



# OUR FLORIDA RETREAT

**1632 NECTARINE TRAIL  
CLERMONT  
FLORIDA  
FL 34714**

## Welcome to our Home!

Thank you for choosing to stay in our holiday home and I hope you have a great time while you are here. Below is some information to help you get settled:

We hope this will provide useful information about our self-catering villa and help you to enjoy your stay to the maximum! Please do not hesitate to contact us with any questions – either through the booking website or directly to [greatergroveshome@yahoo.com](mailto:greatergroveshome@yahoo.com). And feel free to give us feedback on what you think is missing from this information!

The villa is built in a private residential community with a mixture of residential and vacation homes and located in this popular friendly environment whilst allowing you to stay private if you wish.

We continue to maintain our villa to a high standard and are always aiming to make improvements so that we can ensure the facilities and atmosphere are friendly and welcoming. We hope you appreciate this and enjoy!

The property is easily located, if you travel West on the 192 then go North for 2 miles on Highway 27 you will find the entrance to Greater Groves located on your left hand side. The U.S. 27 is a busy road - however, the position of this villa means you do not get any traffic noise. Highway 27 gets you easily to both the I-4 and the 192, which makes this a great location.

### **Essential information:**

#### ***Access to the villa***

The villa is accessed through the front door, using a lock box. A code for the lock box will be supplied to you separately. Once in the villa there are two locks on the inside (one being a dead lock) always turn both the locks when in the villa. Please always remember to lock the villa using the key and pop back into key box when you go out using the same code that you

opened it with.

### **Check in and check out**

- Check in for our villa is [4pm](#) onwards
- Check out is normally [10am](#) to allow the villa to be prepared for incoming guests

### **House rules**

- This is a no-smoking/vaping villa, including the pool area. If you wish to smoke/vape, please do this outside the pool screen or out front of the villa.
- No animals are permitted
- The villa is strictly for 8 persons (regardless of age) and only those who are included in the booking arrangements
  
- We ask you not to interfere with either the air conditioning or pool controls as they are both easily damaged/burnt out. If you are having a problem with either the AC or pool, please contact our Management Company and they will deal with the problem. There will be a charge of \$100 payable to our management company if it is found that any call out is due to guests interfering with either the pool or AC systems.
- We ask that there are no parties in the villa, out of respect for neighbours, care of our villa and also the Home Owners Association is strict about noise levels and mess, and house owners do report on each other!
- Please do not use glass or crockery outside, as we do not want guests cutting themselves or breakages ending up in the pool. We have provided appropriate melamine plates/glasses/bowls/mugs so that you can enjoy outside eating.

### **Management Company**

Our management company (Mandy and Tom) provide an excellent service. They are normally available Monday – Friday during normal working hours but can be contacted out of these hours should an emergency arise. The email is [njrproperty@gmail.com](mailto:njrproperty@gmail.com) and phone numbers are 352 631 3882 and 352 346 0158 please leave a message if the phone is not answered because they may be busy with other homes/guests or send an email and they will revert back to you.

Outside jobs such as pool cleaning and garden care are scheduled and do not involve accessing the villa, so will be carried out routinely.

### **Wi-Fi**

The Wi-Fi can be used throughout the villa. The account & password details are in the villa

### **Security**

The front door does not lock itself. Please ensure you lock the front door at all times whilst you are in the villa as well as when you are out, using the key. You should also ensure that access through the pool doors is locked when you go out or when you go to bed. Also as previously stated both front door locks on.

### **Refuse collection**

The trash bins are collected on a **Thursday morning**, any time after 6.00am – so you should put the bin out the night before. The bin has to be facing the correct way, otherwise it will not be emptied – instructions are on the bin. We ask that you put any food in bags before depositing in the bin, to avoid it getting too smelly!

Garden waste is collected if piled at the front – in case the gardener comes and is chopping down plants.

If you are still at the villa after the collection, please can we ask you to put the bins back round the side (where they were)

### ***Air conditioning***

The villa is fully air-conditioned, **all doors must be kept closed**. The temperature is pre-set and should not be touched. The air-conditioning will not function if you leave any windows and doors open – **The unit will freeze very quickly so please close all doors immediately as you are going in and out.**

Any issues, please contact our management company rather than try to adjust yourselves.

