



## RESORT SERVICES

ENSURING YOUR FLORIDA HOLIDAY IS EVERYTHING YOU EXPECT, PLUS MORE

We're very proud of our dedicated Welcome Centre which welcomes thousands of holidaymakers each year.

Should you have any queries about your accommodation, theme parks or the local area, our knowledgeable team are always on hand to answer your questions. Visit as little or as often as you like, the team will be your point of contact for advice and support throughout your holiday.

Open seven days a week, the Welcome Centre is available to all Ocean Florida guests visiting the Sunshine State.

### OCEAN FLORIDA CUSTOMER SERVICE TEAM

**Ocean Holidays Welcome Centre**

3204 Rolling Oaks Boulevard  
Kissimmee  
FL 34747

**Phone:** 1-407 390 6422

**Emergency Number:** 1-407 421 1584

**Fax:** 1-260-454-3058

**Welcome Centre Opening Hours**

8am - 10pm Monday to Friday  
9am - 10pm Saturday and Sunday  
Check-in 4pm  
Check-out 10am

Closed Easter Sunday, Memorial Day,  
Independence Day, Labor Day,  
Thanksgiving, Christmas Day & New  
Year's Day

If dialling from a UK mobile, please prefix the number with 001 followed by the full number.

### **Emergency after hours number 407 421 1584**

Emergencies consist of lock out, lost, no water

For out of hours non-emergency maintenance issues please leave a message  
on our office number.