

Windsor Hills Master Community Association Inc
Resort Rules and Guidance (Revised April 2014)



Welcome to the wonderful Windsor Hills Community!! The Association wants everyone to enjoy their vacation at Windsor Hills and have drawn together a list of simple rules for our owners and guests to follow.

Failure to comply with our rules can lead to immediate eviction from the resort at the sole discretion of the Community Association Manager.

Entry and Guest Access Cards

- Every guest should have been provided with a reservation voucher by the owner, management company or rental agent.
- Keep this voucher available for your first visit as it will contain the address where you are staying, your details and the length of your stay.
- After validating your voucher the Security Officer will issue you with a hang tag to attach to your car interior mirror. This card allows you access in and out of the resort after a quick inspection by Security.
- When you have settled in, please proceed to the Welcome Center at the Clubhouse. To obtain your guest access card the receptionist will need your voucher and \$10.00 per card cash refundable deposit. The card allows entry into the pool area, game room and fitness center.

Please note:

All owners, management companies and rental agents are aware of the need for a rental voucher. If it is misplaced or otherwise can't be located, access into the resort and the guest access card will be denied.

We have procedures in place to ensure guests vacations are not ruined by owners or management companies not adhering to the Association's legal documents and membership qualifications. If you are affected by this, please do not blame our employees who are acting under direct orders from the Board of Directors to stop unauthorized entry into the resort.

Dress code

- Appropriate clothing must be worn in the Shop, Welcome Center or Clubhouse lounge area consisting of shorts/trousers, shirt or blouse and footwear.
- Wet bath suits are not allowed in the Shop due to health code.
- Soft soled shoes and appropriate clothing must be worn in the Fitness Center and for all of the outdoor activities.

Behaviour

We operate a "**Zero tolerance**" policy toward anyone annoying other guests. We will not tolerate excessive noise, anti social behaviour including the use of foul language in public areas, harassment of any type, drunkenness or any action which upsets the peace and tranquillity for other guests. **Abusive or threatening behaviour toward any member of staff or other guests can result in eviction from the resort.** We advise guests to phone the sheriff (407-348-2222) in the event of any of the above behaviour and then report it to the Welcome Center at the earliest opportunity. (407-787-4255) The Association has direct contact with almost all of the owners or rental agents at Windsor Hills and will not hesitate to request the immediate eviction of any guests who are behaving inappropriately. Please note



the Security staff at the gates are **NOT** authorized to deal with any incidents as described above. Their duties are confined to the gate houses.

Safety and Security

Windsor Hills is a family orientated resort and we have a designated “**quiet time**” between 11pm and 7am. Please respect this policy and remember to keep noise down, particularly in the open areas at nights. Noise from talking and music around your pool area and elsewhere carries a long way in the mild Florida climate. Excessive noise can be reported to the Osceola Sheriff at 407-348-2222 and they will come and handle the problem.

- **If there is an immediate emergency dial 911.**
- The Osceola Sheriff at 407-348-2222 will handle any calls related to events of concern on the property. **The Security guards are not permitted to leave the gates.**
- We encourage all owners and guests to immediately report any suspicious behaviour to the sheriff on 407-348-2222 (non-emergency) and then to the Windsor Hills Management on 407-787-4255.
- In the event of any thefts occurring please report to the sheriff immediately on 911 and then as soon as possible complete an incident report with the assistance of staff at the Welcome Center.

Vehicles

Vehicles are not permitted to park on the resort roads, sidewalks, footpaths or grass areas. Vehicles must be parked either on the home driveway or in a designated parking space.