### ***Televisions***

The television services, Wi-Fi and telephone services are provided by Spectrum

### ***Bugs/insects etc***

Our villa is protected by pest control, plus regular treatments inside and out.

The pool netting prevents most flying insects in the pool area but local small lizards love climbing the pool framework, mostly on the outside but they do come in under the pool doors through small gaps! This cannot be stopped and they will go away as quickly as they found a gap to come in. When there is significant rain, insects caught in the pool netting will drop in the pool – the skimmer/pump will deal with these or you can use the net provided. It will be especially obvious after a long dry spell. Squirrels, rabbits and birds are in abundance but again they cannot come in to the pool area.

If you leave the front door open for a period for any reason, such as packing/unpacking the car, again insects and lizards will get in. So do not leave the front door open longer than necessary.

We ask that guests do not use duct tape or other products to try to close any gaps around the pool as this damages the framework. If there is damage to the pool netting, please let our management company know.

### ***Bedrooms***

The villa has all new carpets throughout so we ask that should there be any spills please wipe immediately. There is no food or drink to be consumed in the bedrooms.

### ***Fridge/freezer***

Newly installed. You will need to turn on the ice function when you arrive and we ask that you turn it off on departure – this avoids a build-up of ice overflowing in to the freezer section. Thank you! If there is no ice coming out, there may be too much of a build-up and this should be emptied out

Note that the filter are changed regularly.

### ***Cooker/microwave***

The newly installed cooker is a good size and we have installed a new microwave usage is self-explanatory. ENJOY.

### **General information:**

#### ***Pool***

Our management company maintains the pool on a weekly basis – ensuring it is clean and chlorine is at the right level. The pool is not heated unless you have requested it as part of your booking, in which case it is turned on at least 12 hours ahead so that the pool is starting to warm on your arrival. Pool heating must be ordered ahead of your visit and is for a minimum of 5 nights. Cost for pool is £25 per day, £150 per week (\$30 per day, \$180 per week).

Please note that because of night-time temperatures December – mid February, the pool heater (standard to these types of pool) struggles to gain and maintain temperatures, so we can offer no guarantee of temperatures to our guests if you book pool heat.

We do not provide a pool cover now because of safety. We have been advised there is a move away from covers because of young children getting trapped underneath.

There is a fan installed under the Lanai, adjacent to the pool. Please ensure you turn off at the switch after use to ensure the lights are not left on overnight under the Lanai, this attracts bugs, snakes and animals.

There is a pool alarm, which activates on opening the patio doors between living area and pool (and also when you open the master bedroom doors to the pool). This alarm is a legal requirement because of safety issues and should not be inactivated at any time.

There is a pool bathroom, with shower, sink and toilet. There is a selection of pool furniture for your relaxation, including outside eating – we ask that you place towels on the loungers to preserve the materials from suntan oil. We also provide a few pool toys and floats but these may disappear over time and sometimes guests' leave new ones. If you choose to lie outside on the grass, please do not take the pool furniture out and watch out for bugs!!!

#### ***Cleaning and departure***

The villa is cleaned prior to your arrival. If you require additional services during your visit, please contact our management company who will provide you with details of services available and local costs.

Whilst we do not expect you to clean the villa before you depart, we do ask that you treat it with respect and leave it tidy, as you found it. If you do have any damages or spillages, these are often dealt with better as soon as they happen, so please contact our management company. All refuse (including fridge/freezer & store cupboard contents) must be bagged, tied and closed and put in outside bins. **Please be aware always bag and tie your garbage leaving, no loose food out as remember that this will encourage bugs and even snakes. It is uncommon to see snakes but not unheard of, so if you see any snakes please leave well**

**alone and contact the local Sheriff office.**

### ***Kitchen facilities***

We have tried to provide what is needed for regular cooking - whether you are starting from scratch, cooking ready-made food from the shops or dealing with take-outs. Guests are welcome to let us know of any missing essentials as far as they are concerned and of any things which are suffering from wear and tear – like baking tins and chopping boards.

There is plenty of crockery and glassware – for both indoors and outdoors (plastic).

There is a separate utility room with washer and dryer. There is a drying rack that can be put in the garage or in a sheltered area by the pool. We ask that you do not use bleach when washing – we have had a whole batch of towels damaged because of inappropriate use of bleach.

