Frequently Asked Questions



Do you have a Keurig, Coffee Maker, or Tea Kettle?

Yes, there are 2 coffee makers with permanent filters, a Keurig, and an electric tea kettle. One coffee maker is on the counter, and the other is in the food pantry.

Is there a BBQ grill available to use?

Yes! The villa includes a complimentary four-burner propane grill located in the lanai. You'll find the BBQ tools in the last top drawer to the right of the dishwasher.

The grill has an automatic ignition, and there's a spare propane tank next to the grill in case you need it. Just let us know if a tank needs to be replaced After grilling, please give the grill a quick clean, cover it once it has cooled, and turn the propane valve clockwise to shut it off. Enjoy! 🍔

Is Pool & Spa heat included with our stay?

Yes! Pool & spa heat are complimentary and included with your stay. The pool is heated to approximately 88°F, and the spa to approximately 104°F. 💦 🥵

How deep is the pool, and is there a pool fence?

The pool ranges from 3 feet in the shallow end to 5 feet in the deep end. Yes, there is a pool fence.

How often is the pool serviced?

The pool is professionally serviced once a week.

Are starter essentials provided?

Yes! To help you settle in comfortably, you'll find starter essentials including paper towels, bathroom soap, toilet paper, kitchen trash bags, laundry and dishwasher pods, and dishwashing soap.

Since the villa is self-catering, please plan to replenish any essentials you may need once the initial supply runs out. We'll also share a list of nearby supermarkets, and Instacart is available if you prefer grocery and essential deliveries.

What baby gear is available at the villa?

There's plenty of baby gear available to help make traveling with little ones easier! 🤰

In the game room, you'll find 2 Exersaucers and a baby roller coaster table. The laundry room and laundry room closet have a high chair, lightweight stroller, jogging stroller, 2 pack 'n plays, baby tub, and booster seat.

In the second-floor Green bedroom walk-in closet, you'll find 2 cribs with baby blankets and fitted crib sheets, a baby gate, and a baby monitor. The cribs measure 40"L × 26"W × 38"H, with mattresses measuring 38"L × 24"W × 3"H.

Bed rails are also available and can be found in the Mickey and Flower bedroom closets.

How far is the Villa from the airport?

Villa By The Castle is 23.6 miles from Orlando International Airport and 48.5 miles from Sanford International airport.

What time are check-in and check-out?

Check-in is after 4 p.m., and check-out is before 10 a.m.

Where do I place the trash?

Just place the trash bags inside the beige/brown bench right outside the front door. The valet trash service swings by every morning to pick them up!



Are there any gate access guidelines for Windsor Hills?

*Yes. All vehicles must be registered with Windsor Hills before arrival. The HOA allows a maximum of **3 vehicles per villa, including day visitors**.*

*Before your stay, we'll send you the **Pre-Reg Forms** you'll need for each vehicle. When you arrive at the Front Gate, simply show the gate attendant your Pre-Reg form. They'll verify your driver's license and registration and provide a car pass assigned to your vehicle.*

*Please keep in mind that **golf carts are not permitted** in the community. If you're planning to bring an RV or utility trailer, please let us know in advance so we can we can request pre-approval from the HOA. RVs require an OVERFLOW Parking Pass.*

Do I need to register at the gate if I arrive via Uber or Car Service?

Each driver or guest arriving via Uber or car service must be registered at the gate before their arrival. Otherwise, they will be turned away.

Where do I park?

Up to 2 cars can park on the driveway without blocking the sidewalk. Additional cars can be parked at the Clubhouse, which is about a 3-minute walk from the Villa.

How far is the Villa from the Clubhouse and Resort Pool?

It is a short 3-minute walk from the Villa.

Can we enjoy the clubhouse amenities and resort pool before check-in??

Absolutely! If you arrive early, you're welcome to park by the Clubhouse and enjoy the pool, water park, and other amenities while you wait for check-in. 🌴💦

Just stop by the Welcome Center first to pick up your wristbands. They can issue up to 14 wristbands per villa and will also provide the access code for the gym.

Is there a shuttle to Disney or Universal?

Windsor Hills does not offer shuttle service to the theme parks. Most guests choose to rent a car or use Uber or Lyft to get around during their stay

Is there a playground close to the Villa?

Yes! The Castle playground is just around the corner, about a 2-minute walk from the villa. You'll find it at the corner of Teascone Boulevard and Dinville Street. 🏰

Where is the closest golf course to the Villa?

Mystic Dunes Resort & Golf Club is next door to Windsor Hills.

To schedule tee time: (407) 787-5678 (Option 6)

Visit https://www.golfnow.com/ *to find exclusive offers at courses in the area!* ⛳

Are food & grocery delivery services automatically allowed at the gate?

Yes, food deliveries & grocery delivery services are automatically allowed at the gate. Please have the delivery service go to the Main Gate at 2600 N Old Lake Wilson Rd. This gate is operated 24/7. If they arrive at the owner's gate, this gate does not have a gate attendant, and the driver will not be able to enter the community.

Are hookahs, candles, or other open flames allowed at the villa?

For everyone's safety, hookahs, candles, and other open flames are not permitted inside or outside the villa, including the lanai, pool deck, and driveway.

Please keep in mind that hookah use is strictly prohibited, and guests who do not follow this guideline may be asked to leave the villa without a refund of their rental payments.

Are confetti or glitter allowed at the villa?

No. Confetti and glitter are not permitted inside or outside the villa. Even a small amount can spread very easily and is extremely difficult to completely remove.

How far is Disney & Universal Studios from the Villa?

Disney's Animal Kingdom Theme Park Entrance via Sherberth Rd is 4.4 miles, & via Osceola Pkwy is 6.4 miles from the Villa. Universal Studios is 15.6 miles from the Villa via I-4 E.

How far is the villa from the beach?

If you're up for a beach day, you have great options on either coast! 🏖️ Cocoa Beach and the Kennedy Space Center area are about an hour away on the East Coast, and Clearwater Beach is about an hour away on the West Coast.