

Orlando Holiday Management LLC

Management Tel No:

352 277 2992 (Mon- Fri 9am – 5pm)

Out of hours Emergency Line:

1-800-439-9703 (EMERGENCIES ONLY)

Scan QR Code for Digital Handbook

1153 Andalusia Loop



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1. WELCOME TO ORLANDO

Dear Guest,

Welcome to your vacation home in the beautiful sunshine state of Florida. We would like to thank you for choosing to stay with Orlando Holiday Rental Homes. While you are here, the owner of this home and indeed us hope you have a relaxing and enjoyable stay.

We have provided this guide to give your vacation the perfect start. Please take a moment to read the information contained within it.

It is important to remember throughout your stay that your accommodation is not a faceless hotel room. This is a private residence owned by individuals just like you. Please remind all members of your family/party of this and ensure that the appropriate levels of care and respect for the home are maintained at all times.

We would also like to remind you that, whilst we do not wish to do anything to diminish the enjoyment of your vacation, you do have responsibilities to uphold during your stay. This manual will highlight what is expected of you as a guest during your time in the home.

If you have any questions about anything detailed in this manual or anything at all about the home in which you are staying, please do not hesitate to contact us.

Have a great vacation and many thanks for your attention to this manual.

Kind Regards,

Orlando Holiday Rental Homes

2. USEFUL INFORMATION

Wi-Fi info:

Network Name: 1153 Andalusia Loop

Wi-Fi Code: 8634385937

Trash Day:

Marbella's collection day is Wednesday for Recycling and Friday for Trash. Please remember to pull bins back to the side of the home **AFTER** collection

Parking Restrictions:

Please be aware parking is not allowed on the street. Parking is also not allowed behind cars on a driveway when this block (or even slightly blocks) the sidewalk. You can be fined/towed for this.

Parking of the following vehicles on the drive or anywhere within the community is also prohibited - recreational vehicles, commercial vehicles, trailers, boats, campers, etc.

You may be able to park at the clubhouse on a first come first serve basis however this must be checked directly with the clubhouse, and this cannot be guaranteed.

USEFUL INFORMATION – CONTINUED

Deliveries to Marbella

The Post Office (USPS) **DOES NOT** deliver to the property.

UPS and FedEx **MAY** deliver to your doorstep – but it is your responsibility to check this before ordering goods for delivery.

For food deliveries please check directly with the guard at the gate for instructions.

Local Restaurants (Close to Marbella)

Davenport Diner	Distance around 2.8 Miles
Hardee's	Distance around 2.6 Miles
E & I Pizza	Distance around 2.9 Miles
Taco Bell	Distance around 5.4 Miles

Attractions

Walt Disney World® Resort	Distance around 19.1 Miles
Universal Studios Florida	Distance around 29 Miles
Epcot	Distance around 21.9 Miles
Disney's Animal Kingdom	Distance around 20.1 Miles
SeaWorld	Distance around 24.1 Miles

3. CONTACT INFORMATION

- In the event you need to contact us, please call 352-277-2992
- Out of hours **EMERGENCY LINE** 1-800-439-9703 (**EMERGENCIES ONLY**)

We must be informed of any problems to be able to rectify them

Your vacation home is cared for and maintained by:

Orlando Holiday Management

If you have any questions, problems, routine maintenance issues or if you require information on anything at all during your stay, please contact us during office hours

Monday – Friday 9am– 5pm

Tel: 352 277 2992

Email: propertymanager@orlandoholidaymanagement.com

We are here to ensure that everything is to your satisfaction and also to deal with any questions or issues with the home that may arise during your stay. Problems are rare, but as in any home they can arise from time to time due to unforeseen circumstances. In the unfortunate event of a problem, a breakdown or something not being to your satisfaction we will always endeavor to resolve and deal with this as quickly as possible

If you do have a genuinely urgent problem that needs to be addressed as a matter of priority outside normal office hours please call our 24-hour emergency contact number

emergency contact number 1-800-439-9703

We always try to ensure someone is available to speak to you should you have need to call. When calling please leave your name, contact number and the address of the home in which you are staying, as well as a brief explanation of why you are calling. We will then seek to return your call as soon as we possibly can.

