



REVIEWS TO DATE

Apr 2023 (Penman)

The villa is amazing! Having the best holiday.

The extra hours for the book out was a massive help. The guys went to do last minute shopping and I just got as much washing done as I could. Ha ha. We would love to book it again when we are over next time!

Owner's Response: Thank you for your kind words, Karen. We would be delighted to welcome you and your family back for any future stays.

Mar 2023 (Maughan)

We thoroughly enjoyed our vacation at this villa, it was exactly as described. Lovely area, close to all the attractions. The highlight was the jacuzzi and the outside space! Amazing thank you

Owner's Response: Thank you for your kind words, Lorna and thank you for leaving the home in such great shape – comment from our regular cleaners.

Feb 2023 (Byrnes)

Today temps are in the 30 degree range now and the weather is just what we needed. Heather had noticed all of the changes and the new colours. It certainly makes the house fresh and modern. We can't believe all of the developments in the area since our last stay. There's no recession here. Awesome tip on the backroad to Posner Park - thanks. Most of all we are enjoying the peace, quiet and tranquillity here at the Shire. Again, our thanks. Bob and Heather

Owner's Response: It was our pleasure to welcome you both back for your third stay after the unfortunate COVID interruption back in 2020 and we certainly look forward to your return again if that is in your plans



Feb 2023 (Lloyd)

Thank you so much Phill and Nicola for the pleasure of renting your lovely villa one of the cleanest we've stayed in quoted my mother in law. We loved every part of it from the open plan kitchen living area to the pool, games room and the upstairs veranda we would highly recommend to anyone and we will certainly book again if we return to Orlando in the future . Communication with Phill and Nicola was so easy and helpful which makes things so much easier when organising a holiday. Best wishes

Owner's Response: Brilliant Kirsty, thank you for your lovely kind words.

Dec 2022 (Gibbs)

Thank you so much for the use of your villa, we all had a fantastic time.

Owner's Response: Thank you Mark, really pleased you all enjoyed your Xmas vacation.

Nov 2022 (Jones)

Phil can I just say what an absolute amazing place to stay. All rooms so spacious and the home has everything you need to feel straight at home and standard of villa is great. We had a great stay in a great location close to everywhere, and you made booking so easy. You have now become our go to villa. So, thank you Phil and Nicola for a truly amazing holiday. If only you arranged flights and car hire



Owner's Response: The home was left in great order - thank you - it's a massive help to our cleaners Really pleased you enjoyed our home, Kevin. Please do keep in touch.

Oct 2022 (Slessor)

This is a gorgeous villa, lots of space for a large family. The balcony, accessible from two of the bedrooms, is a lovely place to relax with a morning coffee or nightcap. The outlook at the back is extremely private with views across the lake. The older kids loved the pool table, playing most nights. The kitchen has absolutely everything you'd need including an ice dispenser. The TV in the main room is enormous! Lots of restaurants and supermarkets close by. A great place to be, wish it had been for longer. The owners are very helpful with plenty advice and suggestions, and reply to any queries very quickly.

Owner's Response: Thank you so much for your lovely kind review, Lynda. Please do keep in touch should you decide on Florida again. Thanks

Sep 2022 (Wilson)

Hi Phill/Nicola, it was our pleasure and a privilege to be at such a wonderful home. Cannot wait to get back with my other daughter to show her it. Will be in touch once I can get some flight dates for 2024. We got a hotel in Celebration which was fab and enjoyed our extended stay in our favourite place in the world. Feel free to use my comments for your review book. No problem at all. The property and you guys are fully worthy of them. Take care. Regards Michael, Jill and Rachael

Owner's Response: Your'e absolutely welcome Michael - it was our pleasure and thank you for your lovely kind words. Yes please do drop us a line re - 2024 - our calendar at the back end of that year is



still totally free. Looking forward to you guys staying with us again (no hurricane's next time - hopefully). So glad you got sorted for a Hotel - we totally love Celebration (especially the avenue just beyond the church) - we call that millionaire's row lol

Jul 2022 (Steele)

Thank you for letting us stay at your villa, it is absolutely beautiful, we had a lovely time & we would love to stay again in the future. Lovely memories. Would be lovely for you to keep us on your list & keep us updated of improvements as you go. Not long now for your trip! Enjoy!

