



Welcome to your Gemstone Guest home

407-397-1128

2929 Vineland Road

Kissimmee, FL 34746

While every reasonable effort has been made to ensure accuracy, Gemstone Homes and the owner of this vacation home cannot be held responsible and assume no liability for any action undertaken by guests using information in this booklet.

Check In & Check Out

Checking In: Check in time 4:30 pm

We have provided you with a start-up pack of housekeeping supplies any additional housekeeping supplies will not be provided by Gemstone.

If there are any concerns you wish to address, about the condition of the property please call our office with in 72 hours so we can sort out any issues efficiently. DO NOT CALL THE RESERVATIONS NUMBER

Enjoy the pool, but please be safe.

All local calls require 10-digit dialing. You must dial 407 before the 7-digit phone number. (Additional information is located by the phone.)

Checking Out: Check out time 10:30 am

Checking Out:

Please make sure all **dishware** is clean.

Remove **all** trash and place **in the garage or curbside if it is collection day** in appropriate bags or bins.

Shut and lock all windows and doors.

Set the thermostat to 80°.

Return all keys to the lock box or the Gemstone office.

If you have any suggestions, problems, or damages, please report them prior to your departure.

Check out times are enforced. In the event you require a late check out please contact the office.

Gemstone Properties 407 -397-1128

Security

For your safety and security please make sure that each time you leave the home that you lock all doors and windows. Make sure that all small appliances and the oven are turned off. If your property has a security system please activate the alarm prior to departing.

Do not open the front door to anyone who is unknown to you. Our staff will make it clear who they are, should they have cause to call on the property.

Always enter and leave through the front door only. If your home is equipped with a lock box, please place key in the lock box when leaving. This will prevent a potential lock out.

Garbage

Garbage collection procedures vary depending on the type of unit you have reserved. Instructions for the collection services should be located either at the garage door exit or if you are in an unit with no garage at the main exit of the home. **Please do not leave any excess garbage at departure.**

Pest Control

Pest control is conducted at the property on a regular basis. Due to the tropical climate in Florida it is important to keep all food in the refrigerator or in airtight containers. Should you encounter any uninvited guests during your stay please contact the office so that we may make arrangements for their removal.

Air Conditioning

The air conditioning/heating system in the home is automatic. The system is set to between 75-80 degrees on auto and cool. You may adjust the temperature to your comfort level. In the winter months should you need it, you may switch the system from cool to heat. If you have a problem with the system please call Gemstone and we will be happy to assist you.

Warning: running the air conditioners below 75 degrees in the summer months can cause the unit to freeze up and could result in the unit malfunctioning leading to a costly repair.

When the air conditioning is running please make sure all external doors and windows are closed (the system is not capable of cooling while doors and windows are open).

Owners Closets

Each of the properties are privately owned. Owners closets are not accessible for guests use. Tampering with an owners personal closet may result in a charge to your account for damages. Do not try to open this door.

Swimming Pools

There is a strict **NO DIVING** rule which we must insist upon. Failure to observe this rule may result in serious injury or death.

DO NOT LEAVE CHILDREN UNATTENDED TO IN THE POOL AREA AT ANY TIME. SWIM AT YOUR OWN RISK.

Each of our pool homes receives a service vacuum on the day of arrival. In addition to the arrival pool service the pools are maintained on a weekly basis. It is not unusual after rainfall for the pool to have a small amount of dirt collect at the bottom of the pool and it is safe for swimming.

Do not be tempted to interfere with the pool equipment. If your pool requires additional service please contact the office for assistance. Interference with the pool equipment could cause major damage resulting in a costly repair.

Heated Pools: If you have paid to have pool heating on during your stay please put the pool cover (if provided) on the pool in the evening and only remove the cover if you intend to swim. Doing so will assist in keeping the pool warm.

Toilets

Please do not put anything other than human waste and toilet paper down the toilet. Anything else (tampons, sanitary towels, diapers etc.) will cause blockage and incur a repair bill.

Appliances

Dishwasher

Please only use 'automatic dishwasher powder' a brand such as Cascade. **Do not use hand dishwashing soap in the automatic dishwasher doing so will cause the dishwasher to flood.**

Place the powder in the container in the inside of the door panel and close the door. Choose the desired wash cycle. The dishwasher will not operate if the door is not closed properly.

PLEASE do not let cutlery etc. fall into the bottom of the machine as this will cause costly damage.

Waste Disposal Unit

This is located inside the sink. To operate turn on the water to run through the waste disposal unit. Then leave the water running and turn on the switch on the wall. Once all the waste has been disposed of turn off the switch then the water.

DO'S: Always run the water while the unit is on.

Make sure that the unit is shut off before retrieving any article that may have fallen into it. Put only food items into the unit and limit the amount to avoid the unit clogging. In the event of a clog, turn the unit off, pull out the obstruction and reset the disposal by pressing the button on the bottom or side of the disposal unit underneath the sink.

DON'TS: DO NOT put your hand into the unit while disposal is in operation. Do not put bones, glass, metal, celery stalks, onions, banana skins, cigarette butts or tea bags into the disposal.