4. EMERGENCIES

FOR ALL EMERGENCIES: FIRE, POLICE AND AMBULANCE

DIAL 911

What is 911?

911 is an emergency telephone number providing immediate access to the law enforcement, fire and emergency medical services. 911 is a free call, even from a pay phone.

When to use 911?

Dial 911 to report a crime, fire, heart attack, any other serious medical condition or injury, or any other situation requiring the immediate attendance of a fire truck, ambulance or law enforcement vehicle.

Information you will need to provide

The location of the emergency.

The telephone number where the emergency is

The nature of the emergency.

Please remain calm, speak clearly and remain on the telephone until you are instructed to hang up..

When not to Dial 911

Always remember that 911 is an emergency number only.

Do not dial 911 for anything other than a genuine emergency, otherwise you may be charged for misuse of the services.

5. USEFUL TELEPHONE NUMBERS

Police, Non-Emergency

Davenport	(863) 419 3306
Kissimmee	(407) 348 1100
Lake	(352) 343 2101

Medical Assistance – Emergency Rooms

Polk County Heart of Florida Regional Medical Center
40100 N US Hwy 27
Davenport, Florida, 33837
24 Hour - (863) 422 4971

Osceola County Osceola Regional Medical
700 W Oak Street
Kissimmee, Florida, 34741
24 Hour – (407) 846 2266

Lake County Orlando Health South Lake Hospital
1900 Don Wickham Drive
Clermont, Florida, 34711
24 Hour - (352) 394 4071

Medical Assistance – Non-Emergency

Walk in Medical Center Orange Lake Centre Care
8201 W Irlo Bronson Memorial Hwy,
Kissimmee, Florida, 34747
(407) 465 0846

General

Poison Control (snake, spider bites etc)	1-800-222-122
Pharmacy (Walgreens)	1-877-250-5823
Pharmacy (CVS)	1-888-607-4287
British Consulate	407-254-3300

6. FIRE SAFETY

The best time to stop a fire is before it has started. Please take all the precautions you would at home to ensure that the risk of fire is eliminated.

Plan your escape from a fire!

Familiarize yourself with the layout of your home, the location of the fire extinguisher and be sure that everyone knows at least two unobstructed exits - doors and windows - from every room. Decide on a meeting place outside where everyone will meet after they escape.

Smoke Detectors

Your home is equipped with a sophisticated smoke alarm system that will alert you to a fire in time for you to escape. There are smoke detectors in each principal room and outside each sleeping area. For the hearing impaired a portable strobe light fire alert is available please call. If one of your smoke alarms begins to 'chirp' this signals a failing battery and you should inform us so that it can be promptly dealt with. Do not attempt to replace these batteries yourself.

Go outside not inside!

If a fire breaks out, get out of the house. FAST!

Do not stop to call the fire department from the home that is on fire. Call from a neighboring house instead. Do not stop or return to collect belongings or pets (if your home allowed a pet)

Crawl low under smoke

During a fire smoke and poisonous gases rise with the heat. There is clearer air closer to the floor. If you encounter smoke while you are escaping from a fire use an alternative escape route if possible

Stop, Drop and Roll

If your clothes catch fire never run. Stop where you are, shout for help, drop to the ground, cover your face with your hands and roll over and over to smother the flames. Treat any burns with cool water but do not use ice.

NO SMOKING

This is a NO SMOKING HOME. If you smoke within the home, you will be ask to leave immediately and your damage deposit and any remaining rental will be retained against the additional cleaning charges levied.

7. CHECK OUT PROCEDURE

We hope that you have enjoyed your stay and look forward to receiving any feedback that you may have – good or bad.

