



Family Villa Destination



SAFETY RULES

"For your safety and adherence to house rules, please review the information in this book upon arrival."

HOUSE MANUAL

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THE SAFETY AND COMFORT OF YOU AND YOUR FAMILY IS OUR NUMBER ONE PRIORITY WHEN YOU STAY IN THIS HOME.

PLEASE TAKE NOTE OF ANY AND ALL ADVICE OFFERED EITHER HERE IN THIS MANUAL, IN WRITTEN DETAILS GIVEN TO YOU BY THE OWNERS OR ANY OTHER AUTHORIZED PERSON.

THE OWNERS, THE MANAGEMENT COMPANY OR ANY OTHER AUTHORIZED PERSONNEL WILL NOT BE RESPONSIBLE OR LIABLE FOR ANY INJURIES, ACCIDENTS OR EVEN DEATHS THAT MAY RESULT!

SAFETY & SECURITY

1. Always lock the front door of the property even if you are in the house.
2. Shut and lock all doors & windows before leaving the house.
3. Close all blinds to prevent people from seeing through the glass at any valuables that will be extremely tempting.
4. Keep any valuables such as money, credit cards, jewelry, phone, MP3 players, pad's, tablets, and laptops in the safe.
5. If you go out and are not planning to return until after dark, leave the outside light on to help you see the lock etc. when you come home.
6. Perhaps leave one small inside light on to make it look as though somebody is home too.



7. Make sure that all the doors and windows are closed & locked before going to bed at night.

PLEASE BE SENSIBLE AS YOU WOULD BE ANYWHERE

INCLUDING AT THE HOME, DON'T BECOME A VICTIM!

The owners, Management Company and/or their representatives will not be liable or held responsible should you decide not to follow these guidelines & you encounter a break-in!

EATING FOOD IN BEDROOMS

To avoid infestation of bugs, we **CAN NOT** allow eating in the bedrooms because eating and leaving food in the bedroom will cause bug infestation.

While we utilize the services of a pest control company, they do require that we follow their guidelines of not having food or drinks in the bedroom areas. There will be an additional charge if any food is found in the bedrooms after departure.

SMOKING POLICIES

NO SMOKING OR VAPING INSIDE THE HOME OR POOL AREA!

EXCEPT OUTSIDE OF THE HOME

**“By order of the division of Hotels and Restaurants
Department of the Business and professional Regulation (DBPR) in the State of Florida”**

In the event of damage caused by smoking in the home the insurance is invalidated, and you will be liable to pay for all damages as well as being faced with prosecution.



EXCEPT OUTSIDE OF THE HOME

“For your safety and adherence to house rules, please review the information in this book upon arrival.”

We do provide a propane powered barbecue grill. However, we request that you follow the instructions listed below:

In accordance with Florida State Law & the Fire Protection Institute, the following rules MUST be strictly adhered to when using a barbecue. Failure to do so will constitute breaking the law and a fine will be imposed. It would also invalidate our insurance and so you would be personally liable for any damages incurred.

- The barbecue grill can only be used in the specific area by the pool (DO NOT MOVE THE GRILL)
- The barbecue grill must not be moved to any other location.
- The BBQ must not be used inside the garage.
- Barbecue lighter liquid is prohibited. NO charcoal is to be used.
- When in use the BBQ must not be left unattended.
- Children must be kept away for the BBQ when in use.
- Thank you for your co-operation and understanding.



Fire Safety and Extinguisher Operation

Please make sure that you know where the fire extinguishers and exits are in case of a fire.

Do not remove or tamper with the smoke detectors.... Your life could depend on it!

Emergency lights are installed and will come on if the power to the house fails. These lights are designed to show you the way to the front exit.

Choose a meeting place, preferably out of the front of the building where the fire department will arrive. Please make sure they your party stays together. If a fire happens....

- Do not panic, do your best to stay calm.
- Leave the house quickly. Do not go back inside for any reason.
- If smoke is present, drop to the floor and crawl to the nearest exit as the air will be cleaner closer to the floor.
- If trapped inside & blocked by smoke, close all windows between you & the smoke. Try to seal openings around door with a wet towel then open a window slightly for fresh air.
- Feel the door before you exit through it. If the door is hot, leave by another exit.
- Never use water to put out an electric fire as this can cause a serious shock hazard.
- Do not use water to put out a cooking grease fire. Turn off the heat and cover the pan with a lid to smother the flames.
- Always use cool water or ice on a skin burn, never grease or butter.



POOL SAFETY BEST PRACTICES

PLEASE HELP TO KEEP YOUR YOUNGER GUESTS SAFE!