Owner's Response: Thank you for your kind words, Charlotte - may we use your comments in our Guest Book Review? We would love to welcome you guys again in the future – please do keep in touch.

Jun 2022 (Holvey)

Thanks very much we had a lovely time and the villa was perfect. We washed and dried all of the bedding and towels and left in The Den – see attached pic



Owner's Response: Thanks Andy - really pleased you enjoyed our home so much and thank you for doing all the laundry – a massive help

May 2022 (Brown)

We had a really good holiday as did all of the family. We treat everywhere we stay as we would our own house so it's nice when someone notices. Loved the villa and we would recommend it to anyone we know who would treat it with respect.

Owner's Response: Thank you for your very kind words, Ed. It was a pleasure having you stay and share our home. Please do keep us in mind for any future stays as we always look after our returning guests.

May 2022 (Chapman)

After a long 2 year wait, we finally got to embark on our family's 10th holiday to Florida. We have stayed in different villas over the years but this one has by far been the nicest and most accommodating. Driving up to the villa it looks big, but only when you get inside you realise how big. Such a lovely place. The large open spaces, lovely modern decor and it actually feels like home. You forget how much the heat and the long days sap your energy, so to come back and rest in the pool, hot tub or on the large sofa with the huge TV was amazing. A few times we didn't know where people were as there's so many rooms and places to be, it was such an amazing, lovely holiday. We will defiantly be returning in the near future. Thanks for having us,

BELLA VISTA

Owner's Response: *Ahhh that's a lovely review John/Janine. We are so pleased you loved the place so much - it made us chuckle that you actually lost people inside lol! Please do keep in touch and it would be our pleasure to welcome you and your lovely family back.*

Apr 2022 (Stenson)

We really enjoyed our stay thank you. We thought the Villa was lovely and the area was very peaceful and quiet. Our grandson enjoyed the games room and our son enjoyed watching all the sports and football on the large TV. The upgrade to the kitchen was really nice and so much more modern than the standard dark wood that a lot of villas seem to have. We will definitely recommend your Villa to our friends since it is so lovely and thank you again for letting us stay.

Owner's Response: *Thank you, Keith, that's great to hear. Thank you also for leaving our home in such a great state. Please do keep us in mind for future stays.*



Mar 2022 (King)

Loved the early morning views from the balcony and pool deck

Owner's Response: *Thank you, yes, we too are already getting withdrawal symptoms – missing this view loads lol!*



Mar 2022 (Bowers)

We enjoyed the spacious house, pool and spa. We would stay here again!

Feb 2022 (Pier)

Home was very clean. Location was great, very convenient to everything you want to do while in Orlando. Communication with the property manager and owner was easy. Would stay again.

Jan 2022 (Mowery)

If we ever stay in this area again, would definitely love to rent this house again



Owner's Response: Thanks for your kind word, Trina. Yes, please do keep us in mind for future stays. Phill & Nicola

Jan 2022 (Khan)

We enjoyed the house, It was clean and in a safe gated neighborhood. The pool was nice and plenty of seating outside. Kitchen had all the needed essentials. Will definitely consider staying here again in the future.

Owner's Response: Thank you for your kind words. Please do keep us in mind for future stays

Dec 2021 (Young) A Wonderful Stay! (Additional Review)

Hi Phill & Nicola, another awesome transformation! Well done!

I recall you saying that you were going to paint the kitchen white then I saw how great the bathrooms looked grey I wondered whether you would choose grey but as usual your eye for detail means that the combination of grey island and the rest white with grey accent tiling pulls it all together beautifully! You must be really pleased with the results.



Anyway, apologies for the delay in getting the review written (see below)

Bella Vista is a haven in West Haven which lives up to it's name: 'beautiful view' of the lush tropical planting and open green space beyond the huge deck that surrounds the pool which basks in sunshine as it's truly south facing which is really important to us. Having visited Florida multiple times every year for decades we know exactly what we like and our wish list of features is long but Bella Vista ticked every box and the villa was even better in real life than the pictures!



