



POOL HEAT REGISTRATION & INFORMATION

If you have booked a home with pool heating option or if you are planning to heat the pool during your stay, please read and sign the following & return with your guest registration form.

POOL HEAT FACTORS

- Pool heaters will not heat the pool to 'bath' temperature. A pool heater will take the chill out of the water. Very often during the cooler months of the year, the pool may still feel 'fresh'. When the outside temperature drops below 55 degrees the heater will automatically switch itself off to prevent overheating through constant use.

Pool heaters only maintain a water temperature of about 10 degrees above the

- ambient air temperature. However, an 80 degrees water temperature will still feel refreshing. Pools will heat to a maximum of 85 degrees.

The majority of pool heaters run from 8-12 hours a day whilst the pool pump is running

- and will heat the pool accordingly to the above information. The pool heaters do not run 24 hrs a day. If the pool feels a little cooler first thing in the morning this is because the pool heater has only just switched back on and will take some time to reach its maximum heat. Upon arrival your pool heat may take 24-48 hours to reach optimum temperature.

POOL BLANKETS

- Some of the pools have blankets. In order for the pools to maintain their heat when not in use keep the pool blanket on the surface of the pool. When placed on the pool surface the blanket will float until it is removed.
- Please DO NOT STAND on the pool blanket. As it was not designed as a life-saving device and it will not support your weight.

ADDING POOL HEAT

- If you have chosen to pay for pool heat while you are here and have not pre-booked prior to travelling, be advised that not all the homes have pool heating facilities.
- If you wish to add pool heat, please contact the Ocean Florida Welcome Centre. It may take up to 24 hours to switch on pool heat and a further 24-48 hours for the pool heat to take full effect.
- Locally added pool heat cannot be turned on weekends and American Holidays. There may be a minimum duration of days that you can have pool heat and you might incur turn on and off charges.

POOL HEAT CHARGES

- The charge for adding pool heating will differ based on whether the home you are in has electric or gas pool heat. Gas pool heat is more effective but more expensive.

- Please do not tamper with the buttons on pool pumps or control buttons. Damage can result and you will be liable for the pool repair fee.

POOL HEAT REFUNDS

- Likewise, if you book pool heat while here and there is a fault, we will only be able to refund for the days you have been without pool heat. We will not be able to move you into another villa as this will be subject to availability and will incur a cost. As the pool heat was purchased locally and is not a pre-paid service we will not compensate for the pool heat not working.
- If you have pre-booked pool heat prior to arriving in Florida and wish to cancel for a full refund, this can be done but only if we are advised within 24 hours of your arrival.

SEASONALITY

Summer

Pools are not heated in the summer period April 15th to October 15th. This is due to the heat and rain causing a chemical imbalance in the pool which in turn can turn the pool green and cause a buildup of bacteria.

Winter

Pool heat is recommended in the winter months to make the full use of the pool. Spas are not heated unless you booked pool heat.

OCF Booking Ref:

Guest's Name (PRINT):

Date:

Signature:



MAKE YOUR CAR HIRE RUN SMOOTHLY

PLEASE READ THIS IMPORTANT INFORMATION

The following items may be offered to you locally at the rental desk. These are all optional items and below is a description detailing the products and what they provide.

1. PAI (PERSONAL ACCIDENT INSURANCE)

2. PEC (PERSONAL EFFECTS COVERAGE)

This cover is normally offered together and is in most cases included in your travel insurance (Check your own policy). It is offered to customer on the basis that it covers you, your blood relatives and all of your belongings when you are travelling in the rental car. This is not essential providing you are travelling with a comprehensive level of travel insurance.

3. ROADSIDE PLUS

The car rental package you have purchased includes BASIC BREAKDOWN COVER. This means that should the vehicle break down, providing it is due to mechanical failure, then you will be picked up and offered another vehicle. Similarly if you should be involved in an accident that is not your fault, then you will be picked up and offered a new vehicle.

Roadside Plus is offered a top-up insurance and covers you for the following: key replacement, flat tires, towing (unrelated to an accident), jumpstart, lockout service, fuel delivery (up to 3 gallons).

This is not a mandatory charge – it is an optional cover. You do not need to accept this.

