



## RENTERS & GUEST GUIDE

### How far is Caribe Cove from Disney and other attractions?

Caribe Cove is approximately 5 miles from Disney Property, and 15-30 minutes from Sea World, Universal Studios, and other attractions. Additionally, there are numerous golf courses in the vicinity.

### Are there stores and restaurants nearby?

There are several supermarkets in close proximity, including two Publix Grocery Stores, Aldi, Target Super Center, and two Walmart Super Centers. Moreover, there are over 50 dining establishments within a couple miles.

### What is required to enter the security gate and obtain a parking pass?

A valid document showing the booking dates, the number of guests in your party, the condo address or unit number, and a contact number for any issues is needed. The Association does not handle rentals, and is not responsible for the rental.

### Is there free shuttle service to the parks?

No, it is recommended to have a car or use shuttle services such as Uber, Lyft, or iRide.

### Should I rent a car?

Yes, renting a car is recommended. Both airports offer convenient rental car pick-up systems. Maximum of 2 vehicles per condo.

### Are there restrictions on vehicles?

**Yes**, RVs, buses, heavy equipment, tractor trailers, construction or commercial vehicles, trailers, boats, golf carts, E-bikes, and scooters are not allowed for guests.

### Are pets allowed by guests?

**NO**, pets are not allowed in the condos. Only trained service animals with proper documentation are permitted. Emotional Support Animals (ESA) do not qualify under Florida law. Guests with unqualified pets will be asked to leave.

### When is the pool open and what are the policies?

The pool is open from 7 AM to 10 PM, weather permitting. Children under 16 must be **always supervised by an adult (21+)**. No children under 5 are allowed in the hot tub due to health regulations. Pool towels are provided in the condo but not at the pool.

### What should I bring?

This depends on your preferences. Some guests dine out for every meal and do not use the kitchen, while others cook. Personal belongings such as clothes, toiletries, and gadgets should be brought. Condos are equipped with cooking items, but you need to bring food and beverages. Many guests shop upon arrival.

### Are there quiet hours?

Quiet hours are from **10 PM to 7 AM**. Disturbances during these times will require compliance, and authorities will be called if guests refuse to adhere to the policies.

### Are towels and sheets provided?

Sheets, bedding, pillows, towels, are provided. Check with the rental agent for additional amenities. Pool towels should be available in your condo but not at the pool. Some guests purchase souvenir pool towels upon arrival.

### What are the sizes of the condos?

Condos are available in 2-bedroom and 3-bedroom configurations. The 2-bedroom has a maximum occupancy of 6 people, while the 3-bedroom can accommodate up to 8 people. If the maximum occupancy is exceeded, an additional condo must be rented.

### Do I need to clean during my stay?

Yes, guests are responsible for maintaining the cleanliness of the condo. Tasks include making beds, cleaning dishes and utensils, washing towels, and disposing of trash. A cleaning service will clean the condo before and after your stay. Your contract stipulates that the condo must be left in the same condition as found. Please treat the property with respect.

### Is smoking allowed inside the condo?

**No.** Smoking is strictly prohibited inside the condos. You may smoke in designated outdoor areas. There is a \$250 fine for smoking inside. Cannabis smoking is only permitted in designated areas with a valid permit and not on balconies or patios.

### Emergencies or situations pertaining to the condo?

Contact your booking provider for assistance. Information is also available in the condo for immediate needs. The clubhouse attendant or security does not assist with rentals.

### Are these timeshare units?

These condos are privately owned rental properties, not timeshares.

### When is the clubhouse open?

The clubhouse is open from 8 AM to 4:30 PM, Monday to Saturday, and 8 AM to Noon on Sundays.

### Can guests receive mail or packages?

Guests cannot receive USPS mail but can receive packages from Amazon and other providers delivered to the clubhouse for pick up.