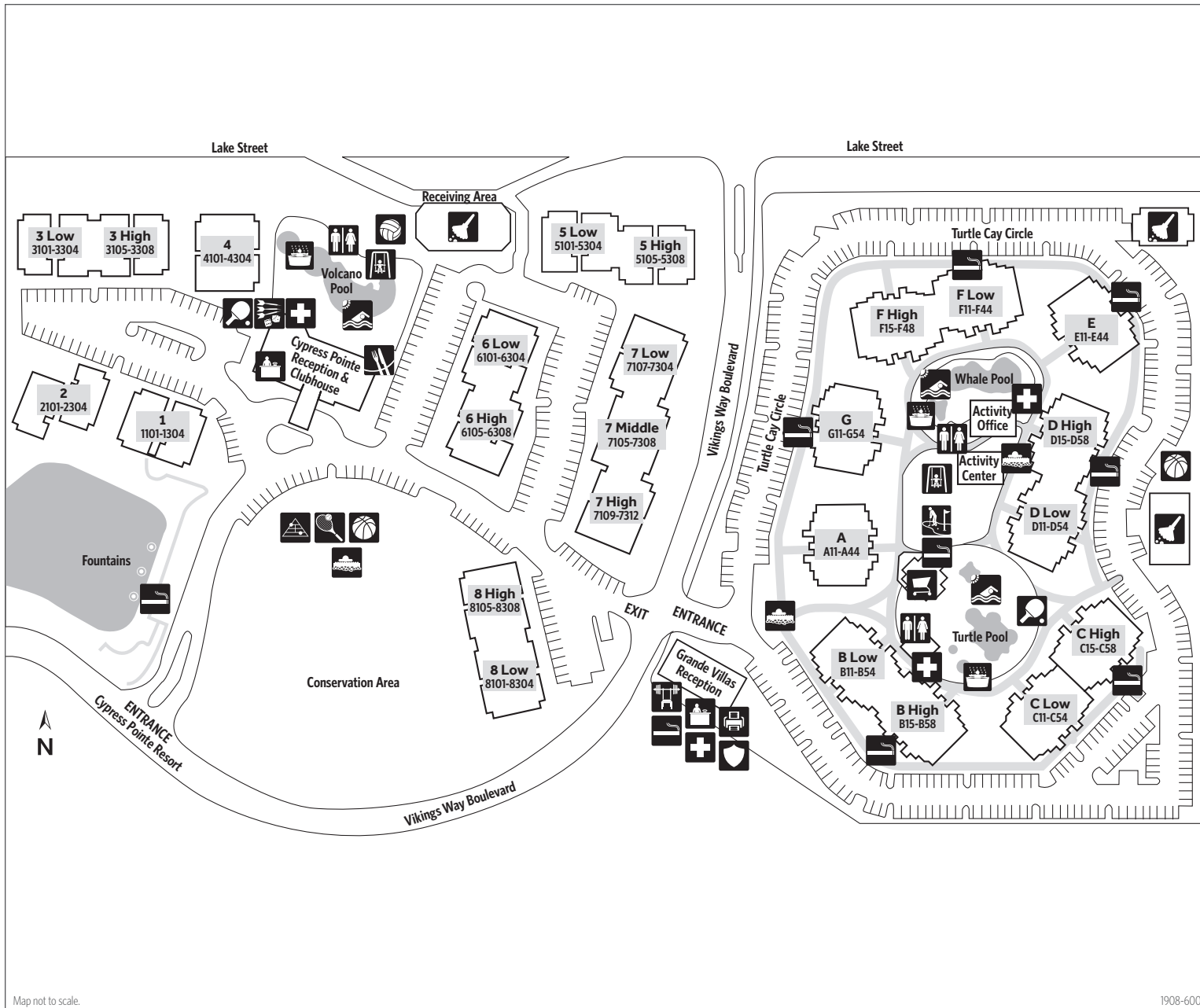























# Cypress Pointe Resort

8651 Treasure Cay Lane, Orlando, Florida 32836  
Tel: 1.407.597.2700

# Grande Villas Resort

12118 Turtle Cay Circle, Orlando, Florida 32836  
Tel: 1.407.238.2300



-  Games Room
-  Pool
-  Jacuzzi
-  Playground
-  Volleyball Court
-  Barbecue Grills
-  Mini Golf
-  Ping-Pong Table
-  Shuffleboard
-  Basketball Court
-  Tennis Court
-  Café de Pointe
-  Housekeeping/Maintenance
-  Restrooms
-  AED Machine
-  5 Star Pizza & Deli
-  Smoking Area
-  Reception
-  Fitness Center
-  Security Office
-  Business Center

