

# Emerald Island Resort®

## Information & Welcome Booklet

EMERALD ISLAND

January 2021

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Emerald Island Resort HOA  
2751 Emerald Island Boulevard  
Kissimmee, FL 34747  
407-787-3965  
[www.emeraldishoa.org](http://www.emeraldishoa.org)

**W**elcome to Emerald Island Resort®! Thank you for choosing to stay here for your vacation. Please use this guide to help you get the most from your stay.

Just as the name suggests, Emerald Island® is truly a tropical oasis. Nestled within a protected wetland, Emerald Island Resort® is located just a few minutes from Walt Disney World® and a myriad of other attractions that bring millions of visitors to Orlando every year.

We wish you a fabulous vacation and look forward to satisfying your needs for the duration of your stay with us.

The Emerald Island® Concierge Service can be contacted by email at [concierge@emeraldislandhoa.org](mailto:concierge@emeraldislandhoa.org) or by calling 407-787-3965 to speak to the staff at the clubhouse desk.

The Concierge service desk is open from 8AM to 10PM, 7 days a week.

We welcome your feedback. Please take a moment to complete a guest survey available at the Clubhouse at checkout.

Thank you!

Emerald Island Resort®

**EMERGENCY INFORMATION**  
**EMERGENCY • FIRE • RESCUE**  
**DIAL 911**

**IMPORTANT TELEPHONE NUMBERS**

Clubhouse Phone ..... 407-787-3965

Clubhouse Fax ..... 407-797-4198

Gatehouse ..... 407-397-9032

Kissimmee Police ..... 407-846-3333

Osceola County Sheriff ..... 407-348-2222

Celebration Hospital ..... 407-303-4000

Orange Lake Centra Care ..... 407-465-0846

Walgreen's Pharmacy ..... 407-390-1701

CVS Pharmacy ..... 407-390-9431

**E**merald Island Resort® has comprehensive facilities and features which are available for your use as part of your stay. They include:

- Fully featured clubhouse
- Concierge service
- Purchase of attraction tickets
- ATM
- Free WiFi hotspots at the Clubhouse, Tot Lots, and community pools
- Seasonal activities and events
- Two communal heated pools, spas, and outdoor showers.
- Poolside Bar with Food at the Clubhouse
- Business Services
- Bike rental
- Free Coffee and Tea
- Fitness Room & Gym
- Sauna
- Restroom Facilities
- Three Children's Play Areas/Tot Lots
- Sand Volleyball Court
- Lighted Tennis, Basketball, Pickleball and Shuffleboard Courts. Equipment available at Clubhouse.
- Nature Trail
- Staffed 24/7 gated entrance with access card

**W**hile you enjoy your stay with us, please bear in mind a few simple guidelines to ensure Emerald Island Resort® continues to be the “Resort of Choice” for others to enjoy in the future.

## **Visitors**

If you are planning to have guests visit you during your stay, **you must complete and submit a Visitor Registration Form prior to your visitors arrival.**

Available at the Clubhouse, please return the form to the clubhouse between 8AM and 9PM. Failure to do so may result in your visitor being delayed or possibly turned away.

## **Mail or Parcels**

The Clubhouse is unable to receive mail or parcels for Guests. Parcels can be delivered to the address of the home you are renting - provided they are through a carrier and you are actually staying in the home at the time of delivery.

United States Postal Service (USPS) mail is not delivered to the Resort.

## **Animals - Wildlife & Pets**

Please do not feed nor approach the wildlife. All pets must be on a leash and - please - pick-up after them. Dog stations shown on the map on the last page. Please be considerate of other guests and ensure animal noise is kept to a minimum. Fees will be assessed to individuals found to not be picking up after their pets.

## **Trailers, Boats, RVs, Trailers Grills or Smokers**

Recreational vehicles, motorhomes, boats, trailers, trailered smokers or grills, and campers can not be parked on the Resort. Parking facilities are located nearby. Contact the Clubhouse concierge for more details. Violators will be towed.