Check Out Time - 11am

Unless prior arrangements have been made the latest check-out time on your day of departure is strictly 11 am

When checking out of the home you must key in your checkout code which is 123456 the press either the * or Green Tick Button (bottom left hand corner button) Failure to do this may result in late check out fees

Your co-operation in vacating the home promptly is greatly appreciated. If our cleaners are unable to access the property due to any unauthorized late departure, we reserve the right to levy an additional \$100 cleaner re-scheduling fee.

If you do not have a pre-arranged extended check-out and would be interested in this facility, please contact propertymanager@orlandoholidaymanagement.com 72 hours before your departure date to enquire as to whether this can be granted. If available there will be an additional charge of \$50 for this.

What are your obligations?

Although professional cleaners are employed to clean the home after you have vacated, it is a condition of your occupancy that you leave the home in a state of reasonable tidiness and cleanliness. We do not expect you to clean the home top to bottom but left out food and rubbish is not acceptable and will result in an additional cleaning charge being made.

As a matter of courtesy, we have provided a complimentary starter supply of necessary incidentals to cover your first night's stay such as a roll of kitchen paper, 1 roll of toilet paper and bar of soap per bathroom, 2 dishwasher tabs and 2 bin bags. It is a guest's responsibility to purchase items required during their stay.

On the day of your departure there are certain obligations that you must fulfill to avoid the possibility of additional charges being claimed. These are listed in the Departure Check List on the following page:-

8. DEPARTURE CHECK LIST

- All dishes should be cleaned and stored away or at least placed in the dishwasher and the dishwasher turned on.
- All towels not being used on the day of departure should already be laundered and dried. Towels used on the day of departure should be placed in the washing machine. All remaining laundry should be gathered together and placed in or adjacent to the laundry room.
- All open, partially used or perishable foods should be removed from the refrigerator, freezer and cupboards and placed in sealed bags in the trash can.
- The pool deck should be left as it was when you arrived, please do not leave food, pool toys or trash lying around the pool area.
- The cooker and microwave should be left in the same condition as they were found when you arrived.
- Any damages (including stains on the carpets, towels or bedding) must be reported to Orlando Holiday Management before departure.
- Check all drawers and closets for personal belongings as we do not accept any liability for items lost or left behind.
- Turn off all lights, TV's and appliances
- Lock windows and patio doors
- Turn on Security Alarm (if available)

Orlando Holiday Management take a very strong position on the condition of a home when it is vacated. We do reserve the right to levy additional cleaning fees if it is apparent that the basics of keeping a home reasonably clean and tidy have not been fulfilled or if it is apparent that no attempt has been made to follow the checkout guidelines. These fees will be deducted from your damage deposit.

Finally, we wish you a safe and pleasant journey home and look forward to seeing you again.

9. GENERAL VILLA INFORMATION

Door Code

All our homes are fitted with a key-less entry system. The door code has been provided to you on your directions please commit this to memory.

Tip: We suggest that you enter these important codes into your cell/mobile to ensure you always have them to regain entry.

When exiting the home please pull the door closed and press the * or Green Tick Button. Please ensure that the door is closed properly.

CHECK OUT DOOR CODE: 123456 then press* or Green Tick Button (Bottom left hand corner)

NOTE: When the weather is wet/humid the door can swell – please take extra care with the door in these circumstances

Alarm & Security

To ensure your own safety and that of your belongings please remember to lock all windows and doors and set the alarm if provided before you leave the property. Please use door guards and patio locks. Please do not allow strangers / contractors into the property unless prior arrangements have been made; please call us for verification.

If your home has the benefit of an alarm you **MUST** use this. The alarm code will have been advised to you with your door codes, please keep this number safe but do not leave it in the property. The alarm is monitored and false alarms are chargeable to you the renter if the police are called as the County Sheriff imposes fines on the home owners for false alarms. The charge is \$50 and will be levied against you.

