

# Emerald Island Resort®

## Information & Welcome Booklet



September 2023

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Emerald Island Resort HOA  
2751 Emerald Island Boulevard  
Kissimmee, FL 34747  
407-787-3965  
[www.emeraldislandhoa.org](http://www.emeraldislandhoa.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 contact your host and ask them to add your approved guests prior to their arrival.**

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 are 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 - Resort-Wide**

Emerald Island Resort provides valet trash service every day of the year except Christmas Day. That means that all properly bagged trash is removed from the outside bin of your accommodation every day. This service helps keep the resort beautiful and free of pests. For this service to work properly, guest must follow the rules below:

- All trash must be tied neatly in bags no smaller than 13 gallons. Small grocery store bags are not acceptable.
- No loose trash may be placed in the outside bins. This includes water bottles, fast food bags and pizza boxes.
- No liquids, broken glass or sharp objects should be placed in the bags.
- There is no recycling in Emerald Island Resort®. All recyclable materials must be bagged along with regular trash.
- Larger items that do not fit in bags must be taken to the compactor for disposal. Items such as pizza boxes may be folded or crushed and put into bags but must not be put in the bin loose.

- If you have more bags than will fit in the bin, the excess bags must be taken to the compactor. No bags may be left next to the bin or on top of the bin and the bin must fully close.
- All guests must only use the bin for their accommodation. Guests must not put trash in any other home's bin.
- Unbagged trash in your bin will not be removed and may result in suspension of trash pickup from your accommodation. If this happens, the property owner may be subject to fees or fines, and they may choose to pass this cost onto their guests.

Failure to follow these rules may result in deactivation of your resort access cards.

If you see violations of the trash rules upon arrival to your accommodation, please contact your property manager immediately to remedy the situation.

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2751 Emerald Isle Boulevard  
Kissimmee, FL 34747 USA

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

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