## **Noise & Nuisance Situations**

If you experience problems with fellow guests - including excessive noise during quiet hours of 11PM to 8AM - please contact the Sheriff at 407-348-2222. Please share your name and address with them to validate the legitimacy of the call. We ask that you then contact the Gatehouse at 407-397-9032.

## **Loitering**

In public spaces - behind homes, on the sidewalks, in parking lots, driveways, etc. - congregations of four or more persons in one location is considered loitering and will not be permitted. You will be asked to leave the Resort. Please utilize your home, the clubhouse and Tiki bar, and pools for these sorts of gatherings.

## **Parking**

We have a strict parking policy in force around the Resort to help ensure the safety of all road users and pedestrians. To ensure that emergency services can reach all areas of the Resort without any obstructions please observe the included parking schedule.

## **Single Family Homes - The Manors**

- Parking is permitted on odd number sides of the streets during odd months, and even number sides during even months. Exp. January, park on the odd number side, in February, park on the even number side.
- Do not park or drive on the grass/sod. The extensive irrigation system - hidden just underneath the grass/sod - used to keep Emerald Island® looking green and lush needs to be kept clear and free from damage.
- Do not park in any way that blocks the sidewalks. It is a legal requirement that sidewalks must be accessible at all times.
- Do not stagger vehicles so one is near the garage and the other is over the sidewalk.
- If your vehicles have a long wheel base that covers the sidewalk, park the vehicle on the street.
- Vehicles cannot park horizontally on the apron. The apron is the section of concrete between the sidewalk and the road.
- Make use of all the street parking available, ensuring you do not block junctions or access to any of the homes.

## **Townhomes - The Villas**

- Please use the spaces provided in front of all the Townhomes.

## **Resort-Wide**

- Please always lock your vehicle.
- The handicapped parking spaces are exclusively for persons who display the correct handicap



documentation. It is essential that no other vehicles use these spaces. Violators will be towed.

- You must not park in front of or next to a fire hydrant.
- In order to help ensure the safety of everyone on Emerald Island®, any vehicle found to be in violation of the rules will be subject to deactivation of associated access cards and possible towing - with or without notice.

## **Trash Disposal**

### **Single Family Homes - The Manors**

- Recycling Day is Wednesday, Trash day is Thursday.
- All trash must be bagged. Only loose recycling materials are permitted in the bin with the blue top.
- Any and all excess trash or recycling material not fitting into the trash bins with the lid properly closed must be taken to the compactor.
- Absolutely no trash may be placed on the ground or on top of the trash bins.
- You may only use the trash bins located at your home and not those of your neighbors.
- Resort staff will take the trash bins to the curb the day before pickup and return the day of pickup.

### **Townhomes - The Villas**

The Villas have a valet trash service Monday through Saturday. Place bagged trash in the “in-ground” metal receptacle located by the walkway to your home.

