

# Helpful Resort Information



Let me be the first to welcome you to our beautiful resort! We are honored to have you staying with us and are committed to exceeding your expectations.

Have a magical stay!

**Sean Verney** | *Area General Manager*

## Check In: 4pm | Check Out: 11am

### Early / Late Check Out

Early departure is available at a charge of one night's room rate plus tax. Please inform the Front Desk of changes to your departure by midnight on day of arrival. Late check out is available for an additional fee. Please call the Front Desk to check for availability.

### Express Check Out



**Dial: “\*6963” using the in-room phone and select option #1.**



**Text: “Express”, your last name and room number to 407.961.6549.**

To check out with a Guest Services please dial “0”.

### Microwaves

**Swan:** Located in the East wing on the 3rd & 6th floors near the ice machines.

**Dolphin:** Located in both wings on the 6th & 9th floors near the ice machines.

### Self-Parking

If you self-parked, please use your room keys to exit the parking lot. Upon exiting the gate please recycle your keys by depositing them into the collection box adjacent to the gate.

### Notice: Mobility Devices/Scooters

Due to local ordinances, scooters and other large mobility devices must remain in the guest room or on the lobby level with the bell stand as they cannot be placed outside the guestroom in the corridor at any time.

### Non-Smoking Policy

Smoking in guest rooms or on balconies is prohibited. A \$250 cleaning fee will be added to your account if smoking has occurred in your guest room or on your balcony. Refer to the property maps for designated smoking areas.

### Daily \$50 resort service package fee includes daily benefits for two guests:

- In-room wireless internet.
- Loyalty Program guests receive enhanced speed in-room wireless internet.
- Swan Paddleboat rentals.
- Live instructor led fitness classes.

#### Value Add:

- \$30 off Spa Services (individual or combined exceeding \$230. Excludes Hair & Nail services.

*\* with each eligible stay.*



Your thermostat defaults to 72°F. It can be adjusted **between 65°F and 80°F**. When your room is unoccupied it will reset to the default. Please allow a few minutes for it to adjust after you return to your guest room.

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