


Emerald Island RESORT

Welcome Booklet



Please Read. Important Information.



Welcome to Emerald Island Resort! Thank you for choosing to stay at Emerald Island for your vacation. Please use this guide to help you get the most from your stay here at Emerald Island.

Just as the name suggests, Emerald Island is a truly tropical oasis. Nestled within a protected wetland, Emerald Island Resort is located just a few minutes from Walt Disney World and the myriad of other attractions that bring millions of visitors to Orlando every year. We wish you a fabulous vacation and look forward to satisfying your needs for the duration of your stay with us.

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The Emerald Island Concierge Service can be contacted by email (emeraldisland1@yahoo.com) or by calling (407-787-3965) to speak to the staff at the clubhouse desk. The Concierge service desk is open from 08:00am to 10:00pm 7 days a week. Contact details can be found under 'Important Numbers' on the next page.

We welcome feedback. Please take a brief moment to complete a guest survey form which you can pick up from the Clubhouse Concierge. We value your thoughts and opinions.

Emergency Information
Emergency • Fire • Rescue
9-1-1



**Important Telephone
Numbers**

Kissimmee Police 407-846-3333

Osceola County

Sheriff 407-348-2222

Celebration Hospital 407-303-4000

CentraCare Clinic 407-397-7032

Walgreen's

Pharmacy 407-390-1701

CVS Pharmacy 407-390-9431


Gate Security 407-397-9032

Clubhouse

Telephone 407-787-3965

Clubhouse Fax.... 407-787-4198

Please visit our website at
www.emeraldisola.org
for rental and homes for sale.



Emerald Island Resort has comprehensive facilities and features which are all available for your use as part of your stay. They include:

- Fully Featured Clubhouse
- Concierge Service
- Purchase of Attraction Tickets
- ATM Available
- FREE Internet Café and Free Wireless Hotspots (Clubhouse, Tot Lots & Community Pools)
- Special Activities and Events
- Two Communal Heated Pools and Spas
- Pool Side Tiki Bar with Food at Clubhouse
- Business Services – Small fee for printing
- TV Room
- Free Coffee and Tea
- Video Arcade
- Fitness Room / Gym
- Sauna
- Restroom Facilities
- Three Children's Play Areas
- Sand Volleyball Area
- Lighted Tennis Courts and Basketball Court
- Nature Trail
- Multiple Outdoor Grill Areas
- Staffed 24 hour Gated Entrance with Access Card

Relax at Emerald Island Resort with everything you need to keep the whole family entertained. There really is something for everyone.

While you enjoy your stay with us, please bear in mind a few simple guidelines to ensure Emerald Island Resort continues to be the Resort of choice for others to enjoy in the future.

PARKING – Please always lock your vehicle.

Please Note: For the single family pool homes, parking is permitted on odd sides of the streets during odd months and even sides during even months.



Please do not park or drive your car on the grass/sod. The extensive irrigation systems, that are hidden just underneath the grass/sod and keep Emerald Island looking green and lush, need to be kept clear and free from damage. Sidewalks need to be kept clear for pedestrian traffic and vehicles cannot park horizontally on the apron (section of concrete between the sidewalk and road).

CONSIDERATE PARKING – When parking at the single family pool homes, please be considerate to pedestrian traffic across the sidewalks and whenever possible do not block the sidewalks.

TRAILERS/BOATS/RV/TRAIERED GRILLS OR SMOKERS – Recreational Vehicles, Motor homes, Boats, Trailers, Trailered Smokers or Grills, and Campers can not be parked on the Resort. There are parking facilities at nearby RV parking areas. Contact the Clubhouse Concierge for more details. *Violators may be towed.*

NOISE/ NUISANCE SITUATIONS

– If you experience any problems with fellow Guests, including excessive noise during quiet hours of 11:00pm to 7:00am, please contact the **Sheriff at 407-348-2222**. It is important that you tell them your name and address to validate that it is a legitimate call. We ask that you then contact the Guardhouse at 407-397-9032, at the next opportunity. We will also make contact with the Home Owner and Management Company to report that there is a problem. The Access Card may be turned off until the problem Guest reports to the Clubhouse.





TRASH & RECYCLING

The Townhomes (villas) have a valet trash service Monday through Saturday. All trash must be in MINIMUM 13 GALLON TRASH BAGS (not Wal-mart, Publix, or other small bags) or it will NOT be picked up. Place bagged trash in the “in-ground” metal receptacle which is located by the walkway to the unit. All excess trash not fitting into bin MUST be taken to compactor.

