

ORO Welcome Letter for Rental Program Guests

Thank you for choosing Outdoor Resorts at Orlando, Inc. for your Florida holiday. We want your stay to be pleasant for you and your family. As a rental guest, you are entitled to use the open amenities in the resort, which include the executive par-three golf course, miniature golf, lighted tennis/pickle ball courts, swimming pools, horseshoe pits, shuffleboard, and lake access for boating activities.

We would like to remind you that as a guest you are also subject to all the rules as our owners. Disobeying the rules may result in you being asked to leave the resort or other consequences. Please read this information.

Outdoor Resorts Information

The ORO office hours are Monday through Friday, 9:00am to 3:00pm. The ORO office provides several services, such as postage, photocopying, and faxing. Our office is closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve, and Christmas Day. For assistance after hours or on holidays, please contact the guard on duty at 863-424-0211. The Guard House is manned 24 hours a day, 7 days per week.

ORO park information and activities can be found on the website (OutdoorResortsOrlando.com), on Cable Channel 997, and on our Facebook page (facebook.com/OutdoorResortsOrlando). Important alerts are also shared through the **OROalerts** Twitter account. You can also get our most recent newsletter in the office.

Outdoor Resorts Rental/Guest Guidelines

Car Pass: All vehicles must have a gate pass to enter the resort. You will be provided a pass when you arrive. The valid dates of your pass will match the duration of your stay for which you have paid.

Pets: Outdoor Resorts at Orlando has rules regarding pets. Please notify the Rental Coordinator if you will be bringing your pet. There are designated dog walk areas and all dogs must be leashed and cleaned up after. All pets must be registered with the ORO Office.

Garbage: Garbage collection is on Tuesdays. During season, November 1st to April 30th, collection will also be on Fridays. No pickup is on holidays. By 7am, please put your trash in tied bags and place in your property's in-ground trash can, which is located to the left of the driveway/pad when looking at the property from the road.

Visitors/Deliveries: Please remember that entrance into the resort is by permit only. If you will have visitors/deliveries, you must inform the guard house (863-424-0211). They will need your lot number, phone number, visitors' name, date of arrival, and date of departure. Your visitors/deliveries will not be admitted unless either you have given prior permission or you can be contacted by phone.

Golf Course: As a renter, you are entitled to use the amenities of our resort. During the winter season, tournaments are held several mornings each week. Please see the activity schedule for days and times.

Rental Equipment: You can borrow equipment for some activities, such as shuffleboard, golf, or tennis, on a first come, first serve basis from the storage box located behind the Lake House across from the Club House. Golf putters and balls are also available in the small building by the mini-golf course to borrow for playing mini-golf.

WI-FI: Wireless internet is available at the Club House.

Digital Cable TV: Our cable provider, Comcast, delivers a digital TV signal to our resort. A cable box is needed for each TV which is provided in our rental homes. However, RV site renters need to contact the Rental Coordinator for information on how to obtain cable box(es). The Rental Program does not provide cable TV equipment for RV site rentals.

Laundry: Coin-operated, commercial size washers and dryers are located at the rear of Bath House #5.

Emergency Services: We are in POLK County. For emergency assistance, call 911, notify them that you are in POLK County at: 9000 US Highway 192, at LOT #_____. Then, call the guard on duty: 863-424-0211 to let them know you have an ambulance coming to LOT #_____. Providing this detailed information saves time and lives!

Outdoor Resorts Rules and Regulations

As a renter/guest, you have agreed to follow the rules and regulations of Outdoor Resorts at Orlando, Inc. Please read the following common rules. You can obtain a complete list of ORO rules and regulations at the ORO office or on the website at <https://outdoorresortsoflorida.com>.

- The speed limit is 10 miles per hour throughout the resort. All vehicles, motor and non-motor, shall observe and obey the posted speed limit and traffic signs. All vehicles shall use lights from dusk until dawn. Motorized vehicle operators must have a valid driver license. No vehicles are allowed to park on the grass, patios, or on the street.
- All children under 12 must be accompanied by an adult at all times when using common elements.
- Only one (1) dog or one (1) cat is permitted per site. Pets must be on a leash or tethered at all times and must not be left unattended unless inside and not creating a disturbance. Please pick up after your pet and dispose of in your personal trash. Any breed of dog found to be aggressive, or any uncontrollable pet is not allowed.
- Tents and open fires are not permitted under any circumstances. All grills must have legs and are not allowed on picnic tables.
- Although it may be a more direct route, do not walk on private property without the owner's consent.
- Please be respectful of other guests by keeping noise at a moderate level. **Quiet time is from 11 pm to 7 am.**
- Rules for the pools and golf course are listed at the respective locations.
- State law requires sewer hoses to be connected using a rubber donut or equivalent.
- Please note that we are in Florida and ants and palmetto bugs are an everyday occurrence. To help to prevent this, please make sure that you keep all food sealed tightly and keep counters clean.
- It is against the law to feed the alligators!