Should a member of the management team need to enter the home for any reason the alarm will **ALWAYS** be set on their exit (even if we go into the home and the alarm is not set). Therefore you must always ensure that you are aware of the alarm code for your re-entry.

Air Conditioning

Air conditioning is designed to regulate the temperature and humidity of the home and provide a constantly comfortable environment.

All properties have a thermostat which controls the cooling and heating of the property. This should always be set on automatic and cool or heat with a slide switch to set the desired temperature.

PLEASE DO NOT set the thermostat too low for cool 74 – 80 degrees should be comfortable providing all the doors and windows are fully closed.

If temperature is set too low this may cause the unit to freeze up and a service technician will be called out. A service charge will be made.

Under no circumstances must a thermostat be set to below 70 degrees.

Please keep all doors and windows closed whilst air conditioning in operation as this may cause the AC unit to shut off and result in no A/C

Cleanliness and Bugs

Your home is regularly treated to prevent 'bugs' living and breeding within it. Unfortunately, it is impossible to prevent them from occasionally entering the home. In order to help keep these out we recommend the following: -

- a. Do not leave food out and uncovered.
- b. Do not leave dirty dishes.
- c. Do not eat in bedrooms and bathrooms.
- d. Do not leave windows and doors unnecessarily open.

Electricity

Voltage in the United States is 110 volts. Be sure to use the correct setting when using your portable appliances. If an electrical appliance smokes, sparks or emits an unusual smell, unplug it immediately and consult Orlando Holiday Management before using it again. Do not use any appliance that has a cracked or frayed cord. Never overload extension cords or run them under carpets or rugs. Do not tamper with the fuse or junction box.

Stove

All dials are clearly marked and easy to use. There is a broiler (grill) built into the top of the oven. To use the broiler (grill) turn dial to broil. Leave the oven door slightly open when broiling/grilling.

Should you find one of the burners on top of the stove is not heating it may not have been reconnected securely after cleaning. These should just push and click back into place. The handle located at the front of some ovens is part of the self-cleaning mechanism.

When this is in operation or in the process of cooling down the handle will not release until a timed cycle is complete. Once the cleaning process is complete this handle should slide across with ease.

Warning: Do not place hot items on the counter tops. The cost of repair due to negligent damage will be charged to you. Please take care.

Dishwasher, Refrigerator, Washer and Dryer

These plus other appliances in the property are straightforward and easy to operate. Rather than cause yourself difficulty, if you are unsure of any particular appliance and its operation, please do ask us for help.

When using the dishwasher please only use AUTOMATIC dishwashing powder or liquid, **DO NOT** use regular dishwashing liquid/washing-up liquid. If you are unsure please ask. However if this mistake is made and the bubbles are flowing out of the dishwasher put some conditioner (fabric or hair) into the machine and it should kill the production of further foam.

BBQ'S

If you have hired a BBQ from us or there is one provided by the homeowner, please note that regulations do not allow gas tanks to be stored in the garage and the BBQ should be used outside of the pool screen enclosure four feet away from the screen itself. Please use caution at all times. If the homeowner has left a BBQ for your use and enjoyment it is up to you to clean and replace gas if required.

Street Parking

Parking on the road/street within the development is not permitted after a certain time depending upon the development you are staying at.

Your car can/will be towed away if you do this. We suggest that you use the driveway at all times to avoid any problems.

Waste Disposal Units

Firstly, keep all hands and fingers OUT OF THE UNIT at all times.

This unit is built into the sink and operated by a nearby switch on the wall resembling a single light switch.

PLEASE NEVER USE WITHOUT A STEADY FLOW OF WATER FROM THE FAUCET (TAP).

The unit should be used to dispose of organic material only, i.e. vegetable peelings, eggshells, meal leftovers. **NO METAL OR LARGE BONES.** Also please note that you should switch the unit off prior to stopping the flow of water. The cost of repair is expensive.