We stayed over Christmas and New Year and the owners kindly provided a Christmas Tree for us to enjoy and the New Year firework celebrations were amazing viewed from the deck. Apart from the celebrations we were in complete solitude disturbed by nobody apart from the beautiful cranes who would pop by to say hi and sometimes and the laughter of people having fun playing tennis in the distance. I wish our sons were able to join us as they would have loved the onsite facilities literally within eyesight; a few minutes' walk away; alongside the great games room and the biggest smart TV I've ever seen in a villa! Oh, how I miss that huge TV and blissful sunny days sat out in the sunshine on the deck followed by sunset spas and a shower in the huge master bathroom then a comfy sleep in the massive master bed.

There were only two of us, so it was an indulgent booking and a real treat to spoil ourselves in the lap of luxury. I did have a peep at the other bedrooms and became emotional looking back at when our children were young as I could totally picture them tucking up into bed after spending some time in the adjacent den playing video games and chilling out after busy park days. The layout of the bedrooms is perfect with two tastefully themed twin rooms and den at the front of the home and two huge en-suite king bedrooms to the back with access to the full -length netted balcony benefitting from the tranquil pool and tropical landscape views. The sunsets were stunning! Then another large en-suite downstairs where I could picture grandparents staying. Just perfect!

I knew the home benefitted from a large corner plot when I booked and that the home is of generous proportions but what the pictures don't convey is how awesome the layout is in reality. It's bright, modern, airy and welcoming with outside lights left on in preparation for our late arrival from a long-haul flight which was a really nice touch and we were greeted by a luxurious home which exceeded our expectations.

The fixtures and fittings were elegant and the home was very tastefully decorated yet practical and comfortable. It felt like being in a modern cinema with comfy recliners and a movie screen but with drinks and snacks on demand from the open plan access to the clean and well-equipped kitchen. Even the kitchen has had a revamp since we visited which is astounding and shows how much the owner loves and cares for their home. You really will not be disappointed if you book this home! Infact, you'll feel like you've struck gold; it's a true gem just like the helpful and attentive owners. The location is also perfect for the parks and the coast with easy access to the I4 and an array of restaurants and shops at Champions Gate and the rapidly expanding Posner Park facilities.

We were incredibly lucky to get a late cancellation slot as this home is booked virtually solidly for most of 2022 and we can't wait to return so we really wanted to share just how awesome this villa and amazing owners are and we hope that it helps others feel confident about their bookings as pictures and descriptions will only tell you some of the story the rest of the hidden gems are in the details of the experiences of others and I am happy to share that we felt like king and queen of the castle!

Owner's Response: *What a wonderful and thoughtful review - it is one of our best ever and will have pride of place - Nicola has suggested we include one or two additional pics to go alongside your lovely kind words in our review document (above) which is a great idea. It's so funny that you mention about the 75" TV - it was actually a treat for James for finishing his O'levels but as soon as we had it installed, we knew the room would take an 85" and so on our 'To Do List' is to replace that with an 85" and enact a domino effect - 75" to Main Master / 65" to 2nd Master and so on... etc.*

BELLA VISTA



We are so pleased you had such a relaxing Xmas and NY. Thanks again for the lovely picture and we hope you are now able to help with your son's home in Salisbury - now you're over the virus. Please do keep in touch and we would certainly love you and your family to return to stay again if not in 2022 (as you rightly say our calendar is solid) then beyond and in future years.

Dec 2021 (Young) A Wonderful Stay!