ORO Rental Program Policies and Guidelines

Rental Rates: Please note that rental rates are subject to change. Rates for future reservations will be affected.

Cancellation Policy: We sincerely hope you can honor your reservation, but if you need to cancel your reservation, the following is our policy:

- **For reservations with arrival dates of November 15 - April 15:** Full refund (less the cancellation & processing fee) if cancelled at least 60 calendar days before check-in day. If cancellation/change occurs less than 60 calendar days before check-in day, any payments that have been made to ORO are non-refundable.
- **For reservations with arrival dates of April 16 - November 14:** Full refund (less the cancellation & processing fee) if cancelled at least 30 calendar days before check-in day. If cancellation/change occurs less than 30 calendar days before check-in day, any payments that have been made to ORO are non-refundable.

Cancellation Fee: For any and all cancellations, a cancellation fee of \$100 will be charged.

Change Fee: For any changes made to an existing reservation outside the 30 or 60 day cancellation policy period mentioned above, a fee of \$50 will be charged. No change will be honored when requested within the 30 or 60 day cancellation period — the cancellation policy will prevail.

Reservation Processing Fee: A non-refundable fee of \$25 is charged for each ORO Rental Program reservation.

Credit Card Processing Fee: A fee of 3% is added to the total amount paid with a credit or debit card.

Deposit: A deposit is required at the time of reservation. The amount of the deposit varies depending upon the type of property rented and the length of stay. **For RV site rentals**, the deposit is \$350 for rentals of more than 7 days, and the deposit is applied to the outstanding balance when the final payment is due. For RV site rentals of 7 days or less, full payment is required at the time of reservation. **For home rentals**, the deposit is \$350 and is treated as a security deposit. The pet deposit, when renting a home that allows a pet, is an additional \$200.00. These deposits will be retained until the rental home has been inspected after departure but before the next guest checks in. If everything is found satisfactory, these deposits will be refunded within three weeks of departure.

Final Payment: Full payment is due at least 30 days before your check-in date for reservations made 30 days or longer before your arrival. For reservations made less than 30 days before arrival, full payment is required at the time of reservation. ***If your reservation is not paid in full at least 30 days prior to arrival (due date) and it is for a stay less than six months, please contact the Rental Coordinator. ORO may consider the reservation canceled by the renter and adhere to our Cancellation and Change Policy.***

Lease Agreement: The terms in your lease agreement define the terms of your rental and may differ from this summary welcome packet. For example, rentals of 6 months or more differ from short-term rentals of less than 6 months. Contact the Rental Coordinator or refer to your lease agreement for further details.

Check-in: Check-in time is noon for RVs and 3:00 pm for homes. **RVs are not allowed to enter the resort after 10:00 pm.** If you are driving an RV, please park behind the ORO office and walk to the Guard House. Otherwise, you can proceed directly to the Guard House. The security guard will have your check-in materials. Upon arrival, you will be asked for your driver license and vehicle(s) license tag number(s). Please have this information ready to facilitate your check-in process.

Departure: Check-out time is 11:00 am. If renting a home, please leave the house key(s) with the staff in the ORO Office (if open), or place in the Drop Box located on the west side of the ORO Office building.

Check-out Procedures for a Home: Before you leave, please make sure to place all used towels in the tub or shower, leave the beds unmade, place trash in the outside can (excess trash can be left inside), return any moved furniture to its original position, and, if present, please leave the gas grill clean for the next guest.

Late Departure: Departures after 11:00 am may result in additional rent due unless prior arrangements have been made with the Rental Coordinator.

Advanced Reservations: Some of our rental properties can be reserved for next season (a year in advance). Contact the Rental Coordinator to see if a property offers this option.

Inspection: Please inspect your assigned home/site as soon as you arrive. If for any reason you are not satisfied, please notify the Rental Coordinator. If you cannot contact the Rental Coordinator, notify the guard on duty, who will contact the Rental Coordinator.

Mail: For short-term rentals (less than six months), ORO does not provide mail services. There are several post office box facilities within close proximity to the resort.

For long-term rentals (six months or longer), there are mail facilities located at the Club House. Please contact the Rental Coordinator prior to your arrival date if you plan on receiving mail at ORO. For forwarding purposes, your address will be: 9000 U.S. Highway 192, Lot # _____ Clermont, FL 34714.

For packages delivered via UPS, FedEx or Amazon, the driver will deliver directly to your rental property.

Storage: Use of the on-site storage yard is very limited, based on availability. Contact the Rental Coordinator prior to bringing an item that you need to store.