Vertical Blinds

Vertical blinds are quite delicate! To operate them properly first open them by pulling the chain which can be found at one end of the blinds. This turns the mechanism, then pull the cord gently and they should slide open without breaking.

Never force the blinds. Always have the blinds pulled back when opening patio door. Should a panel not be parallel with the rest, turn with your hand slightly at the top of the blind. Being careful not to break the clip or gear.

If you have difficulty please call us. Please report any missing blind slats to Orlando Holiday Management.

Trash

It is your responsibility to ensure that the trash is placed outside the home on the required days (details of which will be in the property). Garbage collections can be very early in the morning. It is therefore recommended that you put the garbage cans out the night before. If doing so please ensure the lids are secure to avoid tampering by the wild animals and birds.

It is imperative that any cans are returned to the original place on the same day to avoid fines by the homeowners association. If your day of departure if it is not the normal collection day then please leave garbage neatly bagged in the bin – all trash **MUST** be bagged. We will collect later that day. **Failure to do so will result in a \$50 charge made against you.**

Breakages

It is your responsibility to report to us any accidental damages such as breakages, tears, burns or stains. We realize accidents do happen. However it is preferable for everyone concerned if these things are dealt with as soon as possible as a quote for repair/replacement can be arranged whilst you are at the property.

Television and Internet

There are at least two active cable points in the Property one in the living room and the other in the master bedroom. Most properties have two TV's some more dependent upon the Owner's requirements. During thunderstorms you may experience temporary loss or interference. Nearly all our homes have WIFI – please refer to the front cover of this manual for your Network and Password details.

Household Supplies

All properties are self-catering and as such you are responsible for your consumables during your stay. As a matter of courtesy, we have provided a complimentary starter supply of necessary incidentals to cover your first night's stay such as:

- 1 roll of kitchen paper.
- 1 roll of toilet paper per bathroom.
- 1 bar of soap per bathroom.
- 2 dishwasher tabs and 2 bin bags.

All other supplies can be purchased at the nearest convenient store.

Smoking/Pet Policy

All our homes are **NO SMOKING**.

Pets are also **NOT PERMITTED** unless prior arrangements have been made.

If we discover that a pet has been allowed into the home without authorization you will be asked to leave the home immediately and your damage deposit and any remaining rental will be retained against the additional cleaning charges levied.

Toilets

We are so sorry to say the Florida drainage/toilet systems cannot take anything other than a minimal amount of toilet tissue as the diameter of the waste pipes in the US is noticeably narrower than in many other countries and consequently they can become blocked very easily.

The following items are likely to clog the overflow:

- Baby wipes, Diapers (nappies)
- Personal hygiene product and Plastic Wrappers

These items should be disposed of in sealed bags in the trash and never flushed down the toilet. A plunger is provided for your use should a blockage occur.

Note: If an emergency call-out is required to clear a toilet that has been blocked through misuse this will incur a charge to you.

Bathrooms

The bath stopper/plugs may be difficult to use just turn and they should pop in.

Maintenance

The property is maintained on a regular basis.

We work hard to ensure the property is maintained and in good condition.

However, sometimes with the volume of guests we may miss something.

Please contact us if there is anything we can do to improve your comfort.

If you have maintenance issues please report it.

Our regular maintenance team operates **five days a week 9 a.m. to 6 p.m.**

However, should you have an **emergency out of these hours, please call 1 800 439 9703.**

If this is deemed a non-emergency the issue will be dealt with accordingly on the following working day.

Items for Hire

The following items are available for hire:-

- Pack N Play Travel Cot - \$15 plus tax per stay
- High Chair - \$15 plus tax per stay
- BBQ - \$60 plus tax per week

10. SWIMMING POOL/SPA AND PATIO

Swimming Pool

For the pool homes, the pool has an automatic filtration system and works on a timer with pre-set for the time period required to maintain the pool's cleanliness and chemical levels.

Please do not attempt change the dials or interfere with the timer system.

