



Frequently Asked Questions



Is there a Keurig, Coffee Maker, or Tea Kettle?

There are two 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?

The Villa has a complimentary four-burner propane grill located in the lanai. Please clean the BBQ Grill after use and keep it covered when not in use.

Is Pool & Spa heat extra?

Pool and Spa heat are complimentary. The pool heat is set to 88 degrees, and the Spa is set to 104.

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

The deepest part of the pool is 5 ft, and the shallowest is 3ft. Yes, there is a child safety fence for the little ones.

Are starter packs provided?

To get you started, we provide a starter pack of paper towels, bathroom soap, and toilet paper. We also supply kitchen trash bags, laundry/dishwasher pods, and dishwashing soap.

Since the house is self-catering, once the starter packs are finished, plan to replenish them for the remainder of your stay. We'll send you a list of the local supermarkets. If you prefer having groceries delivered, Instacart is also available in the area.

Is there baby gear?

There are 2 Exersaucers in the game room & a baby rollercoaster table. Inside the laundry room closet, there is a high chair, a lightweight stroller, and two pack-n-plays. A baby tub, jogging stroller, and booster seat are in the laundry room. The Green bedroom walk-in closet on the second floor has 2 cribs, baby blankets & sheets, a baby gate, and a baby monitor. The bed rails are in the Mickey & 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 is check-in & 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 regulations or guidelines for gate access in Windsor Hills?

The Windsor Hills HOA allows for a maximum of 3 cars per reservation. Only those who are registered will be allowed into the community. Car gate passes cannot be shared, as it will result in their deactivation by the gate. For the additional safety of all residents and guests, anyone not registered during check-in will be refused entry. All drivers must provide a valid driver's license. Please note golf carts are not permitted in the

community. If you plan to bring an **RV or utility trailer**, please let us know in advance so it can be pre-approved. 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 I access the Clubhouse and Resort Pool before I check in?

Absolutely! If you arrive earlier, you're welcome to park by the Clubhouse and take advantage of the Windsor Hills Clubhouse pool, water park, and amenities. First, stop by the Welcome Center to obtain your wristbands to use the clubhouse amenities. The Welcome Center will issue a max of 14 bracelets per house. When you pick up the wristbands for the pool, they will also provide you the code for the gym.

Does the community offer transportation to the parks?

Windsor Hills recommends GT Transportation Taxi (1-407-847-8777) and Mears for taxi and shuttle services (1-407- 423-5566). The prices and destinations vary, but overall, each taxi and shuttle company provides transportation to/from Windsor Hills Resort, the parks, airports, shopping outlets, and other area attractions

Where is the closest playground to the Villa?

The Castle playground is located on the corner of Teascone and Dinville, right around the corner from the Villa -- barely a 2-minute walk.

Where is the closest golf course to the Villa?

Mystic Dunes Resort & Golf Club is located literally next door to Windsor Hills. It's rated as a 4.5 star course by Golf Digest Magazine and was designed by Gary Koch, a Champions Tour player and NBC golf analyst.

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 open flames permitted inside or outside the Villa

Hookah smoking is NOT permitted in or on the Villa's premises, including the lanai, pool deck, and driveway. Violation of this policy will result in immediate eviction and forfeiture of all rental payments. Please, no candles or open flames.

Is the use of confetti or glitter permitted in the interior and exterior areas of the Villa?

To avoid expensive cleaning charges and to be kind to the environment, please do not use confetti or glitter inside or outside the Villa.

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 beach from the Villa??

The East Coast Beach (Cocoa Beach/Kennedy Space Center) and the West Coast Beach (Clearwater) are about an hour's drive from the Villa.