



Sheraton®

VISTANA VILLAGES ORLANDO



- Your villa number is:
-
- Building/Floor #
-
- Housekeeping Service
-

- W VOLLEYBALL
- X PREFERRED SMOKING
- Y ATM
- ... JOGGING TRAIL (0.7 MILES)
- For express check-out call ext. 3333
- Important reminder:**
Check-out time is 10:00 AM
- T 407 238 5000
12401 International Drive
Orlando, FL 32821
vistana.com or sheraton.com
- facebook.com/sheratonvistanavillages

Things to Know

FUN IS JUST A PHONE CALL AWAY

Call or stop by the Main Activity Center to see what the FUN Team has to offer. With family-friendly activities and events happening all day long, there's sure to be something for everyone.

Main Activity Center (hours are seasonal)	ext. 5503
Key West Activity Center	ext. 5092

WHAT TIME IS CHECK-OUT?

Check-out time is 10:00 AM. Take advantage of our express check-out. On the night prior to your departure ...

- Dial ext. 3333 and leave your last name and villa number. If you have a credit card on file, the charges will be posted to your credit card. A copy of your statement will be e-mailed to you.
- Please drop your keys at the nearest Security Guard gate as you exit the property.

In consideration of incoming Guests, we're unable to offer late check-out.

CREDIT CARD SAFETY

We value your privacy and personal information, so please know that you will never be asked for your credit card information over the phone by any resort team member. Please report any suspicious behavior related to this matter to Resort Security at ext. 44.

GET OUR APP

For local recommendations and amenity details plus travel information, download our app. Text "Sheraton1" to 411247 or search "Sheraton Connect" in your phone's app store.

HOUSEKEEPING

If you're an Owner or Exchanger staying seven days or longer, you will receive a full midweek housekeeping service on the third day after your check-in. Please note that not all reservations include housekeeping. Our Guest Services agents will be pleased to schedule housekeeping service for you at an extra charge if you wish. Please notify us 24 hours in advance to schedule your service or change your service times. For your convenience, trash rooms are located on each floor.

INTERNET & BUSINESS SERVICES

Complimentary wireless internet service is available throughout the resort. Computers with complimentary internet access are also offered in our Link@Sheraton located next to The Villages Marketplace in Building 25. Please limit use to 30 minutes per user. Airline boarding passes can be printed at the boarding pass kiosk located in the main lobby.

NO SMOKING

We would like to provide a refreshing smoke-free environment to all Owners and Guests. As such, smoking of any kind — including electronic cigarettes — is prohibited inside all villas, balconies and patios. Smoking inside the villa may result in a cleaning charge of USD250.00. The pool decks and enclosed surroundings, all recreational areas, playgrounds, basketball and tennis courts, and other activity areas have also been designated as nonsmoking areas. In consideration of others, please only smoke in our preferred smoking areas indicated by signage around the resort and on the map in this guide.

EMERGENCY MEDICAL INFORMATION

If you need to find a doctor in Orlando, please call Sheraton Vistana Villages Security at ext. 44. For all medical emergencies, please dial 911.

SAFE DEPOSIT BOXES

All villas at Sheraton Vistana Villages are equipped with safes, and we encourage you to use yours. In addition, the Front Desk has safe deposit boxes available upon request. Please note that we cannot assume responsibility for any cash or valuables left unsecured in your villa or vehicle. For further assistance, please dial ext. 44 for Guest Services and we'll be happy to help.

SWIMMING POOLS

For your safety and enjoyment, please follow the rules posted at each of our pools:

- All persons using the pool do so at their own risk.
- No lifeguards are on duty (except at the St. Augustine pool), so please swim with caution.
- Glass is not allowed in or around the pool areas.
- Please do not reserve pool deck chairs or lounges, as they are available on a first-come, first-served basis.
- Diapered children are required to wear swim diapers or rubber pants when using the children's pools and all other pools. Swim diapers are available at no cost from the poolside shops.
- Only floatation devices made available through the resort are permitted in the pool, with the exception of small swimming aids.
- Children under the age of 16 must be accompanied by an adult in the whirlpools and pools.
- During the threat of electrical storms and inclement weather, we will close the pools and clear the pool deck. Once the threatening weather has passed, we will reopen the pools.

POOL TOWELS

Towels are available daily during operating hours at all pools. Please present your room card. To ensure that all Guests receive towels, there is a one-towel limit per person.

Main Pool — Open 7:00 AM to 1:00 AM, located off the Welcome Center
Quiet Pool — Open 7:00 AM to 1:00 AM, located off the Main Pool area
Key West Pool — Open 7:00 AM to 11:00 PM
St. Augustine Pool — Open 9:00 AM to 10:00 PM

WORK OUT WITH US

Visit our fitness centers: The Key West fitness center is open from 6:00 AM to midnight; the Bella and the Sheraton Fitness in St. Augustine are both open 24 hours.

- Your villa key accesses the fitness centers.
- Athletic shoes and shirt must be worn at all times.
- Must be at least 18 years old to use the facilities.

VOICE OF THE CUSTOMER

After your stay, you will receive a survey by e-mail. Your feedback allows us to provide you with even greater vacation experiences in the future. If any aspect of your vacation experience will prevent you from giving us the top score, please contact our Guest Services team by dialing ext. 44 prior to your departure so that we may remedy any situation that may have arisen. We also invite you to share the things we're doing right and what we can improve by contacting General Manager Jörg Heyer. Please dial ext. 5244 and leave your name and villa number to share your comments and ideas about the resort, services, amenities, etc.

CAPTURE THE MOMENT

For one complimentary professional family portrait, visit Resort Photography in the Welcome Center. Appointments are available Tuesday through Saturday from 9:00 AM to 3:00 PM, ext. 5137.

Dining Options



BREEZE BAR & GRILLE
Enjoy breakfast favorites plus lunch and dinner classics like delicious pizzas, juicy burgers, healthy salads and tasty sandwiches. All lunch and dinner selections can be delivered to your villa. Dining hours 8:00 AM to 10:00 PM. Bar hours vary.

Ext. 5582



PIRATE'S COVE POOL BAR
Gather here for lighter fare, refreshing drinks and enticing cocktails. You'll find treats like gourmet hot dogs, soft pretzels, delicious smoothies, refreshing cocktails and ice-cold beer. Hours of operation may vary by season.

Ext. 5608



THE VILLAGES MARKETPLACE
We have all the ingredients in our store to elevate your culinary experience. Make your own breakfast, lunch and dinner just the way you like for the whole family. In addition, we carry an array of toiletries and other products. Starbucks® coffee and deli items are also available.

Ext. 5101