

Vacation Suite FAQs

Q1: How long can we stay?

A1: You can stay up to 5 nights. There is no minimum stay; however, the suite is closed on Wednesdays for cleaning and maintenance. You can check in as early as Thursday and out as late as Tuesday – only one stay per weekend but you are not required to stay the full 5 nights.

Q2: How many people can stay?

A2: A maximum of 8 people can stay in the vacation suite. The 3 bedroom/2 bath unit has two rooms with queen-sized beds, 1 room with a queen/single bunk, and one couch. There is also a pack 'n play for an infant guest.

Q3: Does the Hilltop employee have to be present?

A3: Yes, the Hilltop employee does have to be one of the guests and he/she must be present for the duration of the stay. Guests will be verified once on property.

Q4: What if I leave Hilltop before my scheduled stay?

A4: The vacation suite is for use by current Hilltop employees only. Should you leave Hilltop before your scheduled stay, your reservation will be removed from the system.

Q5: Are pets allowed?

A6: Yes, up to two pets (cats/dogs only- under 100 pounds per pet) are allowed. Aggressive breeds are prohibited. Please contact us if you intend to bring a pet(s) for approval.



Q6: What is provided in the vacation suite and at the community?

A5: Unit Details: 2 Queen Beds, 1 Queen w/ Single Bunk, 1 Couch, Bath towels and washcloths. Hair dryer, Iron, Ironing Board, Coffee Pot, Filters/Coffee/Tea, Basic kitchen essentials, Dish soap/cleaning supplies, Dishwasher, Washer/Dryer, Microwave, Refrigerator, Wifi internet,, Smart TV (no cable), Portable Crib, Ceiling Fans,

Community Amenities, Dog Park, Outdoor Kitchen, Coffee Bar, Fitness Center, Basketball Court, Business Center, Clubhouse, Pool, Playground, Hammocks, Grill Stations.

Q7: What is the cancellation policy?

A7: Should you need to cancel your reservation, please do so by contacting the suite admin directly at vacationsuite@livehilltop.com at least 2 weeks prior to your check-in date. There is no fee for cancelling, but cancelling within 2 weeks of stay or "no-showing" could cause disciplinary action and/or inability to book in the future.

Q8: Is smoking allowed?

A8: Smoking is not allowed within the Grandewood Pointe community. A deep-cleaning fee of \$250 will be charged for any smoke odor in the vacation suite.

Q9: Do we have to pay a security deposit?

A9: A security deposit is not required. However, any damages to the unit or missing items will be billed back to the employee and can be deducted from their next Hilltop paycheck. This includes pet damage.

Q10: Do we have to pay for parking?

A10: We have one reserved parking spot for the unit. It is marked Reserved #34. You may park in this spot, but please hang the guest parking tag from your rear view mirror while using the spot. The tag can be found in the back of this handbook as well. .

Q11: What time is check-in and check-out?

A11: Check-in is 4:00 pm and check-out is 11:00 am.

Q12: How do we gain access to the vacation suite upon check-in?

A12: For your convenience, you will not need to arrive during office hours. Codes for the community gate and suite access will be sent to you closer to your check-in date.

Q13: What if the dates I want to book are not available?

A13: Dates are booked on a first come, first served basis. If the dates you want are booked, you may join the waitlist. The system will contact you for another opportunity to book if there is a cancellation.

Q14: How often can I reserve the vacation suite?

Employees are invited to reserve the property once per calendar year..

Q15: What is the address of the Vacation Suite?

Grandewood Pointe - 3701 Grandewood Blvd, Orlando, FL 32837

Vacation Suite Terms and Expectations

- Please consider the Vacation Suite your home away from home and treat the space, community, residents and property team with the utmost respect and care. Remember you (and your guests) are a representative of the Hilltop family.
- Maintain the suite, property amenities and surrounding areas by picking up after yourself and your guests. Do not leave trash behind and refrain from unnecessary noise pollution that may disrupt your neighbors.
- The Vacation Suite is limited to 8 guests max (including yourself). Check-in after 4:00 pm and check-out by 11:00 am Eastern Time.
- You must be a current employee of Hilltop Residential to use the suite.
- Employee must be present for the duration of the stay. Employee presence will be verified by a Hilltop team member.
- There is no smoking allowed on the property or in the Vacation Suite. A deep-cleaning fee of \$250 will be charged for any smoke odor remaining in the Vacation Suite after your stay.
- You may park in RESERVED space #34 or any non-reserved space. Please follow any speed limit or other posted signs. No motorcycles, campers, trailers, boats, RVs, or recreation vehicles allowed.
- Please do not store any personal items outside the unit. Dispose of trash according to the instructions in the Vacation Suite handbook found in the suite.
- Use of candles, combustible materials, firewood, charcoal, propane or electric grills, are prohibited unless using the provided BBQ grills in their designated location.
- Up to two pets (cat/dog only) are allowed to stay in the suite with you. No dogs over 99 lbs. and no aggressive breeds. Please contact us for approval before bringing your animal(s) to the Vacation Suite.
- Except service animals, all other animals are not permitted in the pool area or inside the community buildings (business center, fitness center, office, etc.). No animals of any kind are permitted in the pool or hot tub.
- For maintenance emergencies during business hours, please contact the main office. If after hours, please call 407-996-6060. See maintenance information in the Vacation Suite Handbook.
- The property contains many amenities. You can find a complete list in the Vacation Suite handbook found in the suite. Please check local postings for hours and usage rules. Attendants are not provided. Please comply with all posted signage, wear appropriate attire, and supervise any minors who are travelling with you. You will need a keycard to access some amenities. Please make sure to return the keycard to the Vacation Suite Handbook before departure.
- Do not swim or wade in any body of water on the property that is not designated as a swimming pool. Do not boat or conduct any other type of water sport in or on any body of water on the property.
- Hilltop Residential/Grandewood Pointe is not responsible for any accidents, injuries, or lost, stolen, damaged, or misplaced items. You agree to hold us harmless from any and all claims, damages, or expenses related to the use of amenities or the suite.
- As a Hilltop employee, you are responsible for the behavior of your family members and/or guests while staying in the Vacation Suite. Please make sure they understand the terms and expectations and adhere to them accordingly.
- There is no cancellation fee for reserving the suite; however, please be in communication with the suite administrator (vacationsuite@livehilltop.com) should your plans change. Cancellations within the two-week period prior to check-in may cause you to be restricted from booking in the future. Additionally, employees who no show and do not communicate with the suite administrator prior to their check in date may be subject to disciplinary action and/or denial of all future bookings.
- Additional terms can be found in the Community Policies Lease Addendum, of which a copy is provided in the Vacation Suite handbook found in the suite.

***Employees must agree to these terms approve a damage waiver to stay at the Hilltop Vacation Suite.**