DO NOT run the unit for more than 30 seconds at a time.

Police*Fire*EMT Dial 911

Safety and Emergency Information

Fire

*** The best time to stop a fire is before it starts. To help prevent fire, please observe the following guidelines:**

1. Keep small children away from cooking areas
2. Never leave grease pans unattended
3. Be familiar with the layout of the home and the exit points

IF A FIRE SHOULD BREAK OUT

1. If it is a small fire there is an extinguisher in the home
2. Never use water on a grease or electrical fire
3. If the fire is out of hand all guests should exit the home
4. If you must exit the home contact 911 from a neighbors home then contact Gemstone
5. Should the smoke alarms go off, quickly and safely exit the home.

Police & Ambulance

If you encounter an emergency and you need police assistance or ambulance assistance, please pick up the home telephone and dial 911. You will need to provide the location and your emergency to the 911 operator.

Severe Weather

Thunder Storms: These are a common occurrence in Florida especially in the summer months. Although you should act cautiously during these storms there is no need to be afraid when a thunderstorm threatens.

NEVER USE THE SWIMMING POOL DURING A STORM

*Florida is the lighting capital of the world please be cautious during all storms.

TORNADOES: A tornado is a dark funnel of air which will sound like a freight train as it approaches. In the unlikely event of a tornado threatening, **DO NOT WATCH IT.** Move to a small interior room such as a bathroom, hallway or closet on the ground level. Drop to your knees and cover your head with your arms. Remain calmly in this position until the storm has passed. In the event of injuries or damages please contact **911** first and then Gemstone's office.

Hurricanes: Hurricane season in Florida is from June 1 to November 30. This is the time of year when conditions may be favorable for a hurricane to develop. If our area comes under a hurricane watch, stay tuned to radio or television on a local channel for all updates and advisories. If you have further questions please call Gemstone's office. **In the event your home loses power, please be patient as the local utility companies will work swiftly to restore services.**

IMPORTANT NOTICE!!!!
IN CASE OF EMERGENCY
HURRICANE, TORNADO, CONSTRUCTION, BROKEN
PIPES, OR ANY NATURAL DISASTER

Department of Business and Professional Regulation
DIVISION OF HOTELS AND RESTAURANTS
www.hospitalityeducation.org



BOIL WATER NOTICE

We are advising you that the following boil water procedures must be observed while the *Boil Water Notice* is effect:

1. Do not serve water from taps. Use only bottled and/or boiled water from an approved source. Boil water at a rolling boil for five (5) minutes.
2. Do not use ice from ice machines or ice making refrigerators. Ice now in the machines should be discarded and machines not restarted until water supply is approved. Sanitize interior of ice machine with two (2) teaspoons (100+ ppm) household bleach in one (1) gallon of water. Sanitize ice trays in refrigerators with the same strength bleach solution.
3. Do not cook with or use tap water in food or salad preparation. Use bottled and/or boiled water for these purposes.
4. Do not use tap water for handwashing. Use bottled and/or boiled water for these purposes. Follow handwashing by using a sanitizing solution on the hands. This may be accomplished by using a commercial hand sanitizing lotion requiring no rinse or a chlorine bleach solution of two (2) teaspoons household bleach in one (1) gallon of water.
5. Disconnect or turn off drinking fountains and post mix beverage machines so that they cannot be used.

Facilities may wash and sanitize dishes and utensils manually using bottled or boiled water utilizing a 3-compartment sink in the approved manner as usual.

You will be advised by either the local county Health Department and/or the news media when this *Boil Water Notice* has been lifted.

After the *Boil Water Notice* has been lifted, allow tap water to run for three (3) minutes at each tap to flush the lines with safe water.

PLEASE KEEP THIS FORM ON FILE FOR FUTURE USE.

Inspector: _____ Date: _____

Copy received by: _____ Date: _____

IMPORTANT NOTICE TO GUESTS

A CURRENT COPY OF CHAPTER 509, PART I, F.S.

IS AVAILABLE IN THE MAIN OFFICE FOR PUBLIC REVIEW AS REQUIRED BY SECTION 509.101(1), F.S.

509.101(1) Establishment rules; posting of notice; food service inspection report; maintenance of guest register; mobile food dispensing vehicle registry.--

- (1) Any operator of a public lodging establishment or a public food service establishment may establish reasonable rules and regulations for the management of the establishment and its guests and employees; and each guest or employee staying, sojourning, eating, or employed in the establishment shall conform to and abide by such rules and regulations so long as the guest or employee remains in or at the establishment. Such rules and regulations shall be deemed to be a special contract between the operator and each guest or employee using the services or facilities of the operator. Such rules and regulations shall control the liabilities, responsibilities, and obligations of all parties. Any rules or regulations established pursuant to this section shall be printed in the English language and posted in a prominent place within such public lodging establishment or public food service establishment. Such posting shall also include notice that a current copy of this chapter is available in the office for public review. In addition, any operator of a public food service establishment shall maintain the latest food service inspection report or a duplicate copy on premises and shall make it available to the public upon request.