Water can be very appealing especially to children, but it can also be extremely dangerous. It is therefore requested that the following rules are always adhered to because your safety is our number one priority.

1. Never allow children to play unattended either in the pool itself or in the vicinity of the swimming pool, spa, or hot tub!
2. Keep all doors from the house to the pool area locked when no adults are at the poolside and children are around!
3. Never dive into the pool!
4. No rough play or excessive splashing in or around the pool!
5. Please do not run when near the pool, the pool area can become very slippery when wet!
6. Do not use glass items or plates in the vicinity of the pool. Please use the acrylic or plastic pool ware provided. If glass is used and broken, you will be charged a clean-up fee!
7. No eating or drinking whilst in the pool!
8. NEVER swim during a thunderstorm!
9. During the winter months a pool cover may be used to retain the pool heat. Please make sure that this pool cover is completely removed before swimming or entering the pool!





Pool Equipment

The pool equipment at this home has already been set up by the pool guys. DO NOT tamper with any of the electrical controls, valves, or any other pool equipment! If you think that there is a problem with the pool for any reason, please contact the Management Company! This includes the pool or any of the equipment making strange noises.

THE POOL & EQUIPMENT IS EXTREMELY EXPENSIVE & SHOULD IT BE FOUND THAT YOU HAVE TAMPERED WITH ANY PARTS OF IT, YOU WILL BE CHARGED FOR ALL & ANY PARTS OR LABOR REQUIRED TO RECTIFY THE SITUATION!

FLORIDA STATE LAWS

Topless sunbathing or swimming & nudity outside of the home or in the pool area is AGAINST THE LAW in the state of Florida! Should you choose to ignore this warning you will be committing a Felony & will be dealt with by the Law Enforcement Officers & the courts!!

The owner of this home & the Management Company will not accept any liability or responsibility for any lack of parental control or supervision in the swimming pool, spa, or hot tub or any of their surrounding areas.

SWIMMING POOL INFORMATION

Pool/ water

Every week somebody will come by the house to service the pool so do not worry if you see somebody in your pool area doing this. They will check that the chemical balance of the water is correct & that the pool water is clean. Many things can throw the chemicals off balance including rain, sun lotion & indeed the sun! If you suspect that there is an issue with the pool, please do not hesitate to contact the management company & we will get the guys back to look for you & make any adjustments if required.

Bits in the pool

You may find from time to time that you have things floating on the surface or even sunk at the bottom of your pool. Please do not worry as this is a common problem even with a regular pool service. This can sometimes happen after the grass has been cut but is more noticeable after we have had a storm or high winds. Unfortunately, the pool screens will only keep out a certain amount of sand, grass, bugs & worms. If you look around either the pool or garage area, you may find that there is a net and a brush head that attaches to a pole. You are welcome to take care of the debris yourself but if not, then please call the Management company who will get somebody for you as quickly as we can to take care of it. Please be aware they may not get there the same day; it may be the next working day.

Pool Water Levels

Swimming pools need to have a certain amount of water in them to be able to function correctly. This water level can drop due to evaporation in hot weather or if there has been plenty of splashing! The weekly service includes topping up the pool if required, however, we would be grateful if you could keep an eye on it! The level needs to be 2-3 inches above the bottom of the skimmer which is usually a rectangular window you can see on the wall of the pool just under the pool deck. You will also find a round plastic cover on the pool deck adjacent to the skimmer window. If the water drops, then please contact the management.

POOL DOOR ALARMS

In accordance with chapter 515.33 of the Florida State Law (The Residential Swimming Pool Safety Act), all doors must be equipped with an exit alarm.

Anybody who tampers with, disconnects, or immobilizes a pool door alarm will be deemed to be committing a misdemeanor of the second degree. This is punishable by a \$5,000 fine or one year in prison!



Toilet / Plumbing Best Practices

For British & Continental guests please be aware that the toilet Systems in the USA have a tendency to block, as the waste pipes from the bowl are smaller.

Please help us whilst saving yourself some money!

DO Not dispose of sanitary towels or baby nappies or wipes in the toilet.

If YOU block the drains, YOU pay the plumber!

Thank you for your understanding and co-operation.

In Case of Storm / Power Outage.

Tornadoes, hurricanes, severe thunderstorms, extreme weather or other events can easily knock out power in the house. In case of a power outage avoid using candles or an open flame as a light source, as it could be a fire hazard. It is best to use

flashlights or powered lanterns rather than candles. To be used as necessary:

There are flashlights located on the shelf in the garage. Also, there are batteries in the drawer of the shelf.

Your safety is our top priority during your stay. In case of a threatening storm keep in tune with the National Weather Service and the local news stations for updates on the conditions of the storm.