There are certain exceptions to this rule:

- Vehicles may park on the road for loading and unloading purposes.
- Vehicles servicing a home may park on the road for a short time.
- The resort has a speed limit of 25 mph throughout.
- **Vehicles are not permitted to park on roads or sidewalks at the express request of the emergency services. The resort roads are quite narrow and not designed for street parking. It can be very dangerous for pedestrians when vehicles are parked on sidewalks.**
- Offending vehicles will be towed if the driver ignores the request to move.
- Boats, trailers, commercial vehicles, oversize vehicles and campers are not permitted to park on driveways or roads. We have an over size vehicle park close to the tennis courts. A permit is required which is available from the Gatehouse. This permit is time limited and free.
- Overnight camping is not permitted in the oversize car park or anywhere on the resort.
- RV vehicles must be parked in the oversize car park and under no circumstances may they be used for overnight sleeping arrangements. Only RV's owned and driven by owners will be permitted into the resort.
- **In exceptional circumstances only, the Community Association Manager may authorize different parking arrangements, but this is at her sole discretion.**

Animals

- Animals are not permitted in the Ventura (Condo) buildings, Ventura grounds, Clubhouse or any recreation areas.
- Dogs are permitted in the Enclave and Townhomes areas, but Osceola County has a leash policy which means they must be on a leash at all times. Owners must pick up messes immediately.

Outdoor activities

- Equipment for all outdoor activities can be obtained in the Welcome Center.
- There is no charge for using the equipment but a small deposit is requested.
- Please contact the Welcome Center for more information or details.



Structures

- Temporary structures such as tents and all permanent structures require prior written approval by the Homeowner Association Architectural Control Committees and possibly by Osceola County
- Unapproved structures will be removed by the Community Association Manager and owners will be fined.
- Contact the Welcome Center for additional information.

Internet Cafe

- Located in the Welcome Center.
- Cost is \$10.00 for the first 60 minutes. Additional time can be purchased in 15 minute increments.
- No food or drink permitted in this room.

Food Delivery

- All owners and guests must notify security (407-397-1464) of any food delivery orders they made and the company involved. Any delivery not notified to the guards and without a contact phone number for customer will be denied access.

Overcrowding

Each home is designed to sleep a certain number of people. This typically means two people per bedroom, including children. Every properly licensed home has a certificate showing the total occupancy permitted by law. **Overcrowding of homes is prohibited and violators will be evicted.**

Guest Relations

- We have a dedicated Guest Relations team located within the Welcome Center.
- Hours of operation are: 10am-6.30pm Tuesday-Saturday. Outside these times Welcome Center staff will assist.
- Joseph or Zorida will assist you with any queries you may have about the resort, and information about the hundreds of attractions and services available in the Orlando area.
- They can arrange for discount tickets for the theme parks, golf, car rental, cycle & grill rental or virtually any other item to add to the enjoyment of staying at Windsor Hills.
- The Guest Relation team can't assist with specific problems you may have in your rental home, for these please contact the home owner or Management company.

Game room

The ATM and DVD kiosk are serviced by the supplying company. If you have a problem with these machines, please report it to the Welcome Center, but be aware the staff can't replace money lost in the machines. A procedure is in place that the staff will explain.

Theatre

See postings in Welcome Center for titles and times.

X-box

Additional games available in Welcome Center. Cost is \$1.00 for 10 minutes.