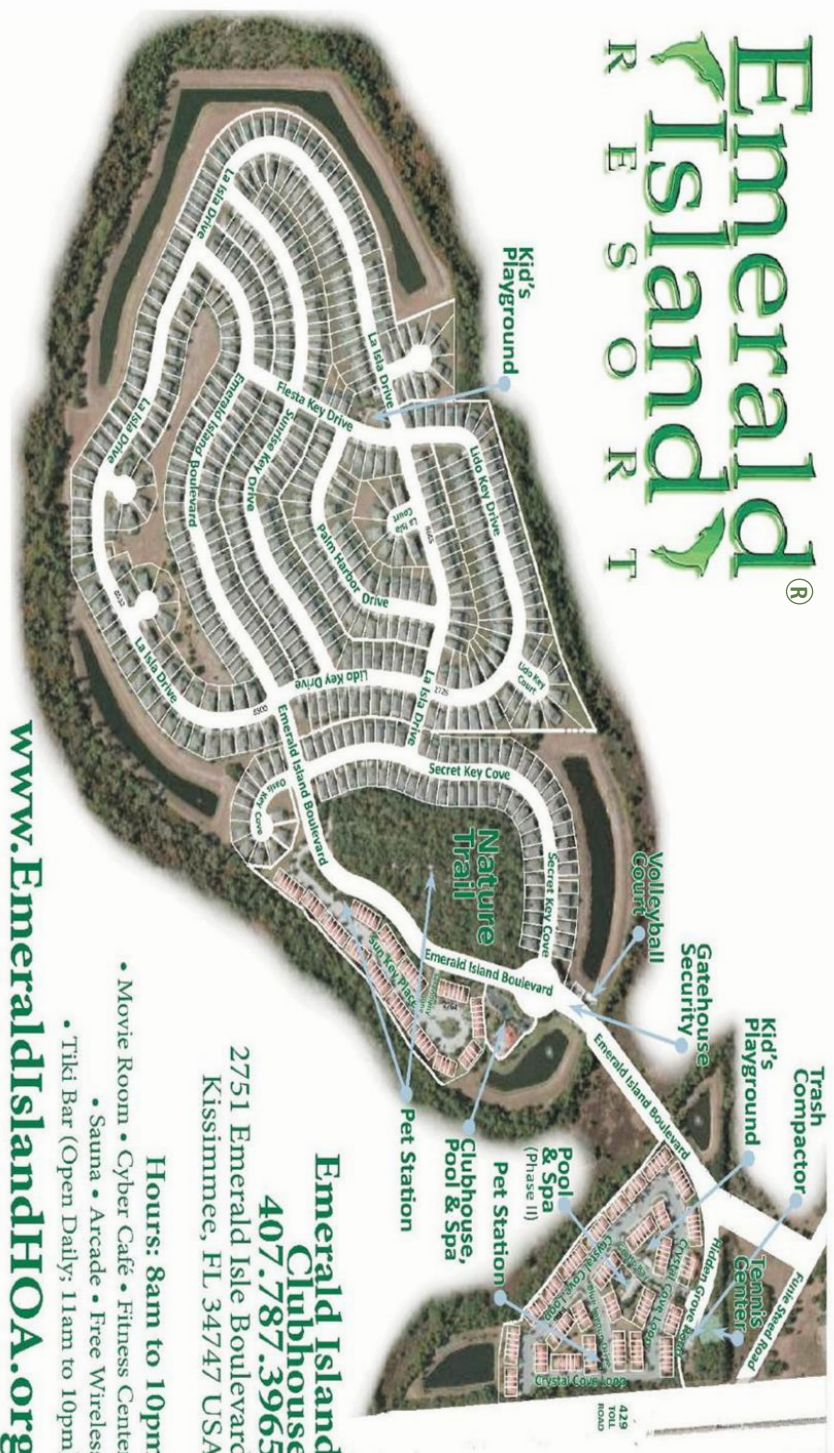
- All trash must be in bags no smaller than a 13-gallon trash bag. This means no grocery bags should be used as trash bags. Failure to follow this rule will result in the trash not being picked up.
- Overflowing bins or trash lying next to the bin will not be picked up.
- The Clubhouse will supply all Villas guests with two (2) free trash bags.

### **Resort-Wide**

- Failure to follow these rules will result in deactivation of associated access cards and possible fines.
- Please contact your management company if you experience violations of the trash rules upon your arrival.
- Due to wildlife - such as raccoons and bears - and the overall beautification of the Resort, it is imperative that these rules be followed.

# Emerald Island<sup>®</sup>

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Kid's  
Playground

Nature  
Trail

Volleyball  
Court

Gatehouse  
Security

Kid's  
Playground

Trash  
Compactor

Tennis  
Center

Pool  
& Spa  
(Phase II)

Pet Station

Clubhouse,  
Pool & Spa

Pet Station

**Emerald Island  
Clubhouse**  
407.787.3965  
2751 Emerald Isle Boulevard  
Kissimmee, FL 34747 USA

**Hours: 8am to 10pm**

- Movie Room • Cyber Café • Fitness Center
- Sauna • Arcade • Free Wireless
- Tiki Bar (Open Daily; 11am to 10pm)

**www.EmeraldIslandHOA.org**