### ***Linen***

Bed linen is provided for all beds with spare sets either in the master bedroom walk-in wardrobe or linen cupboard next to the other bedrooms. Note that on occasions the cleaner may have taken a set of bedding away for laundry so do reach out to the management company if you need the spare set.

There are plenty of towels for use inside the villa, with spares in the master bedroom walk in wardrobe or in the linen cupboard next to the twin and queen rooms.

There are appropriate linens provided in the kitchen.

### ***Bathrooms***

The Master bathroom has an extractor fan as part of the light fitting over the shower, so we would encourage you to turn the light on when you shower to decrease steam and hence discouraging mould.

Hairdryers are provided in both indoor bathrooms but not in the pool bathroom. There are soaps and shower gels that we hope will be left for others to use. **Please do not put anything other than toilet paper in the WCs as due to the narrow pipes anything else will cause blockage and will lead to an additional charge if management has to unblock.**

### ***Outside***

There is a barbeque available for the house as it can damage the surfaces by the pool it is located out with the pool screen if you use this please note it must be used outside screen and must be cleaned if not the management company will deduct a cleaning fee from deposit.

The Home Owners Association has added a communal area as you enter Greater Groves that has a large open air swimming pool with loungers, tennis area and children's play area. This is a locked area.

### ***Books and DVDs***

There is a selection of books for our guests to use. Feel free to take any home if you are only half way through your reading, and to leave any books you do not want to take home – this way everyone gets the benefit.

### ***Hurricane Season***

Please note, management by law cannot carry out the following maintenance.

Thunder storms – no pool maintenance & pool cleans during a storm.

Internet – outages can be common during storms and to call the management company for guidance after the storm!

If you lock yourself out of the home or key loss there will incur be a management call out charge.

Please note there are security cameras at the front entrance, be assured we are not invading your privacy and it is only at the front entrance and NOT the pool area.

### **Emergency Contact Details**

### **Orlando Health South Lake Hospital ER**

**Address:** 1900 Don Wickham Dr.

Clermont, FL 34711

Contact Us

**Call (352) 394-4071**

### **Clermont Police Department**

**Address:** 3600 US-27, Clermont, FL 34711, United States

**Phone:** [+1 352-394-5588](tel:+13523945588)

### **Clermont Fire Department Station 2**

2200 Hartwood Marsh Rd, Clermont, FL 34711, United States

**Phone:** [+1 352-394-7662](tel:+13523947662)

### **Paramount Urgent Care -Walk in clinic**

**Address:** 628 US HWY 27, Clermont, FL 34714, United States

**Hours:** Opens 9AM

**Health and safety:** Mask required · Staff wear masks · Staff get temperature checks · [More details](#)

**Phone:** [+1 352-242-1988](tel:+13522421988)

### **Location information:**

#### ***Supermarkets***

There is a PUBLIX just across the road from the entrance to Greater Groves on the US.27. They carry an excellent range of food. There is a 24 Hour Gas station at the entrance of Greater Groves which stocks milk ,bread, wine, beer, hot & cold snacks, coffees, teas etc which is great if you arrive late in the day. There is a Walmart just further down from Publix towards the 192.

Within the surrounding area there are various Supermarkets and other large shops including a TK Maxx, JC Penney department store, Ross, Home Goods, Marshalls, Starbucks drive through etc.

The shopping area in this vicinity is growing all the time. Margaritaville is located on the 192

it has a water Park, cinema, ice cream shop, various small shops and numerous restaurants. So plenty of choice for day-to-day shopping!

### ***Eating out***

There is every type of chain restaurant you could wish for on the US27 & 192. In addition, there are a large number of the fast food joints for breakfast and around there are a number of take-aways. We recently discovered 'First Watch' at Champions Gate that does an amazing breakfast. And try the Celebration Town Tavern, in Celebration.

Note that many of the restaurants on the 192 can be booked ahead, on line.

### **Welcome packs**

You can arrange a food pack to be in the Villa for your arrival, a basic pack is \$25 and consists of muffins, bread, butter, milk, water, cheese, jam & biscuits. If you would like a more substantial shop please ask for a cost.

### **Cycling**

If you are interested in cycling, we discovered Evolve, in Celebration and rented road bikes from them - <https://www.evolvebikes.com/>. The service is excellent, the bikes we rented were in excellent order and they were delivered to us since we rented for a week. Thoroughly recommend popping in to see them or emailing if you want to rent bikes, of whatever kind

**Updated - November 2022**