Please inform management if the power is out in the house. We will call immediately the utility company to report the power outage.



WIFI Usage and Policies

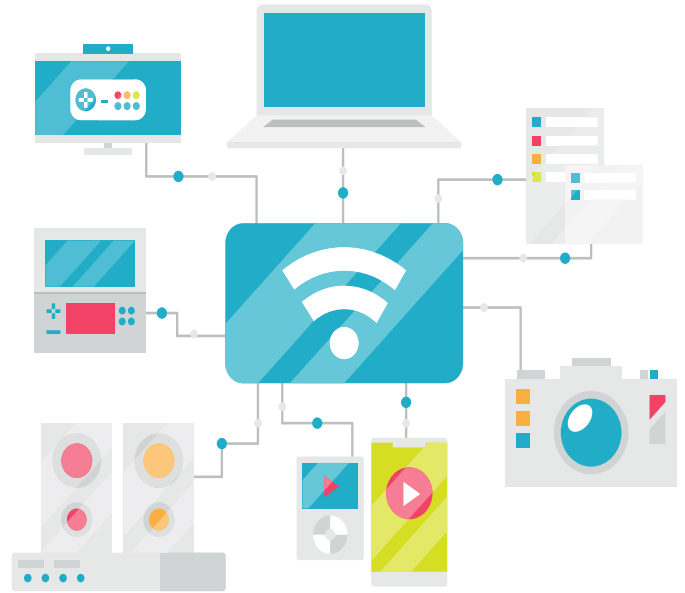
We have equipped our home with Wi-Fi for you to use during your stay.

This has been installed with your security in mind and as such, is password protected.

DO NOT CHANGE ANY SYSTEM SETTINGS OR PASSWORD!

**DO NOT TAMPER WITH THE EQUIPMENT OR WIRES!
DO NOT RESET THE MODEM OR ROUTER UNLESS SPECIFICALLY ASKED TO BY THE MANAGEMENT!**

The Wi-Fi will be checked upon your departure & if you choose not to comply with the above requests, you will be charged \$100 per hour from your security deposit for the time spent restoring the system to its original condition prior to your arrival. Should you have any problems with the Wi-Fi during your stay please contact the management company.



Check In / Check Out Policies

Check In:

Check In is between the hours of 4:00pm to 11:00pm. If you will be checking in late, please let management know.

Due to turnover requirements, early check-in is difficult to accommodate. Reach out to the management to see if there is a possibility of accommodating any request.

Accessing the home:

You will be provided a personal 4-digit code a few days prior to your arrival. To unlock the door, enter the four-digit code on the keypad, then press the top button on the keypad. To lock the door, press any key on the keypad for two seconds.

Check Out:

Check Out is at 10:00am promptly. It is difficult to accommodate late departure due to the booking and cleaning schedules.



Day of Departure:

Bed Sheets – Each room, remove the bedsheets and blanket, put them on the floor.

Towels – Each bathroom, leave the dirty towels on the floor.

Kitchen – Please put dirty dishes in the dishwasher.

Garbage – Please make sure that all garbage is inserted into a trash bag. Additional trash bags will be provided to facilitate the handling of trash. Please DO NOT put individual trash into the can, it must be in a plastic bag to adhere to the Department of Sanitation requirements. Once a trash bag is full, you can put the closed bag inside the large garbage container on the right side of the house.

No Pets Policy

At Family Villa Destination, we aim to maintain a clean, safe, and allergy-free environment for all our guests. For this reason, we enforce a strict No Pets Policy across our property.

1. No Pets Allowed

- 1.1. No pets of any kind are allowed on the premises, including but not limited to dogs, cats, birds, or other animals.
- 1.2. This policy applies to all guests and visitors during the entire duration of your stay.

2. Service Animals

- 2.1. In compliance with applicable laws, trained service animals required for a guest's disability are permitted.
- 2.2. Documentation confirming the service animal's status may be required prior to your stay. Emotional support animals are not considered service animals under this policy.

3. Policy Violations

- 3.1. If pets are found on the property, a penalty fee of \$500 will be charged for deep cleaning and any necessary repairs.
- 3.2. Guests may be asked to vacate the property immediately without a refund if the No Pets Policy is violated.

4. Damage and Cleaning Fees

- 4.1. Any damages caused by a service animal will be the responsibility of the guest, and repair costs will be deducted from the security deposit or charged to the guest directly.
- 4.2. An additional cleaning fee may be imposed if the presence of a service animal requires special cleaning procedures.

5. Contact Us

- 5.1. If you have any questions or require further clarification regarding this policy, please contact us at chesnelj@hotmail.com