine, dryer and the TV remote in the top right drawer under the wine rack. We also placed some batteries and the keys for the Golf cart and the house in this same drawer. Please look at these manuals at your convenience. The TV remote is important because if you have no picture on the TV but hear the sound it can be that you need to just hit the button on the top of the remote to have sound and picture. The manuals are important so please do not lose any of these and please put them back in this same drawer at the end of your stay in our home. We appreciate you helping to keep this information safe.

Telephone Use

Our home has a local telephone line for your local call use. The telephone number is 352-259-2941. Most rental homes in the Villages do not have a telephone. This telephone in our home is for your convenience and the service designated for local calls only. Any long distance calls you want to make should be placed using a calling card, or collect. If you make long distance calls on the telephone, all charges will be deducted from your security deposit and may delay the return of your security deposit while we wait for the bill to arrive. All 352 Area Codes are NOT LOCAL numbers.

Local calls are those numbers that are to properties located within Sumter County, The Villages, Florida.

Bathrooms and Plumbing

Please treat the toilets “gently.” Please do not flush ANYTHING except toilet tissue – no “flushable wipes” of any sort. If you have a plumbing issue of any type, we will respond immediately. Flushing any manmade materials other than toilet tissue can cause a problem and this would inconvenience you as well.

Door Keypad Deadbolt

We have installed a door keypad deadbolt for your safety and convenience. This keypad is easy to use. Just enter the four-digit code provided to you before you arrive and turn the handle. It is that easy. This keypad is set electronically from a computer so please note your check-out at 9:00am on the last day of your rental time in our home. This code is changed immediately at the Check-out time.



Keypad Deadbolt:

- Innovative turn lock feature allows you to lock and leave without a key
- Four-digit code provides the convenience of keyless access
- Provides security

Rules and Policies

All of our rules and policies were provided in the agreement. There are not many but the No Smoking rule is a very important one and we ask you do not smoke anywhere inside the home. The guests who stay in our home after you will be affected if you allow smoking in any of the rooms of our home. Thanks for following this rule.

Our agreement you signed has all the rules and policies so please review these if you do not remember them. Listed below are some of the policies

Rental Policy:

Owner pays all taxes, amenities fee, electric, internet, cable TV, lawn service and fertilization, exterior pest control, trash, water and sewer.

- * A booking deposit of 25% of the total rent is due within 10 days of booking.
- * Booking deposit is non-refundable if canceled less than 45 days prior to your stay.
- * A security deposit of \$750 + the remaining rent is due 45 days prior to your arrival
- * A \$100 general cleaning fee, plus any damages, will be deducted from the security deposit at the end of the rental lease.
- * Remaining security deposit will be returned within 14 days of departure after the property has been inspected for damage and an inventory has been taken.
- * Based on two person occupancy
- * Check-in time: 4pm
- * Check-out time: 9am
- * No Smoking permitted

Local Eateries Information

The Villages website is a great resource for information on all the local restaurants and local places that will deliver food to your vacation home. The website is <http://www.thevillages.com> so visit it often and you will have find telephone numbers for many of these places.

Local Resources

For emergencies we have the address of the nearest Medical Clinic, Hospital and other services in the kitchen drawer. Please call 911 if you need the Fire or Police department.

EMERGENCY

- Fire / Ambulance / Police Departments - 911
- Poison Control Center - (800) 222-1222
- Driver's Alert Network - (800) 446-2671
- Villages Medical Center

Property Policies & Procedures such as ID cards, Gate Cards, Trash times and use of the pool and recreation centers

Policies and procedures which are set by the developer vary widely for the Villages. It is important that you abide by all of the Village's policies as a guest in our home.

Temporary Resident ID Card: We have applied for your ID Card and paid the fee before your arrival. You should have a copy of this application which we will email to you prior to *your* arrival. All you need to do is to pick up your cards as soon as your start date in the home. The address to pick up the Temporary ID is 1000 Lake Sumter Landing, The Villages, Florida 32162, 1-800-346-4556

- **Property Access** (lockbox code, garage code, gate). Gate cards are provided and are located in the kitchen drawer below the wine rack. This the same drawer which has your house keys, golf cart keys and other items. The gate card is a white plastic card. To use the gate card, you position the card in front of the card sensor at the gate entrance. One side of the card is smooth and this is the side that faces the sensor.

- **Trash times** - Tuesday both trash and recyclable. The trash is placed on the left side of driveway to the house and recycle is placed on the right side. Friday is trash only. Recycled must be placed in a clear see-through garbage bag. The trash can be placed in a standard garbage bag.
- **House Instructions** (thermostat, laundry, etc.) - Manuals for the washer and dryer are in the kitchen drawer below the wine rack. Both of these units are very easy to use. The thermostat is programmed to never go off. It is important in Florida to not turn a thermostat off or keep the temperature to low.
- **House Rules** (smoking policy, pet policy, quiet hours) - No Smoking, No pets unless there are certain circumstances which require you have a pet and we agree to a pet in your contract.
- **Golf Cart Parking Instructions** - Please do not keep the golf cart parked in the street at any time. You have a golf cart garage and it is important you keep the cart inside the garage at night.
- **Check-Out Procedures** - Please clean the barbeque grill before you check out. The golf cart needs to be cleaned per your agreement. The house should be left as it looked when you arrived. Thanks for help us to keep the house nice.
- **TV Remote Control Directions** - The remote instructions are in the kitchen draw below the wine rack with the other appliance manuals.
- **Subdivision/Complex/Community Rules** - Please observe all community rules. The rules are on-line if you go to <http://www.thevillages.com> and pool rules are posted on the pool sites.

Activities, Attractions, Restaurants, and More

One of the most significant amenities to our house is all the great services offered to people who stay in the Villages. There are many activities offered by the developer in the town squares and recreational centers. Staying in The Villages is like being provided with many concierge services commonly offered by high end resorts. As a vacation renter you will find many activities listed if you go to the developer's website at <http://www.thevillages.com>. Use this site often to get information on events and

things going on in the Villages during your stay. Additionally, the local newspaper, the Daily Sun, has activity listings daily.

Although you may have already planned your trip itinerary, you can talk with people you meet in during your stay and many of them will be able to give local recommendations regarding things to do in the Villages. Golf is the biggest activity in the Villages, however there are many other things to do if you like sports. We listed places below so you have them handy.

- Grocery Stores - Pinnelas Plaza and the Colony Plaza are near-by with major grocery stores.
- Restaurants - Brownwood and Sumter Landing are near-by with many restaurants. However, all the local plazas also have restaurants. Do a search on the Internet and you will find an extensive list.
- Shopping - All the town squares and the local plazas have lots of shopping.
- Nightlife - Check on-line for a list.
- Activities (hikes, golf, snorkeling, skiing) - Check on-line for a list.
- Attractions (museums, monuments, parks, beaches) - Check on-line for a list.
- Places of Worship - Check on-line for a list.

Transportation Options

Make it easier for you to find local transportation information. We do not provide the contact info, directions, schedules and any other details however these are all easy to get from a search on your computer.

- Taxi & Shuttle Services
- Bus Routes
- Car Rentals
- Airports and Train Stations
- Area Maps

Re-booking Information

If you would like to rebook for another vacation time in our home, please call us as soon as possible with your preferred dates.

We hope this information is helpful to you.