Once a week our pool company will service and clean the pool ensuring the chemical balance is correct. A pool net is provided for you to skim any necessary insects or debris which may have fallen in from the screen above (this happens mainly after rain).

Pool Heater & Spa

As advised during the booking procedure – Pool Heat is required to heat the Spa.

Pool heating is an optional extra, if you have added pool heat to your booking, please be reminded that pool heaters will not heat the pool to 'bath' temperature, but will take the chill out of the water. Very often during the cooler months of the year the pool may still feel 'fresh' but it will not be icy cold.

Pool heaters maintain a water temperature with a maximum of approximately 85oF. An 80-degree water temperature will still feel 'fresh' when the outside temperature is in the high 70s/80s.

The pool heaters operate for 12 hours each day at the same time as the pool pump is running. They do not operate 24 hours per day. For this reason the pool will feel a little cooler first thing in the morning and will take some time to reach its maximum heat.

When you arrive at your villa the pool heater will already have been switched on but the pool may take 24/48 hours to reach optimum temperature.

Cold nights will render it less likely that optimum temperatures will be reached during the daytime, and should the air temperature fall to 60°F or below the pool heater will continue to warm the water however the outdoor temperatures will cause the water to cool faster than it is being heated.

If the water appears to be colder than anticipated, please bear in mind that this does not necessarily mean that the mechanism is not operating correctly. This does mean, however that the pool will not be as warm as usual.

Pool Heater & Spa - Continued

As this is completely beyond our control and the pool heater mechanism is working to constantly check the outside temperatures, a refund will not be given under these circumstances.

In light of the above should you wish to cancel your pool heating please contact us immediately. We cannot refund pool heat after the event!

PLEASE NOTE: DO NOT ATTEMPT TO TOUCH THE POOL HEATER EQUIPMENT. THIS CAN ONLY BE OPERATED BY THE POOL COMPANY OR ONE OF OUR EMPLOYEES

TOUCHING THIS EQUIPMENT IN ANY WAY WILL RESULT IN A FINE OF \$300 PLUS A REPAIR BILL IF BROKEN.

Patio Furniture

Patio furniture may vary from property to property. We hope you are comfortable. We request that this furniture is not placed in the pool.

Beach Towels and Sunbathing

We respectfully request that the towels in the property are left at home. Most water parks provide towels. Sorry ladies, topless sunbathing is prohibited. It is a State Law. Men, it's OK for you!!!!

Swimming Pool Alarm and Safety Fence

According to Chapter 515.33 Residential Swimming Pool Safety Act.

Anyone tampering or disconnecting pool alarms commits a misdemeanor of the second degree punishable of a \$5000 fine or one year in jail.

Some properties have a child safety fence around the pool.

Should you have young children we recommend you leave this in place for their safety.

Also there are locks on the patio and rear access doors please ensure these are also in place when young children are around.

Child Drowning in Florida for Ages 0-19

SURVEILLANCE DATA: 2017

FLORIDA VIOLENCE AND INJURY PREVENTION

There were 107 non-fatal hospitalizations from unintentional drowning. Children ages 1-4 accounted for 63% of these hospitalizations.



There were 101 deaths from unintentional drowning. 60% of these deaths were children ages 1-4. Nationally, drowning is the leading cause of death in this age group. Florida's rate is the highest in the U.S. (2016).

The Layers of Protection
Make Pool Time a Safer Time

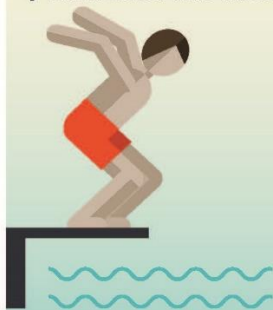
EVERYONE IN THE FAMILY SHOULD KNOW HOW TO SWIM.



WATCH Designate an adult water watcher when children are around or in the pool.



USE BARRIERS Make your home pool safer with a 4-sided fence that includes alarms, gates and locks.