** The sections listed below were revised by the 1998 Florida Statutes --
all other sections remain unchanged from the 1997 Florida Statutes.

- ... ss. 509.032, Duties; Preemption Authority (2 changes).
- ... ss. 509.191, Unclaimed Property
- ... ss. 509.201, Room rates; postings; advertising; penalties
- ... ss. 509.302, Director of education, personnel, employment duties, compensation

A current copy of Ch. 509, FS is maintained in the office

Location & Contact Person: Gremstone Properties Ray C. Guenther

fire department and tell them exactly where you are.

Get Out ...

In case of fire, don't stop for anything. Do not try to rescue possessions or pets. Leave the building, go directly to your meeting place, and then call the fire department from a neighbor's phone, a portable phone, or an alarm box. Every member of your household should know how to call the fire department.

Crawl low under smoke. Smoke contains deadly gases and heat rises. During a fire, cleaner air will be near the floor. Of you encounter smoke when using your primary exit, use an alternate escape route. If you must exit through smoke, crawl on your hands and knees, keeping your head 12 to 24 inches (30 to 60 centimeters) above the floor.



... and Stay Out

Once you are out of your home, don't go back for any reason. If people are trapped, the fire fighters have the best chance at rescuing them. The heat and smoke of a fire are overpowering.



Only firefighters have the training, experience, and protective equipment needed to enter burning buildings.

Play It Safe

More than half of all fatal home fires happen at night while people are asleep. Smoke alarms sound an alarm when they sense smoke from a fire, alerting people before they are trapped or overcome by smoke. With smoke alarms, your risk of dying in a home fire is cut nearly in half. Install smoke alarms outside every sleeping area and on every level of your home, including the basement. Follow installation



instructions carefully and test smoke alarms monthly. Change all smoke alarm batteries at least once a year. If you alarm is more than 10 years old, replace it. For Complete home protection, consider installing an automatic fire-sprinkler system.



E.D.I.T.H

Exit Drills In The Home

People can survive even major fires in their homes if they are alerted to the fire in time and know what to do.

In a recent NFPA survey, half the people responding said their family had a fire escape plan, but only 16 percent said they had practiced it.

Survival Is Simple

- Install smoke alarms and keep them in working order
- Make an escape plan and practice it
- React immediately at the sign of fire

Plan Your Escape

There is no time for planning during a fire emergency. Sit down with your family today and make a step-by-step plan for escaping a fire.

Draw a floor-plan of your home, marking down ways out (including windows) of every room—especially sleeping areas. Discuss the escape routes with every member of your household.

Agree on a meeting place outside your home where every member of your household will gather after escaping a fire to wait for the fire department. This allows you to count heads and inform the fire department if anyone is

missing or trapped inside the burning building.

Important: Practice your escape plan at least twice a year. Have a fire drill in your home. Appoint someone to be monitor and have everyone participate. A fire drill is not a race. Get out quickly, but carefully.



Make your exit drill realistic. Pretend that some exits are blocked by fire and practice using alternate escape routes. Pretend that the lights are out and that some escape routes are filling with smoke.

Be Prepared

Make sure everyone in the household can unlock all doors and windows quickly, even in the dark. Windows or doors with security bars need to be equipped with quick-release devices and everyone in the household should know how to operate them.

If you live in an apartment building, use stairways to escape. Never use an elevator

during a fire. It may stop between floors or take you to a floor where the fire is burning. Some high-rise buildings may have evacuation plans that require you to stay and wait for the fire department.

If you live in a two-story house and you must escape from a second-story window, be sure there is a safe way to reach the ground. Make special arrangements for children, older adults, and people with disabilities. People who have difficulty moving should have a phone in their sleeping area and, if possible should sleep on the ground floor.

Doors need to be tested before opening them. While kneeling or crouching at the door, reach up as high as you can and touch the door, the knob, and the crack between the door and the frame with the back of your hand. If the door is warm, use another escape route. If the door is cool, open it with caution. Put your shoulder against the door and open it slowly. Be prepared to slam it shut if there is smoke or flame on the other side.

If you are trapped, close all doors between you and the fire. Stuff the cracks around the doors to keep out smoke. Wait at a window and signal for help with a light-colored cloth or flashlight. Do not break out the window, as you may need to close it. If there's a phone in the room, call the

Important Numbers

Emergency
(fire, police, ambulance)

911

Hospitals

Florida Hospital	407-846-4343
Osceola Regional	407-847-7678
Celebration Health	407-764-4000

Churches

Peace Lutheran	407-870-5965
First Baptist	407-847-3138
St John's Episcopal	407-847-2009
First United Methodist	407-847-3700
Mary Queen of the Universe (Catholic)	407-239-6600
Celebration Community Church	407-566-1749

Theme Parks

Disney Information	407-824-2222
Universal Orlando Information	407-363-8000
Sea World Information	407-351-3600
Busch Gardens	1-888-800-5447
Legoland	1-877-350-5346

Miscellaneous

Orlando International Airport	407-825-2001
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