



New Security Procedures December 2009

Check-in procedure for daytime arrivals i.e. between the hours of 8.00am and 10.00pm

Upon arrival at the gate, you will be requested to present a form of identification (driving licence or passport) and in addition, sight of some form of documentation relating to your vacation booking at Terra Verde Resort. Your vehicle and vacation address will be logged and you will then be directed to the Clubhouse reception to register and receive your vehicle "Gate Entry Card" for express entrance for the duration of your stay. There is a \$10 refundable deposit on the cards.

Check-In procedure for overnight arrivals i.e. between the hours of 10.00pm to 8.00am

Upon arrival at the gate, you will be requested to present a form of identification (driving licence or passport) and in addition, sight of some form of documentation relating to your vacation booking at Terra Verde Resort. Your vehicle and vacation address will be logged and you will be requested to register at the Clubhouse reception after 8.00am on the following morning, to receive your vehicle "Gate Entry Card" for express entrance for the duration of your stay. There is a \$10 refundable deposit on the cards.

It is important that you register as soon as possible in order to ensure efficient and speedy entry to the resort for the duration of your stay.

Once registered, on approaching the gates, please pass your card in front of the electronic reader and the gates will open for entry of one vehicle at a time.

Before you depart Terra Verde at the end of your stay, please return your Gate Entry Card to reception, where you will be refunded your deposit.

Pre-Notification of Visitors

Front Gate Telephone Number: 407 218 0919

If during your stay at Terra Verde Resort, you are expecting visitors, either friends & family or a contractor or delivery person, they will be unable to gain entry at the front gate, unless you have pre-notified the gate attendant. To avoid inconvenience, therefore, please call the above number to advise who is due to arrive and the purpose of their visit e.g. social, pizza delivery, AC repair etc.

The above procedure will become even more important in the event of a party being held, as gate attendants will be monitoring entries to prevent unauthorised gatherings and will raise an alert with management if multiple visitors arrive, without pre-notification.

It is appreciated that compliance with this new entry procedure may cause some occasional inconvenience but you will hopefully understand the need for closer control of people entering our resort, for the benefit of us all.

You may want to make guests in your home aware of these important procedures. Many thanks in advance for your co-operation.