We had a wonderful stay in your stunning villa and can't wait to return and have recommended it to friends who sold their home recently on Reunion, as they also want to stay somewhere familiar when they visit. The weather was superb too which really helped with the Winter blues! I hope you don't mind but I left a couple of bits; such as, a new picture that matches your bathroom by the twin bedrooms (it's yellow and grey like the shower curtain – I put it in the under sink unit out of the way). We tried to look after your home as if it were our own (I tidied the kitchen units with matching items in the correct cupboards lol) and did all the laundry etc apart from a couple of last-minute towels that were washed but not dried; we were really sad to leave as it's so spacious, peaceful and luxurious! Thank you for sharing your beautiful home with us and we hope that you both get to visit 'real soon'! With thanks and best regards,

***Owner's Response:** Thank you so much Karen / Simon and for your lovely kind words. Thank you also for the picture, for looking after the home so nicely and the great feedback. Thank you in advance for recommending us to friends and we would love to have you stay with us again*

Dec 2021 (Duguay) An Amazing Stay!

We had such a great experience staying at Phill and Nicola's house. From the easy check-in, accuracy of house as advertised and fantastic location, I can't emphasize enough that this is the place to book if you're looking! The house is so spacious. The two master king bedrooms were very convenient as my father was also vacationing with us and he was able to have his privacy and own washroom. The pool was perfect. It was a warm yet Refreshing temperature in the Florida heat. We ended up staying in another rental a week after further South in Florida and we have been spoiled by Phill and Nicola's place as this current rental just doesn't compare. Next time we are in the Orlando area, we will be sure to book again! Thanks for an amazing stay.

***Owner's Response:** Thank you so much, we would love to have you guys return again. Hope you like what we have just had done to all the bathroom suites – see below*



BELLA VISTA



Nov 2021 (Yoast)

Lovely and spacious. The owners were extremely responsive and kind. Enjoyed our trip so much!! Cannot wait to return!!

Owner's Response: That's great to know Tricia. Thank you for the feedback and yes please do keep us in mind for any future stays

Oct 2021 (Goulbourne)

Best vacation ever! My family and I absolutely LOVED this home. The whole house immaculate and cozy. Everyone enjoyed the pool and hot tub. The kitchen was huge and very well stocked with kitchenware. Even the pantry was lightly stocked with seasonings. We loved it so much we would like to return and possibly find another home close by for additional family members. Thank you so much for sharing your home.

Owner's Response: That's great Kay, thank you for your lovely kind words and we are really pleased you all had such a lovely time. Yes, for sure please keep us in mind for future stays - we would love to have you return.

Sep 2021 (Kedra)

The house was huge in a very quiet neighborhood. Communication with the owner/host was outstanding. The children enjoyed the pool (my wife and I also) and the game room. Everything in the description was on point. If you need room for a large family this is the home for you.

Owner's Response: Thanks James, it was a pleasure having you guys stay in our home and it would be great to have you stay again. Please keep in touch. Thanks, Phill & Nicola

Aug 2021 (Reis)

Looking for a clean, convenient and stunning home to relax and enjoy your vacation?!? This is the place! My family and I stayed for almost 2 weeks and we have NO complaints! Phill and Nicola are responsive, kind and understanding. I will without a doubt be coming back! With all this said, book this home!!!!

Owner's Response: Thanks Marina, it was a pleasure having you guys stay in our home and it would be great to have you stay again. Please keep in touch. Thanks, Phill & Nicola



Jul 2021 (Smith)

The check-in process was easy. Any questions that we had were answered immediately. Our children practically lived in the pool. The only thing we would've changed would've been the flies near the trash can. They were intense and would come in the pool area/kitchen.

Owner's Response: Thanks DeAnna, we are so pleased you enjoyed your stay. Please do keep us in mind for future stays

Jul 2021 (Jarrett)

The property was just as described! Great location and plenty of space for everyone to stretch out. The pool, spa and outside patio was right on time, for the mornings and evenings after all the parks! The area is really nice and there's plenty of places to eat, and shop just minutes away, which was a major plus for us! This house is located closer to the Disney Theme Parks and Disney Springs area. The Universal Parks and City Walk are a little further away, but not to worry, Rt. 4 will get you there quickly! Overall, this house was just what we needed for this go around and not to mention the PRICE WAS RIGHT!

