

## Property Location

### [Getting Here](#)

#### **Directions**

The best way to get to Windsor Hills Resort will be to use the following address:

7654 Comrow Street  
Kissimmee, FL 34747

In order to gain entry to our community, you must check in with our access control guards at the community gate. Any guest that is visiting the community must have their name on the access roster to be admitted. Please note if your directions take you on Livingston Road, this access is not available for guests.

Once inside the gate, make an immediate right turn and follow the bend to the first building on the left, just past the club house. 7654 Comrow Street unit 302 will be to the right of the building.

Elevators are located in the center just pass the staircase.

### [Security Check-in](#)

#### **Security Gate**

Guests and visitors will be required to validate their reservation with Security at the front gate and will be issued a parking pass. On the parking pass is a barcode that the guest can scan to enter and exit the property at the front gate.

The driver of each car must present a valid driver's license to confirm ID. You must have a valid driver's license to drive onto the property.

After validating the reservation, the Security Officer will issue each car with a Parking Pass. This pass will allow guests to enter/exit the community when they present the barcode at the scanners at the Main Gate to Windsor Hills.

Guests must display the Parking Pass on the dash board, with date side UP while on property. When off property the parking pass should be date side DOWN for security

## Property Access

### [Check-in](#)

#### **Check-In Time**

Welcome there

Check-in is from **16:00**

Our check-in and check-out times are set to ensure a smooth transition between guests, as there may be another booking before or after yours. We'll provide you with an access code prior to your arrival so you can check yourself in with ease.

Early check-in may be an option depending on availability. If you're planning to arrive before the standard check-in time, please reach out to us, and we'll see if we can make arrangements—though we can't guarantee it.

Should you get here ahead of schedule, be sure to check out our **MAP** below, where we've put together a list of nearby places to visit and things to do while you wait.

#### **Keys**

The lock code will be communicated to you prior to checkin.

### [Check-Out](#)

#### **Check-Out Time**

Please vacate the property **before 10:00** .

- Leave the beds unmade. No need to strip them.
- Place used towels on the bathroom floor.
- Load the dishwasher and start it.
- Empty all the trash cans and place it bagged up in the valet bin outside the door.
- Move all furniture and items back to original locations.
- Check all doors and windows to be sure that they are locked.

### [Property Rules](#)

#### **Paying Guests Only**

## **Paying Guests Only (continued)**

### **Registered Guests Only**

- Only the number of guests included in your booking are permitted on the property. Extra guests are not allowed. If additional guests are found to have stayed without prior approval, you will be charged for their stay along with a recovery fee.
- The total number of people allowed in the home at one time is limited to the number of people listed on the reservation form (maximum 6 people). Sub-letting OR sharing is strictly prohibited.

### **No Parties**

- This property has a strict **no parties** policy. Please be mindful and keep gatherings small and respectful.

### **Absolutely...**

NO smoking

NO pets

The property is inspected one hour prior to your arrival and after your departure. Your security deposit will be forfeited in full if the cleaning crew detects an odor of smoke in the home upon your departure.

Please inspect all rooms immediately upon your arrival, and inform the the owner or Management Company of anything that might be construed as damage. Inform the owner of any damages that occur.

## **Noise**

### **Noise & Quiet Hours**

- To ensure a peaceful environment for everyone, **no loud music after 11 PM**. If socializing outdoors, please keep voices low. If noise levels become disruptive, we kindly ask that you move inside to avoid disturbing the neighbors.

## **Rubbish & Recycle**

Before you check out, we kindly ask that all indoor bins be emptied. As the cleaner may not arrive immediately after your departure, this helps keep the space fresh and free from unwanted odors or pests.

## **Guest Access**

### **Guest Access**

**Guest Access (continued)**

## Amenities

### [Resort Amenities](#)

#### **Movie Theater**

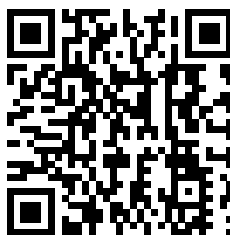
Experience the ultimate movie night at our 48-seat high-definition movie theater! With plush, comfortable seats and state-of-the-art audiovisual technology, you'll feel like you're in the heart of the action. Whether you're in the mood for the latest blockbuster or a classic film, our theater has something for everyone. Pick up a weekly schedule at the clubhouse when you arrive to find out what the nightly movie showing is!

#### **Marketplace & Grill**

The Marketplace & Grill carries all the essentials you may have forgotten to pack, as well as a variety of made-to-order food! Select wine, beer and adult beverages are also available. You can also find our exclusive Windsor Hills merch for sale. Operating hours are **10:00am – 8:00pm**.

