



WELCOME TO **FESTIVA ORLANDO RESORT**



Dear Guest,
Thank you for choosing to stay with Festiva Orlando Resort. We are honored that you have chosen to spend your valuable vacation time with us and we pledge to constantly strive to exceed your family’s vacation expectations and provide memories for a lifetime.

Please review the following resort information for details about amenities, recreation, and safety and security measures. We invite you to make yourself at home while you are here with us and if there is anything we can do to make your vacation more enjoyable, please let us know.

Sincerely,
Resort Management & Staff



GUEST SERVICES

Please contact us for local attractions, dining recommendations, shopping and other local activities. Should you have any requests for extra amenities, maintenance or housekeeping services, please dial 0 or call 407.397.7585. We are available from 7 am until 11 pm to assist you.



TELEVISION CHANNEL LINE UP

For your convenience, we have provided a lineup in your villa.



EXTRA AMENITIES

In your villa, we have provided you with a starter kit containing coffee, cream, sugars, laundry detergent, soaps, shampoo and conditioner. Should you require additional supplies, please contact the office.



Wi-Fi

WiFi Network: Festiva Guest
Resort Instructions: Connect to network. Enter code: 7503Atlantis! and accept terms.



HOUSEKEEPING

Please dial "0" or call 407-396-4005/407-397-7585.



LOST & FOUND

For items lost on the Festiva Orlando Resort property, please visit the Lost & Found link on www.festivaorlandoresort.com in the footer.



RESORT RECREATION

SWIMMING POOL

Pool hours are 7 am-10:30 pm daily. No lifeguards are on duty and are swim at your own risk. Pool rules must be strictly followed. Between Monday - Friday, 9 am to 5 pm, no access code is required. For access outside of these hours, the code is 2308 and you may enter through the back door of the fitness center.

FITNESS CENTER/GAME ROOM/PICKLEBALL COURTS

All amenities are available without a code Monday through Friday, 9:00 a.m. to 5:00 p.m. The access code for amenities after these hours is 2308 (you may enter through the back door of the fitness center).



BBQ GRILLS

Charcoal grills are located along the pathway near the resort ponds. Grilling utensils are available at the front desk.



RESORT INFORMATION

Checkout is 10 a.m. Late checkouts may be available for a charge. Please contact the front desk for details. Please leave your room keys on the kitchen counter at checkout. We sincerely hope you had a memorable vacation experience and look forward to your return visit. Upon departure, we will send a post-stay survey to the email you have provided to us. We will review your feedback with our team members and will make every effort to continuously elevate our service levels.

PARKING

Parking is complimentary and is available in front of your assigned building. Park at your own risk and remove any valuables from your vehicle.

TRASH

Please do not leave trash outside. Dumpsters are located between buildings B and G After 5:00 PM code for combination locks is 7503

PET POLICY

Pets are not allowed at this resort. However, registered service animals are permitted.

PHONE INSTRUCTIONS

For local calls dial 9 + number. For the Front Desk dial 0.

MAINTENANCE

For maintenance calls please contact 407-397-7585, non-emergency maintenance calls will be addressed the following day.

SMOKING POLICY

Smoking is not permitted on the grounds, in units, or balconies. All ashtrays have been removed.





OUR GREEN EFFORTS

Our family of resorts continue to stay engaged and informed about the latest Greening Efforts available. We are working toward conserving energy and water at our Destinations and are switching to LED lighting in guest rooms, lobby and other common areas. Installation of Energy Star exit signage is underway at several locations. We are also working to recycle and reduce waste. We have provided your guest room with 20% post-consumer paper products. Please place your recyclable trash in the green trash bag provided under your sink.

You are equipped with a washer and dryer that you may use to wash towels. Towel exchanges are available for a nominal fee. For payment and to schedule delivery, please contact us at least 24 hours in advance. We offer delivery from Tuesday to Saturday from 8 a.m. to 3 p.m.



SAFETY & SECURITY

Fire Safety Evacuation maps are located at the entrance door of your unit. When you hear an alarm, do not investigate. Use the tips below right away. Once you locate the nearest exits in your room, be sure they stay unblocked.

Fire Is in Your Villa

- Get out and close the door.
- When you are clear, report to the front desk or 911.

Fire Is Not in Your Villa

- If the fire is not in your room, leave if you can.
- Take your room key with you so that you can return to your room when the “All Clear” is given by resort management or the fire department.
- Feel the door. If it is cool, open it slowly and go out.
- If your door is not cool, do not open it. Your unit may be the safest place.
- Check for a secondary exit if available.

If You Cannot Evacuate

- Seal all cracks with wet towels. Shut off all fans and air conditioners. Signal from your window and call 911.
- Stay close to the floor if smoke is in the air.
- Wait to be rescued.



HURRICANE SAFETY

Your personal safety is of the utmost importance to us. The resort management team is trained to react properly during emergencies. The resort will remain in contact with local authorities to advise guests of the actions needed to remain safe during a weather emergency.

A hurricane watch means the possibility of hurricane force winds could impact within 24 hours. We will monitor the storm and should conditions change, we will advise you further. Please contact the front desk for any updates or questions. If necessary, a notice will be given to guests and distributed before the storm is expected. The notice will advise guests of what is expected of them.



EMERGENCY NUMBERS

Dial 911 In the event of a fire, dial