Owner's Response: That's great to hear Rikita, we are so pleased it worked so well for you. Thanks for keeping the home in such great shape and please do keep us in mind for future stays

Jun 2021 (Brown)

This home exceeded our expectations! It was very spacious, well-kept, and very clean. This was a vacation we will never forget and we thank you so much for sharing your home. Mike & Teresa

Owner's Response: That's great to hear Mike/Teresa and thank you for your lovely kind words. Thank you also for leaving the home in great condition - it is very much appreciated. We would love you to stay again in the future and so please do keep us in mind for future trips.

Jun 2021 (Cummins, NY)

My family and I stayed a week in this gorgeous villa, it was everything we wanted out of our stay in Florida. The home itself was exactly as pictured and came with everything you'd need during a stay. Home owner and management team are incredible they are speedy with responses to questions or concerns. We were recommended a restaurant by the owner and it was delicious so I too will recommend Miller's for any future guests. The home and location and staff are all amazing. I hope to return in the future.

Owner's Response: Thank you Brittany, it was our pleasure to have you stay in our home and we are so pleased you loved Millers as much as we do - can't wait to go back there. Thank you also for leaving the home in such great condition.

May 2021 (Nguyen, Maryland)

We had a phenomenal vacation! The house was clean and inviting - everything we needed right there on site from hand soap to trash bags. We were elated to see the baby items included - a few less things we needed to pack! The pool was fantastic - highly recommend the upgrade to heat! Even though the days were warm, I imagine without the heat, the water would have been chilly.

Phenomenal communication with the owners both before and during our stay. Management company was paged once for a question related to the thermostat and they responded quickly and efficiently. We have already made arrangements for a return trip!



Owner's Response: *No worries Nicole, glad you arrived back safe and sound. Thank you also for your lovely review - it is so gratefully appreciated. We would love to see you guys again in 2023 and so let's see if we can work something out for you. Thank you also for leaving the home in such great condition, it is such a huge help.*

April 2021 (Sanders, Virginia)

We had a great family vacation. The house was exactly what the listing described. Everyone in the family was able to relax and enjoy the trip. We had a wide age range in our group (3yrs to 65yrs), this house had something for everyone, and the location was also perfectly cantered to the various places everyone wanted to visit.

Owner's Response: *Thanks Jess, it was a pleasure to share our home with you and your family. Please do keep us in mind for future stays.*

April 2021 (Peacock, Wisconsin)

Everything is great. We love your home, everything our family needs. We were out by the pool right away this morning. Thanks for helping make our family vacation perfect! Home was wonderful. Just as pictured. Nice rooms / bathrooms. Great pool area. Quiet neighbourhood, not a party location. Relaxing!

Owner's Response: *Thanks Joanna, it was our pleasure to share our home with you and your family. Please do keep us in mind for future stays Kind regards*

March 2021 (Kuether, Wisconsin)

Enjoyed every day!!!! Kids and grandkids had a wonderful time. Weather was perfect. Thank you so much for sharing your lovely home in its wonderful location. Who knows what future brings but you may well hear from me again in the future. Thank you, Melody.

Owner's Response: *You're welcome Melody, it was our pleasure to share our home with such a lovely family and we are so pleased it was every bit as good as the one you have previously stayed in. We hope you have some wonderful memories for your month-long stay.*

February 2021 (Spencer, Indiana, USA) [2nd stay]

Once again, we had a wonderful time in your house. This trip looked a little different as we just came to relax and not visit any parks. The house is still very clean and the kitchen is still the best equipped kitchen of any vacation rental we have stayed. We used Amazon Fresh this year to have groceries delivered for free which was wonderful (we don't have this option in Indiana because we live in the country). We really did have a great time.

Owner's Response: *Thanks Stacy, hope it was as good as last time for you all, you are always welcome to stay anytime and thank you for your kind words again.*

February 2021 (Ford, Wheaton)

My family and I couldn't have been more delighted with our week-long stay at the Bella Vista. Phill made us feel like his home was ours – and he treated us like family. His communications were steady, on-target and cordial. The home had everything we needed (we especially loved the hot tub and comfy furniture, inside and outside) and was immaculate – with lots of room for our family to spread out and have their privacy. From a location perspective, it was ideal for trips to Disney (the 3



main parks are 20 minutes away), close to the airport (about 30 minutes), and nearby to many good restaurants and golf courses. We can't wait to come stay again!

