

Uber, Lyft and Taxis are allowed to come to the house to pick you up or drop you off. Here's a few instructions that will make things smoother for you:

- Guests arriving at Windsor Hills via car service must present an identification (Driver's License, Passport, etc.) to be checked in at the Security Gate
- Allow about 15 minutes extra time for pickups, as they have to stop at the Security Gate; this could add time to your pickup depending upon backups there at certain times of the day.
 - 1) First give Uber/Lyft the actual address of the property you are staying at.
 - a. Do NOT use "Pick Me Up Here" option as that uses GPS pins, the Guards have to have a physical address.
 - 2) Then message the Uber/Lyft driver with the resort address - 2600 N. Old Lake Wilson Road, Kissimmee FL, 34747 - so they will arrive at the Guard House (otherwise their GPS may take them to the back entrance, not accessible to them)
 - 3) Advise Uber/Lyft that the driver's License will be checked at the Guard House. Cars/Drivers without a valid Driver's License will not be permitted into Windsor Hills (surprisingly this happens).

Please do not have them pick you up at the Security Gate. If you prefer to have them not pick you up at your property, they could meet you at the Welcome Center. Any pickups outside the gates are in a high traffic area that's not safe for pedestrians, and they will likely have to wait in line to turn around anyway.