4. RCAR CLASS CHANGES (UPGRADES)

The car chosen by Ocean Florida should be of adequate size for your party and their luggage. You may be encouraged to upgrade to a larger vehicle, based on the local car rental agent's assessment of your party size and needs whilst you are on vacation. Please note that larger cars as well as more luxurious may be available and they will ask if you wish to upgrade.

You are not obliged to accept any upgrade. If you are happy with the vehicle reserved for you, then kindly advise the agent that you are indeed happy with the car type you have pre-booked. If the person on the rental desk insists that you upgrade as the car is not big enough for the amount of luggage with your party, you are entitled to see the car you booked before upgrading. If you feel that the car is appropriate just say NO!

Upgrades are payable on a PER day basis at a retail local rate and tax is chargeable on top of the upgrade fee. The original rental cost is not refundable.

IMPORTANT SUMMARY

All of the mentioned services are OPTIONAL. Only accept if you are happy to pay the additional charges locally. Once your rental agreement is signed, it is then a legally binding document. Always remember that if you do choose to take an upgrade or any extra insurances, you do have an Alamo 24 hour guarantee that allows you to return the upgraded car or remove the extra insurances within 24hrs of pickup, revert back to your original booking and receive a full refund no questions asked!

TOLL CHARGES

Please note it is likely that you will cross through one of the many chargeable toll roads that run across the USA.

These charges will be made automatically to your credit card, and will usually appear on your statement 8 to 10 weeks after you pass through a toll.

EXCLUSIVE TO OCEAN FLORIDA CLIENTS "SAVE TIME KIOSK" WITH ALAMO

Alamo Car Hire offer computerised kiosks in many Florida locations to make your car hire pickup quicker and easier as you do not need to queue at the rental desks. In order to use the kiosks, after you have received your car rental voucher, you will need to register online for 'Alamo Save Time'. You can do this using the link below:
www.alamo.co.uk/savetime

Please note that you must use the **Supplier Confirmation Number** which you will find on your car rental voucher.



When you arrive at the location, just go to one of the several kiosks that are available just in front of the Alamo car hire desk. Touch the screen to get started, and then simply follow the easy instructions.

You will be asked for your Alamo reservation number, details of additional drivers and offered various optional extras. Optional extras are items such as GPS, upgrades and enhanced roadside assistance.

Once you have completed the process, your rental agreement will be printed. Take your documents across to the parking lot and choose any hire car you like the look of from those in the

category you have booked.

IMPORTANT INFORMATION

In order to use the Kiosks available to customers in resort, Savetime must be completed prior to travel via the Alamo website.

Please always ensure you scroll to the bottom of each page and hit save and continue or Submit...if you do not hit the submit button at the bottom of the page, and receive the final confirmation page then this will not go through and kiosk will not work.

You should receive an email to the email address you have entered directly from Alamo to ensure you have confirmation.

Please note when you complete the 'Savetime' on Alamo's website it will state that there is an additional charge of \$9.99 per day for the 1 additional driver.

Please ignore this extra charge, as you will not be charged this locally. This is a new system that Alamo have very recently introduced and they are in the process of updating it so you will not see this additional charge in the future.



Dear Sir/Madam,

Please be advised you are required to check-in with the e-ticket documentation provided by us - paper tickets are not required for your journey. We recommend you arrive at check-in 3 hours prior to departure.

Online check-in may be available on your airlines website (see list below) usually 24 hours prior to departure. Online check-in will allow you to check current flight information as well as updating Advanced Passenger Information (API), if required. Please note, not all airlines allow online check-in or for API to be submitted online.

You will be able to log-in to your airlines website using your flight confirmation number found on your e-ticket document.

MANDATORY REQUIREMENT FOR TRAVEL TO USA

A visa waiver form must be completed prior to travel. Please visit this website for the application form.

<https://esta.cbp.dhs.gov>

For any pre and post travel enquiries please visit our Frequently Asked Questions tab <http://www.ocean-florida.co.uk/faq-main.aspx>

Yours sincerely,

Ocean Florida Operations Team

Ticketing Departments

www.aa.com
www.aircanda.com
www.ba.com
www.delta.com
www.iberia.com
www.klm.com
www.virginatlantic.com
www.lufthansa.com

www.monarch.co.uk
www.norwegian.com
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www.unitedairlines.com
www.usairways.com
www.westjet.com