Owner's Response: *Thanks Steve, that is a lovely review and as discussed, the Ford family are welcome to stay again anytime. Thank you for treating our home like your own it is very much appreciated. Just since you left we had the outside completely re-painted in a light grey and white trim – hope you like the slight change in colour. Please keep in touch*



February 2021 (CP, Indiana)

We enjoyed staying at 173 Bella Vista. Phill and Nicola are great hosts and made sure our stay was excellent. The house was very clean, well maintained, and in a quiet neighbourhood, not far from the theme parks. We travelled with our daughter, her husband, and their 3 children. The two Master Suites made things great for the two couples and we all enjoyed the pool and games room. I would recommend the pool heat during cooler months as it allowed us to spend a lot of time in the pool and hot tub. The house was well equipped, had everything you would need and we felt at home. It was a lot of house for the money and we would definitely stay again. It is a spacious and comfortable home with many amenities and I will recommend it to friends and family.

Owner's Response: *That's great Craig, thanks for your kind words and it would be great to have you stay in our home again.*

January 2021 (Hunt, Texas)

Location was great, nice, gated community, which seemed quiet, as we travelled during the off season. Centrally located to everything we wanted to do and the communication was great with the owner and the management company. Highly recommend, the pictures online depict the whole house accurately, the kitchen had all the dishes and tools we needed, we all loved the pool and hot tub (heat was a must for our chilly nights stay, but was so nice!), game room in the garage was a nice bonus and the den for our oldest was a nice little hideout with video games. Plenty of space for multiple families, will definitely be back! Thank you for a great stay!

Owner's Response: *Thanks Jenny and thank you for leaving the home in great condition - very much appreciated. Would be great to have you and your lovely family stay with us again. Kind regards Phill & Nicola*

November/December 2020 (Annette, NYC)

Hi Phill, we just broke out the tree and decorations this morning – very festive thank you. We are really enjoying our stay. Here's a pic of the tree, we picked up a strand of lights to go with it. Looks good. Thanks so much, Phill. We've enjoyed our time so much, in fact is there any way we can stay through Saturday morning? We would love to come back and stay and depending on lockdowns, that may be sooner than later. Will. Ps Do you have use of 2 mini desks hat we ordered for work/school,

BELLA VISTA

also we bought a coffee grinder for fresh coffee to have with the waffles – we'd love to leave behind for future guests

Owner's Response: Thanks so much Will, we would love to have you guys return and thank you for the desks and grinder – they will be there when you return lol!



February 2020 (Bergens, NYC)

Before we even got to the house, I was already beyond pleased with my experience booking Bella Vista bc of what a great guy Phill is. So easy to deal with and accommodating. When we got to the house we were floored! Even nicer than the pictures. We had an awesome time and I was the hero of the week for getting such a "find". It's close to all, in a fantastic neighborhood and just a 10 out of 10. Thanks again Phill you'll be hearing from us again soon! I'm going to share the link you sent with the guys from my firehouse. The house was amazing and we had a great time, everybody loved it! We are definitely going to book it again. Let me know when you guys come to New York my firehouse is on west 43rd street I'll have t shirts for you. You're a real gentleman! It's been a pleasure working with you and I hope to meet you one day.

Owner's Response: Thank you Edward - that is lovely feedback and my two children who are travelling to NY in Aug this year will definitely take you up on the offer. Thank you again for your kind words and for leaving the Villa in such great condition – it is such a huge help and very much appreciated. It would be our pleasure to welcome you and your family back for any future stays - just keep an eye on our calendar as 2021 is already getting booked up fast - you can also find us on the US rental site I sent you which has an up to date calendar

February 2020 (Bamford, Wales)

Lovely home, beautifully decorated, spotless and clean, owner quick to respond with queries regarding hot tub on a weekend

Owner's Response: Perfect, thank you Liz. Your suggestion regarding instructions on the Spa now included in our pre-check in email. Please do keep us in mind for future stays