**View grille menu.**

Scan QR code to visit



#### **Pool**

Take a dip in our zero-entry lagoon pool! This 140,000 gallon resort pool is heated year round, even in the cooler winter months. And if you're in the mood to unwind, our large hot tub will hit the spot after a long day at the Parks! Pool operating hours are **8:00am-10:00pm** (subject to change), 365 days per year.

Wristbands required, may be obtained from clubhouse.

#### **Water park**

Your ultimate destination for a couple thousand gallons of fun! **Sir Windsor's AquaVenture Water Park** boasts two large dueling slides, two smaller slides, and a giant splash pad — perfect for our little guests. Be sure to take the Water Bucket Challenge — if you dare! Operating hours are **10:00am to 8:00pm** (subject to change), and is open 365 days per year! Wristbands required, may be obtained for free from clubhouse.

### **Playground**

Windsor Hills Resort has THREE amazing playgrounds! With a variety of exciting features, these playgrounds are perfect for children of all ages.

There's a giant chess set that will challenge your child's mind, as well as slides and tunnels that will keep them active and entertained. Fully fenced for safety, the playgrounds are located throughout the Resort, so there's always one nearby!

### **Game Room**

Step into our games room and immerse yourself in a world of excitement and entertainment! From classic arcade games to challenging pool tables, there's something for everyone to enjoy. Challenge your friends to a game of air hockey, ping pong or test your skill at the latest arcade games. Our games room is the perfect spot to unwind after a day of exploring! It's also a great spot to hang out on rainy days!

### **Fitness Center**

Our fitness center is the ideal place to fuel your workout and help you achieve your fitness goals! Just don't forget to bring along a towel for your comfort. You can visit our fitness center between **6:30 AM to 10:00 PM**, so that you can easily fit your workout routine into your schedule.

## WiFi Details

### [Accessing the WiFi](#)

#### **WiFi Login Details**



Please use the following details to connect to our complimentary WiFi

**WiFi Name:**

**WiFi Password:**

### [Wifi Troubleshooting](#)

#### **Troubleshooting**

Please check you are connected to the correct WiFi network . Try different locations in the property, and if it's still not working, please try turn on Airplane mode and turn off your wifi, then turn it on and try again.

If it still doesn't work, please read out and we will attempt to troubleshoot further.

## How to use...

### Entertainment

#### TV

? TV & Google Chromecast Guide

##### **Turning on the TV**

1. Press the Power button on the TV remote.
2. The smart TV may take a few seconds to boot up.

##### **Selecting the Input Source**

1. Press the Input or Source button on the remote.
2. Use the arrow keys to scroll and select the correct input:
  - HDMI 1 – For cable TV
  - Chromecast and AirPlay is available when connected to WiFi
  - Apps – If using a built-in Smart TV

##### **Watching Netflix & Other Streaming Apps**

- The TV has built-in apps, press the Home or Smart Hub button and select Netflix, Disney+, or YouTube from the menu.
- If using Chromecast, open the app on your device and cast the content as described above.

#### Chromecast

##### **Using Google Chromecast**

1. Make sure the TV is set to the HDMI input where the Chromecast is connected.
2. Open the streaming app (Netflix, YouTube, etc.) on your phone, tablet, or laptop.
3. Tap the Cast icon (?) in the app and select the TV's name from the list.
4. Your content should start playing on the TV!

##### **Watching Netflix & Other Streaming Apps**

- The TV has built-in apps, press the Home or Smart Hub button and select Netflix, Disney+, or YouTube from the menu.
- If using Chromecast, open the app on your device and cast the content as described above.



## **Troubleshooting**

### **Troubleshooting**

- No Signal? Double-check that the TV is set to the correct HDMI input.
- Chromecast not showing? Ensure your device is connected to the WiFi network.
- App not working? Try restarting the TV and your device.

For any issues, feel free to reach out! Enjoy your stay! ?

## **Kitchen Appliances**

### **Microwave**

## **Steps for Using a Microwave**

### **1. Choose a Microwave-Safe Container**

Use:

- Glass
- Ceramic
- BPA-free plastic marked "microwave-safe"

Avoid:

- Metal (even foil)
- Styrofoam (unless labeled microwave-safe)
- Plastic containers not labeled for microwave use

### **2. Place Food in the Center**

- For even heating, spread food out in a shallow dish.
- Cover food with a microwave-safe lid or vented wrap (to prevent splattering and retain moisture).

### **3. Set the Time and Power Level**

- **Time:** Use short intervals (e.g., 30 seconds to 2 minutes), then stir or check.
- **Power level (optional):**
  - 100% (High): Boiling water, reheating
  - 50–70% (Medium): Cooking denser foods, defrosting
  - 30% or lower: Softening butter, chocolate

Tip: If unsure, use a lower power setting and add time as needed.