EDUCATE Teach children how to swim. Not every child is ready to swim at the same age so ask your family doctor.

BE READY Learn CPR and get re-certified every 2 years. Keep a phone and safety equipment near the pool.

LEARN MORE:
WaterSmartFL.com
PoolSafely.gov
ndpa.org

SafeKids.org
BlackKidsSwim.com



Florida Child Drowning Rates per 100,000 Population

Non-Fatal Hospitalizations Ages 1-4

YEAR	RATE
2012	17.5
2013	12.7
2014	13.8
2015	13.0*
2016	10.1*
2017	7.4*

Deaths Ages 1-4

YEAR	RATE
2012	6.7
2013	7.2
2014	7.0
2015	7.3
2016	5.5
2017	6.7

Non-Fatal Hospitalizations Ages 0-19

YEAR	RATE
2012	5.1
2013	4.0
2014	4.1
2015	3.7*
2016	2.6*
2017	2.3*

Deaths Ages 0-19

YEAR	RATE
2012	2.0
2013	2.2
2014	2.1
2015	2.2
2016	2.0
2017	2.2

Most infant drownings occur in bathtubs and buckets. Children ages 1-4 are more likely to drown in home swimming pools. Children 5+ are most likely to drown in natural bodies of water.

Black children ages 5-19 are 5.5 times more likely to drown in a pool than their white peers.

Who is Injured?

31%

Deaths & Non-Fatal Drowning Hospitalizations Combined



Females

DEATHS

27

NON-FATAL HOSPITALIZATIONS

37

69%

Deaths & Non-Fatal Drowning Hospitalizations Combined



Males

74

70

56%

Deaths & Non-Fatal Drowning Hospitalizations Combined



Whites

57

60

29%

Deaths & Non-Fatal Drowning Hospitalizations Combined



Blacks

36

25

13%

Deaths & Non-Fatal Drowning Hospitalizations Combined



Other Races

8

18

\$12,400 was the median admission charge for drowning-related, non-fatal injury hospitalizations.

\$4.2 million was the total charges exceeded this amount.

1 day was the median length of stay.



WHO PAID?

Medicaid, 60%
Commercial insurance, 33%

*Effective October 1, 2015, the hospital record coding system transitioned to the International Classification of Diseases, Tenth Revision, Clinical Modification (ICD-10-CM). Increases or decreases could be a result of coding changes. Results may be subject to change. Proposed definitions for drowning hospitalizations do not include watercraft and water-transport-related drowning.

Florida Violence and Injury Prevention Program
Toll-Free 877.362.5033



FL Dept. of Health 8/18

11. DRIVING HINTS & TIPS

Always stay on the RIGHT HAND SIDE of the road

Flashing AMBER traffic lights mean that the junction is part-time operated by traffic lights. Approach with due care and attention. If lights remain on AMBER, they will soon turn red.

You may turn right at a RED light after coming to a complete stop. Proceed only if the way is clear from the left unless there is signage stating otherwise.

At a STOP sign, you must come to a complete stop for at least 3 seconds.

When raining, it is Florida Law that you drive with your headlights on. Also beware as the roads will be very slippery. Adhere to the speed limits. These may change on the same stretch of road. On the spot fines may be issued by a Police Officer.

There are fellow drivers from across the world with different driving rules, the main one being driving on the opposite side of the road. Please take care when entering a busy road and crossing over. Pay attention to the lanes and if there is a central reservation. These may not be obvious or may be poorly illuminated. Take your time.

Driving Laws

Florida Law states that you must carry your driving license at all times. You must also carry your car rental documents in the car at all times. The speed limit in most highways is 65mph. In cities it will range from 20-35 MPH. All speed limits are posted and strictly enforced. Florida law requires all passengers to wear seatbelts. Children under 12 must be seated in the back seat.

School Buses

School buses should be approached with caution. Whenever a school bus is stationary and is displaying its warning signs you must stop if you are travelling in either direction on a two way carriageway or travelling in the same direction on a dual carriageway.