# Grande Villas Resort

## Check-out Information

Check-out at Grande Villas Resort is 10:00 a.m. This allows us to prepare your suite for new arrivals. Late check-outs of 11:00 a.m. may be approved based on availability. A late check-out fee may be applied for those guests requesting to stay later. If you will be leaving prior to your departure date, please drop by the Front Desk to return your keys and inform us that your suite will be vacant.

## Housekeeping

Housekeeping services are not offered daily and are available after your seventh night. Please contact the Front Desk by dialing 0 if you have specific requests, need to modify your cleaning/time, or would like to arrange additional cleaning services.

## No Smoking

Smoking is not allowed in our guest suites or screened porches. Please refer to the designated smoking areas throughout the resort. Please remain a minimum of 5 feet away from all entrances or common areas, such as the mini-golf course, pools, activity center, etc. You will be charged a cleaning fee of \$250 if you are smoking in your suite.

## Pets

We do not allow pets on property with the exception of service animals. You will be charged an additional cleaning fee of \$250 for having an unauthorized animal.

## Quiet Time

Quiet time is between the hours of 11:00 p.m. and 8:00 a.m. Please respect our other guests during these hours.

## Computer and Internet

We have computers for guest use in our Business Center located in the lobby 24 hours a day/7 days a week. These kiosk computers have printers and Internet service. Please be advised that there is a 30 minute window if another guest is waiting. Wireless internet access code is provided at check-in. If there are any issues, please call the 24/7 Technical Services at 1.866.226.6016.

## Medical

If there is a serious medical emergency, dial 911. If you experience a medical issue that is not immediately life threatening, Centra Care is an urgent care center located 1 mile away. The address is 12500 S. Apopka Vineland Road, Orlando, FL 1.407.934.2273.

## Fitness Center

Our Fitness Center is located in the Grande Villas Resort Lobby and is available 24 hours a day for our guests. Children between the ages of 14 and 17 are only permitted in the Fitness Center under close supervision of an adult. Children under the age of 14 are not permitted. Proper fitness center attire must be worn at all times.

## BBQ Grills

Our BBQ grills are located at two areas on property. Please refer to map on the reverse side for locations. Please be kind and clean up when you are through using the grill. The grills will be closed if there is lightning and/or thunderstorms in the area. The operational hours of the grills are between 8:00 a.m. and 9:00 p.m. For utensils, please stop by the Front Desk to retrieve them and return them when you are finished.

## Newspapers and Laundry

The Orlando Sentinel and USA Today are available to purchase at the Deli, which is open between 7:00 a.m. and 12:00 midnight. Laundry facilities are open 7:00 a.m. to 11:30 p.m. and are located on the second floor of every building behind the blue double doors and are complimentary.

## Telephone

Local phone calls are \$0.75 each. To make calls outside of the resort, dial 9 and then the phone number. Standard rates will apply for long-distance phone calls. There is a \$0.25 for 1.800 calls or for use of a calling card.

## Voicemail

In order to retrieve or clear your messages from your phone, dial #0. Please erase all of the messages on your phone prior to departure.

## Parking

There is one parking spot per suite. If you require additional parking, please contact our Front Desk for instructions. Please display your parking pass in the front window of your vehicle at all times.

## Lost and Found

Grande Villas Resort is not responsible for lost or missing items. Digital safes are available in your suite. We also have a limited number of complimentary safety deposit boxes at the Front Desk. If you lost an article during your stay, please contact our resort security officer for further assistance.

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## Housekeeping Day

**Sunday   Monday   Tuesday   Wednesday   Thursday   Friday   Saturday**