### **4. Start the Microwave**

- Close the door.
- Press the appropriate buttons (time, power level, then "Start").

### **5. Check and Stir If Needed**

- For even heating, pause midway and stir the food.

## **6. Let It Stand (Optional)**

- After heating, let food sit for 30 seconds to 1 minute. This allows heat to distribute.

## **7. Use Caution When Removing Food**

- Use oven mitts or a towel — containers can be hot.
- Be careful of steam when uncovering.

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## **Microwave Safety Tips**

- Never run it empty.
- Don't heat sealed containers (they can explode).
- Don't use metal or dishes with metallic trim.
- Watch for overheating water — it can superheat and erupt.

## **Garbage Disposal**

## **Best Times to Use a Garbage Disposal**

### **1. After Cooking or Eating**

Use it when you're cleaning up food scraps from:

- Plates and bowls
- Cutting boards
- Pots and pans (light scraps only)

This keeps food waste from going into the trash, reducing odors and pests.

### **2. While Running Cold Water**

Always run **cold water** before, during, and for a few seconds after using the disposal. Cold water helps:

- Solidify grease/oils so they get chopped up instead of clogging the drain
- Flush particles down the drain smoothly

### **3. For Small, Soft Food Scraps**

The disposer is designed for:

- Fruit/vegetable peels
- Small bones (like chicken wing bones, in small amounts)
- Leftover bits of meat
- Cooked pasta, rice (in moderation — not large amounts)

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## **? When NOT to Use It**

Avoid using the garbage disposal when disposing of:

- **Grease, oil, or fat** – they solidify and clog pipes
- **Fibrous veggies** like celery, corn husks, onion skins – can tangle the blades
- **Starchy foods in large amounts** (rice, pasta, potato peels) – can swell and clog
- **Large bones or seafood shells**
- **Non-food items** (plastic, glass, twist ties, etc.)

## **Refridgerator**

The refridgerator is set at the the preferred setting.

On occasion, the freezer door may pop open due to air pressure from the fridge.

Please double check both doors are closed and sealed for best operation.

## **Stove**

If the stove isn't working, try holding down the LOCK button for 3–5 seconds to disable the safety lock.

If it still doesn't turn on, ensure you've placed a pot or pan on the element—our stove uses induction technology, which requires a compatible metal cookware item to activate.

If neither of these steps resolves the issue, turn the oven off at the main switch located behind it, wait for 10 seconds, and then turn it back on.

## **Dishwasher**

Here are **general directions for operating a dishwasher**, which apply to most models. Always refer to your specific dishwasher's manual for detailed instructions.

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### 1. Scrape Off Food

- Remove large food particles from dishes.

? A garbage disposal is available for light scraps.

### 2. Load the Dishwasher Properly

- **Top rack:** Glasses, cups, small bowls, plastic items (check if dishwasher safe).
- **Bottom rack:** Plates, large bowls, pots, and pans.
- **Silverware basket:** Forks, knives, and spoons (mix types to avoid nesting; place sharp knives point-down for safety).

? Don't overcrowd — water needs to reach all surfaces.

### 3. Add Dishwasher Detergent (A few are provided)

- Place detergent in the dispenser tray
- Do not use regular dish soap — it will create too many suds.

### 4. Check Rinse Aid

- Rinse aid helps prevent spots and improves drying.
- Fill the rinse aid compartment if the indicator is low.

### 5. Select a Wash Cycle

Common cycles include:

- **Normal:** For everyday loads.
- **Heavy/Deep Clean:** For pots and pans or heavily soiled items.
- **Eco:** Uses less water and energy.
- **Quick/Rapid:** For lightly soiled dishes; shorter cycle.

### 6. Start the Dishwasher

- Close the door securely.
- Press the start button.

## **7. Let It Finish and Cool Down**

- Wait until the drying cycle is done (or open slightly to air dry).
- Be careful when unloading — items may be hot.

## Weather

[Weather Reeport](#)

**Weather Forecast**

### Weather

Scan QR code to visit





## Contacts

### [Phone Numbers](#)

#### **Accident / Emergency**



**Fire:** 911



#### **Health**

In an emergency, call nine one one (911) and ask for an ambulance.

#### **Our Phone Number**

You may reach out to us via the booking app you booked through

#### **Property Management**

Our property manager is available for maintenance issues:

Florida Home Management, LLC

407-900-1010

## Book Direct & Save

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### **Direct Booking**

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Save more by booking direct!

## Book Activities

### [Windsor Hills Activities](#)

#### Resort Activities

Visit the Windsor Hills Resort site for current activities:

<https://www.windsorhillsresortfl.com/activities/>

Scan QR code to visit



### [Other Activities \(Viator\)](#)

#### View Available Activities

#### **Activities**

Scan QR code to visit

