

FAQs

What must owners provide at gate on first arrival? *Owners need only provide some form of photo ID and confirm their TV address for the gate attendant's log*

Will our guests be able to gain entry, if they have photo ID but no letter with house address on it, or vice versa? *Yes but this will be logged and the frontdesk forewarned, so that they can verify by reference to contacts on our database*

What will happen if guests arrive with neither photo ID nor letter re. their booking, when clubhouse is open? *The concierge will be advised and one visitor will be allowed to enter on foot to verify their booking by reference to contacts on our database*

What will happen if guests arrive with neither photo ID nor letter re. their booking, when clubhouse is closed? *Regrettably, in these circumstances, entry will be refused*

What should I do if the gate attendant doesn't ask for, or check my documents? *Whilst we can never be sure to stop every unauthorized visitor at the gate, our new procedures will pick up most and it is, therefore, vital that they are fully adhered to. If you witness or experience any failure to comply, please report this to the Resort Manager, with details of day & time, so that he can investigate*

When will I get my \$10 deposit back? *Deposits will be fully refunded upon return of the gate access card in good, workable condition*

What happens if I lose my gate access card? *Any loss or damage, should be reported to the concierge as soon as possible, so that the card may be cancelled and a new one issued against a fresh deposit*

Can I have more than one card? *Yes, you may have as many cards as the concierge considers reasonable for the size of your party, against a \$10 deposit for each card*

What will happen if the clubhouse is closed when we arrive and we forget to check-in next morning? *If you fail to check-in next morning, the Resort Manager will call on you to check that you are a bona fide guest and will invite you to go straight to the clubhouse to register. If he cannot make contact, a note will be left and if still no contact by end of day, the owner or Mgt. Co. will be contacted and meantime, gate attendant will stop vehicle on re-entry. If visitor still unverified, it will be assumed that we have had an intruder on the premises and the sheriff will be contacted to investigate.*

What happens if the card fails to open the gate? *In case of technology failure, there will always be a gate attendant present to open the gate to those in possession of a gate entry card or who meet normal entry criteria*

What should I do if I'm expecting a visitor or a delivery? *You should try, as far as possible, to pre-notify the gate attendant with brief details, on 407 218 0919. If not, you may be contacted when the visitor arrives, asking you to meet them at the gate*