The single family homes (pool homes) have trash pickup on Monday mornings.

The green and yellow bins are for *recycling ONLY* and will be picked up on *Friday*.

With the exception of recycling, all trash must be in bags. All excess trash not fitting into bins with the lid properly closed MUST be taken to the compactor. Any non-recycling materials found in recycling bin will not be picked up. Our valet trash team will pull the bins down the night prior to the correct pickup and return to the side of the homes after trash day.



Again, please note that any excess trash or recycling material that does not fit into bin with the lid properly closed MUST be taken to the compactor and any non-recycling materials found in the recycling bin will not be picked-up.

VISITORS

If you are planning to have guest(s) visit you during your stay, **you must complete and submit a Visitor Registration Form** prior to your visitors arrival. Available at the clubhouse or in this booklet, please return the form to the clubhouse between the hours of 8AM and 9PM. Failure to do so, may result in your visitor being delayed or possibly turned away.

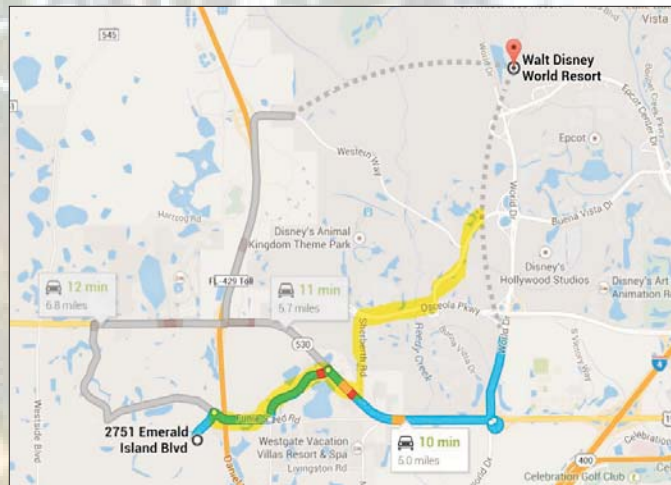
MAIL/PARCELS

The Clubhouse is unable to receive mail or parcels for Guests. Parcels can be delivered to the address of the home you are renting, provided they are through a carrier and you are actually staying in the home at the time of delivery. United States Postal Services (USPS) mail is not delivered to the Resort.

ANIMALS: WILDLIFE & PETS

*Please do not feed nor approach the wildlife.
All pets must be on a leash and, please, pick-up after them.
Dog stations shown on map. Please be considerate to other guests and ensure animal noise is kept to a minimum.*

There are many ways to get to Disney and all of Orlando's attractions. Travelling by car is easiest, but for those who need to arrange transport – shuttle bus services are available for a fee. Please get in touch with the Clubhouse Concierge for more information.



Emerald Island Resort is not only one of the closest gated resorts to Walt Disney World; it is also ideally situated for access to a whole world of shopping, entertainment, attractions and Restaurants.

- **Shopping** – For nearby shopping, there is a Market Place at Formosa Gardens Plaza (turn right out of the resort, left at the crossroads and left at the top of Formosa Gardens Boulevard). A Publix is on the North side of Highway 192 and a Super Target on the South side. There is a Wal-Mart 24 Hour Superstore on Highway 27 North.

- **Attractions** – Disney World, Universal Studios, Busch Gardens and Sea World are all nearby. Disney is so close you can be there in less than 10 minutes (see shortcut map on next page). Get all the information you need on nearby attractions including tickets from the Clubhouse.

- **Restaurants** – Pick up an area map from the Clubhouse and choose from a huge number of nearby Restaurants, Diners and Specialty Food Outlets along Highway 192 as well as themed Restaurants at Downtown Disney and Universal City Walk.

Additional attraction, shopping and restaurant information is available at the Concierge service located in the clubhouse.

Emerald Island RESORT



**Emerald Island
Clubhouse**
407.787.3965
2751 Emerald Isle Boulevard
Kissimmee, FL 34747 USA

Hours: 8am to 10pm

- Movie Room • Cyber Café • Fitness Center
- Sauna • Arcade • Free Wireless
- Tiki Bar (Open Daily; 11am to 10pm)

www.EmeraldIslandHOA.org