The Pool Area

- No glassware of any type is permitted in the communal pool area, shop, game room or fitness center. This includes drinking glasses, glass bottles or any crockery made of breakable material.
- The management reserves the right to inspect diaper bags, backpacks, coolers and any other container, for glass bottles or any crockery made of breakable material.
- Only plastic or paper glasses, bottles or crockery are allowed in the entire pool area.
- Drinks and food are not permitted in the games room.
- It is not permitted to reserve any chairs or lounge chairs by placing towels or other objects on them. The staff monitors the pool area and any items found on the chairs or lounge chairs which are unused for more than one hour will be removed.
- Running or playing any type of ball game is prohibited on the pool deck.
- Suntan oil and similar products block the pool filter and drain so it is required you shower before entering the pool.
- Children under the age of 16 are not permitted at the pool unless under the direct supervision of a responsible adult.
- There is **NO LIFEGUARD** at the pool. **Swim or play in the pool at your own risk.**
- All radios, cd's, i-pods, etc in the pool area must be used with earphones.
- Pets are not allowed anywhere in the Clubhouse area (except guide or hearing dogs).
- Persons with open sores, cuts or communicable diseases may not enter the pool.
- Diapered children **MUST** wear rubber pants in the pool or the pool area.
- Food and drink must be kept at least 10 feet away from the pool edge.
- Please **DO NOT** hold the gates open for another person when entering the pool area. Only owners and other guests have a "guest access card."
- The pool attendant monitors the slide. They are not permitted to become child minders under any circumstances. They are also not "lifeguards" for the rest of the pool.
- Only children over 42 inches tall may use the slide. On first arrival they may be measured for height against the "flamingo" and may be issued with a special wristband to allow them to use the slide.
- Only one person at a time is allowed on the slide.
- The pool area will be cleared in the event of bad weather, lightning or thunder. It will remain closed for 30 minutes afterwards to allow the weather to improve.
- Wagering is not permitted in the Clubhouse area.
- Only persons older than 13 may use the hot tub. Children under this age are **NOT** permitted, even when accompanied by an adult.
- **PLEASE NOTE:** The pool rules are in place for everyone's safety. Any violators will be asked to leave the pool area.



Fitness Center

- It is strongly recommended you consult your physician prior to beginning any exercise program.
- Members and guests may use the fitness center at your own risk.
- Children under the age of 18 years are not permitted in the fitness center.
- Photo ID may be required.
- Everyone using the fitness center is asked to bring a towel to wipe down the equipment after use.
- Tennis or other soft soled shoes must be worn at all times in the fitness center.

- Proper exercise clothes must be worn in the fitness center.
- A code for entry to the fitness center may be obtained from the Welcome Center.
- **In case of an emergency use the phone to call 911.**

Tennis, basketball, volleyball courts and putting green

- Please wear suitable light clothing and soft shoes for the courts.
- Courts operate on a “first come, first serve” basis.
- Lights are on one hour timers and will turn off automatically. Please keep noise to a minimum.
- Please vacate the courts after one hour if other guests are waiting.

Playgrounds

- Play areas are for children under 12 years.
- No glass or food allowed in the play areas.
- Children must be supervised by an appropriate adult at all times.
- Proper footwear must be worn in the play areas.
- No pets allowed in playgrounds.



Picnic grill areas (beside tennis courts)

- Multiple grills are available.
- They require charcoal or packaged briquettes.
- Trash containers and charcoal containers for used charcoal are provided.
- Picnic tables are provided.
- Please clean off tables and grills after use.

Trash

- All trash and garbage must be placed inside plastic trash bags, closed securely and placed in the bench (next to the front door) for collection. Do not put liquid in the bags.
- **Bench trash collection** is every day except Wednesdays and public holidays.
- Any other trash receptacle, large packaging or other items may be disposed of at the waste compactors located at Dinville Street, Comrow Street, Daulby Street or Archfeld Blvd.

Soliciting

We have a **NO SOLICITING** policy and this will be strictly enforced. **Any vendor found to be placing flyers will be ejected from the resort.** Anyone witnessing the leaving of flyers is requested to immediately phone the office on 407-787-4255.

Drones

Drone photography or video is not permitted anywhere on the resort to preserve everyone’s privacy.

Contacts

- The Community Association Manager is Ms Aura Zelada.
- Aura and her team are dedicated to make your vacation enjoyable. She welcomes feedback, good or bad, but please remember she is dealing with dozens of issues every day and has to prioritize.
- Her phone # is 407-787-4255 and email: windsorhills@csbonline.net.
- The Board of Directors of the Windsor Hills Master Community Association Inc. can be contacted anytime on masterboard@ymail.com.

We hope you have a wonderful vacation at Windsor Hills and hope to see you again!

Thank you in advance,
The Windsor Hills Master Community Association and Management Team