

HOME AWAY FROM HOME AND CROWNWOOD RENTALS

WELCOME! HELPFUL INFORMATION TO ENSURE A PLEASANT STAY.

CHECK-IN TIME 4PM | CHECK-OUT TIME 10AM

Guest Services Phone: 352.414.7984 | ***Guest Services Text:** 352.290.8180

**Texting services subject to carrier fees. Consent to opt-in required.*

LODGING POLICIES

Please refer to full policies, provided at the time of booking and available online at wec.net.

Non-Smoking Policy

Rental units are strictly non-smoking. Failure to comply with this policy subjects guest to a \$500 fine. Additional charges apply if the unit is unrentable due to required cleaning or restoration.

Dog Policy

If traveling with a pet, a non-refundable pet fee of \$150 per dog will be added to your final bill. Two dog maximum. Restrictions may apply. Please clean up after your dog and report any accidents in your unit to guest services. Waste stations are located throughout the property. Dogs must be leashed at all times and cannot be left unattended. Housekeeping will not enter units with unattended dogs.

Pre-Payment Policy

A 50% deposit is required at the time of booking. The remaining 50%, along with the departure cleaning fee, is due on the day of arrival. Should the deposit fail to process, the reservation is subject to cancellation. We accept MasterCard, Visa, American Express, Discover, and Cash as forms of payment. A credit card is still required at check-in for incidentals. An authorization of \$100 per day will be held for incidental charges. Any balance will be settled upon check-out. This policy may differ based on restricted events and/or group reservations.

Reservation Detail

Late check-out is subject to availability and cannot be guaranteed. Early departure fees apply.

Housekeeping

Housekeeping is available upon request with at least 24 hours' notice for \$75 per visit. To schedule, contact Guest Services. All Home Away from Home and Crownwood rentals include a starter cleaning kit. A one-time \$75 departure cleaning fee applies (taxes additional).

Garbage Service

Garbage service is available weekly. Trash cans should be placed at the end of the unit driveway the evening before the pickup date. *Holidays may impact the schedule below.*

Home Away from Home: Thursday mornings

Crownwood: Monday and Thursday mornings

AMENITIES DURING YOUR STAY

Pool Passes

Passes to use The Riding Academy Hotel pool can be purchased for \$25 per person per day. Children 5 and under are free with adult purchase. Contact Guest Services for more information.

Internet

Connect via the Spectrum tent card found in the primary living area of your unit. \$4 per day unlimited Wi-Fi fee applies.

Laundry

A washer and dryer are located within your unit. Laundry detergent can be purchased at the General Store where there is also a 24/7 laundromat.

Map

Find your way around the resort with ease using our interactive online tool at map.wec.net

Things to Do

Scan the QR codes below to see all on-site options.



Dining



Shopping



Events



Calluna Spa

Mail and Packages

Coordinate incoming and outgoing shipments through the General Store.

Shipping Address:

WEC General Store

Attn: (Guest Name/Event Name)

8105 NW 21st St., Ocala, FL 34482

Emergencies

For immediate medical assistance in the event of an emergency, dial 911. Fire extinguishers are located within your rental unit. Please also notify the Guest Services team.

AdventHealth Ocala ER | 1500 SW 1st Ave., Ocala, FL 34471

West Marion Community Hospital | 4600 SW 46th Ct., Ocala, FL 34474

UF Health Pharmacy | 2051 NW 80th Ct., Suite #200, Ocala, FL 34482

Check-in Location: The Riding Academy Hotel: 1615 NW 81st Ter Rd, Ocala, FL 34482

Home Away from Home General Address: 365 NW 73rd Terrace, Ocala, FL 34482

Crownwood General Address: 7259 NW 44th Lane, Ocala, FL 34482

World Equestrian Center Address: 1750 NW 80th Ave., Ocala, FL 34482