

# Margaritaville Resort FAQ

## ? WHAT TIME IS CHECK-IN/CHECK-OUT? DO YOU PROVIDE LATE CHECK-OUT?

Check-in is at 4pm and check-out is at 11am, located in the main lobby 8000 Fins Up Circle Kissimmee, FL 34747. You must be 21 and up. You may place a request for late check-out at the Front Desk, but it is not guaranteed. Late check outs are done through Service Express. After 12pm will be a full night's rate, plus tax.

## ? IS THERE A SECURITY DEPOSIT AT THE TIME OF CHECK-IN?

There is an incidental deposit upon check-in. It is \$50 per day.

## ? I'D LIKE TO AUTHORIZE ANOTHER PERSON TO CHECK-IN ON MY BEHALF, HOW DO I DO THAT?

We will need to send a Credit Card Authorization form. Please contact us for more information.

## ? HOW FAR IS THE PROPERTY FROM THE ATTRACTIONS? IS THERE TRANSPORTATION TO ATTRACTIONS?

We are located within 10-15 minutes from Walt Disney World and 20-25 minutes from SeaWorld and Universal Studios. We offer complimentary shuttles to theme parks. Reservations are required and can be confirmed with Concierge. We also have airport shuttle services for an additional charge.

## ? IS THERE A SUPERMARKET NEARBY?

Yes, there is a Target (.5 miles away), Publix (.9 miles away), and Walmart (2.3 miles away) nearby.

## ? DO YOU ALLOW PETS?

We are a pet friendly resort. There is a \$75 daily fee with a maximum charge of \$300.

## ? IS THERE A RESORT FEE? WHAT DOES IT INCLUDE?

Rates are subject to a \$20 taxable resort fee per room per night. The resort fee includes:

- Unlimited Local and Toll-Free Calls
- In-Room Coffee & Bottled Water
- Transportation to all Major Attractions
- Access to Resort Pools with Pool Towels Provided
- Complimentary Wi-Fi
- Access to Business Center
- Daily & Nightly Entertainment
- 24-Hour Access to our Fins Up Fitness Center
- Lobby & Concierge Services
- Daily & Overnight Self-Parking

## ? ARE WE ALLOWED EXTRA GUESTS OR VISITORS TO STAY WITH US?

The only guests permitted to stay at the resort and access amenities are those on the primary guest list.

## ? IS THERE A MINIMUM LENGTH OF STAY?

No, we do not require a minimum night stay.

## ? CAN PASSES BE BOUGHT FOR "ISLAND H2O LIVE!"?

Yes, they will need to be purchased separately, as it is not directly affiliated with our resort. These tickets can be bought online, at the concierge, or at the waterpark in-person. If purchased through the concierge, you will receive an FSFOA discount of 58%.

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**? WHAT KIND OF PARKING IS AVAILABLE FOR GUESTS?**

*Self-parking is included in the resort fee at an unlimited amount and valet parking is available for \$35 per day.*

**? IS THERE DINING OR CATERING AVAILABLE? IS THERE A SPENDING MINIMUM FOR CATERING?**

*Yes, for dining, we have multiple options: Euphoria, Provisions, and Salty Rim Bar & Grill. For catering, we have a full-service team ready for all events. The spending minimum will depend on the type of space you are requiring. Please contact our events team for further information.*

**? WHAT WEDDING/EVENT/MEETING SPACE DO YOU HAVE ON SITE?**

*We have our Compass Ballroom that is over 7,000 square feet, an event lawn covering 15,000 square feet, a beautiful Anchor Terrace, and 7 additional event space rooms. Please contact Concierge or our events team and they will be able to assist with meeting space rentals.*

**? WHAT IS THE HOLD TIME FOR GROUP BLOCKS?**

*Our standard hold time is 30 days prior to arrival.*

**? WHAT ARE THE COVID-19 PRECAUTIONS BEING TAKEN?**

*We are currently observing local, state, and federal guidelines, even as they change. Please visit our website for more specific information: [www.margaritavilleresorts.com/margaritaville-resort-orlando/health-safety](http://www.margaritavilleresorts.com/margaritaville-resort-orlando/health-safety)*

**? DO YOU OFFER ADA-COMPLIANT ACCOMMODATIONS AND AMENITIES?**

*Yes, we offer select rooms that include roll-in showers, lights, and doorbells. Resort pools also offer chair lifts and all public areas are ADA-accessible. Please contact concierge or visit our website for more information.*

**? IS THERE 24/7 ON-SITE SECURITY?**

*Yes, we have security on-site at all times and a manned entrance gate.*

**? IS BABYSITTING AVAILABLE ON-SITE?**

*Yes, we offer private babysitting services and daily children's activities.*

**? ARE THERE LIMITS FOR NOISE AND EVENTS ON SITE?**

*Yes, the county noise ordinances apply to all resorts in the area and require amplified noise to cease by 10pm nightly.*