Drinking & Driving

Drinking and Driving laws are very strict. It is illegal to have an open container of alcohol in your car. Always bear in mind that Florida is a vacation destination. **You will be arrested if drinking and driving.** DUI (Driving under the Influence) if blood alcohol levels of 0.8% or higher. This could result in your license being confiscated or suspended immediately.

12. STORMS

Power Outages

Occasionally there can be power outages, these can be for a number of reasons such as storms or surges in the area. Should you experience an outage please contact us immediately and we can investigate the matter and advise a suitable course of action. To avoid loss of any food items please refrain from opening and closing the fridge/freezer as this will help maintain the temperatures, these fridges are designed to withstand loss of power for some time.

Thunderstorms

Florida is known for being the lightening capital of the world. If you are experiencing a heavy thunderstorm with lightening, simply move all guests inside and wait for the storm to pass. Never use the swimming pool during a storm. Do not use any electrical outlets or the telephone. Storms usually pass through within minutes.

Hurricanes and Tornado's

Hurricane season in Florida is between June and November. If there is a risk of either approaching this will always be well notified on the TV and radio. Keep updated on impending and approaching activity. In the unlikely event of an evacuation follow the instructions given by authorities.

We will make every effort to make contact with you should we be expecting a hurricane. In addition to the recommendations distributed by the local authorities we would ask that all patio furniture or loose and free-standing items outside be moved into the garage. These objects can become extremely dangerous during high winds.

Boil Water Notice

This is only used in the event of a hurricane, tornado or main line water breakages. This will be announced on the TV and radio.

13. USING TV, DVR, CABLE & DVD REMOTES

It seems like such a simple thing, but sometimes using the remote control for the TV, DVD Player (if one available) and Cable Box/DVR can be confusing. To make things easy, following are step by step instructions. If you have any problems, check to make sure the batteries in the remotes are fresh.

DO NOT ORDER PAY-PER-VIEW OR ON-DEMAND SERVICES

Watching Cable TV:

Usually, the only remote you will use is the one from Brighthouse Cable. This is the remote control designed for the Cable Box/DVR. It is a universal remote, so it will also control the TV power and volume. On the left is a picture of this remote.



IMPORTANT NOTE: There are 2 power buttons at the top of the remote:

The one on the right, labelled **“POWER”**, ONLY turns the Cable Box/DVR on and off.

The one on the left, labelled **“SYSTEM”**, turns the entire system on and off this includes the TV, Cable Box/DVR and the DVD Player (if available).

In most cases, you will use the **“SYSTEM”** button. This gets everything up and running or shuts everything down.

Keep in mind, there is a delay when the TV powers on, so it may take 30-45 seconds to be able to see a picture when you first press the **SYSTEM** power button.

You can tell if the TV power is on by looking at the light just below the centre of the screen: a **BLUE** light means it is on, a **RED** light means it is off.

Use the **“GUIDE”** button to see the on-screen TV Guide and the **“CHANNEL”** and **“VOLUME”** buttons to control, well, the channels and volume.

USING TV, DVR, CABLE & DVD REMOTES - Continued



To switch to the previous tuned channel, press the “LAST” button.

You may be able to Pause, Fast Forward and Rewind LIVE TV using the appropriate buttons on the remote.

If you notice that the buttons are not changing the cable channels, press the “CBL” button on the remote.

This button is located just below the power buttons.

Using the DVR (Digital Video Recorder) if applicable

To records a program you are watching, press the “**RECORD**” button.

You can also highlight a program in the guide and press “**RECORD**” and it will record the program when it is broadcast.

To watch a previously recorded program, press the “LIST” button, use the arrow keys to select the program to watch and press “OK/SEL”.

To switch back to live TV, press the “LIVE” button.

You can Pause, Fast Forward and Rewind the recording using the appropriate buttons on the remote.