February 2020 (Spencer, Indiana, USA)

I had to take a moment to tell you what a wonderful house you have in Florida. We had plenty of room for our family of 4, our exchange student, and my parents to spread out and have space. My kids loved all the extra spaces like the game room off the laundry room. The house is decorated



nicely. The pool and spa were absolutely perfect. The kids loved the pool toys. The location to Disney was great. I was worried about I-4, but besides being slow at the entrance ramp, we were off it quickly. My husband even told me I did a great job picking a house with such a great location. Having a Publix so close was great, too. A couple things not really part of the review

- The light on the microwave (the light over the stove so you can see what you're cooking) must be burned out as it didn't work. It made it hard to see when cooking.
- The dryer takes forever to dry clothes. It took at least 3 long cycles to dry anything.

Thank you for being wonderful owners. You were very responsive and working with you was easy. I hope we can make it to Orlando again and stay in your house.

Owner's Response: Thank you Stacy, all great feedback. We will take a look at the dryer but it may be a case of cleaning out the duct inside and out, Microwave light - passed on to Debbie - thank you Thank you for your kind words and it would be great to have the Spencer family stay with us again.

January 2020 (The Hughes, Ireland)

Hi guys, just wanted to say we had a brilliant time. Your house is gorgeous and I hope we left everything near enough to the way we got it. Didn't get enough time to fully dry the sheets but the chap that called said he'd look after the last load to dry. We washed and dried all the towels we used and put them back in the basket or the press in the bathroom. If there is anything we missed you can let me know when you have a final check on it. Is it ok to keep your number? I have some friends hoping to head over this year or early next and, please God, we'll get to go back in another 2 years.

Thanks again, T

Owner's Response: Superb Tracey – thank you so much for your kind words and yes of course you can keep our number. We are so pleased you had such a great time and it was a pleasure having such a lovely family stay with us. I'm guessing you need to rest up now and get over the jet lag. Take care

January 2020 (The Smith Family, UK & Australia)

We were very pleased with our stay in a lovely home which was so well equipped. The weather was great and the girls spent every minute away from the parks in the pool. They absolutely loved it all! The pool enclosure was repaired the day after we advised you and done in about 15 minutes (very efficient but I'm not sure British Health and Safety would approve of the method used!!) Debbie, the pool

cleaning man and the lanai repairer were all very pleasant and helpful and it was a pleasure to deal with all of them. Thanks also for coming back to us so soon about the return of the security deposit (a record

response!). We will definitely recommend Bella Vista to anyone travelling to Florida theme parks and, if our age allows us to travel to Orlando area again, we will certainly make the first call to you. We will also pass on your details to anyone who is looking for a rental and will be pleased to receive any news about the house in the future. Very best wishes to you all.

Owner's Response: You're more than welcome Roger and Gill. It was our pleasure to share our home from home with you and your lovely family. We will certainly look to keep you posted on the many on-going improvements we intend to make as we go and if you do decide to return, we would of course be delighted to have you stay with us again.



December 2019 (Benstead, via Debbie's Villas)

The villa was very nice and the MC were very responsive when a pool screen was damaged in the wind'.

December 2019 (Prinnier, USA)

Thank you again so much for sharing your beautiful home with us. Hope you have a lovely Xmas.

Owners Response: No worries Nicole, hope you and your family have a happy and healthy 2020 and please do keep us in mind for future stays as it would be our pleasure to welcome the Prinnier's back to our home from home

November 2019 (Weston Family, UK)

Just wanted to say thank you for sharing your home with our family. The whole process from booking to arriving was easy & professional & you were very patient with my endless questions!

The Shires is a lovely gated community, the house exceeds expectation it is huge! The photos are spot on, our family had plenty of private space but also enjoyed the family areas. This was our 13th visit to the area & we have stayed in some lovely homes, as our family is still growing we certainly hope to return and would not hesitate to rebook this beautiful home.

Owners Response: Lovely, Linda, thank you so much and what a beautiful family picture. I'm sure you have some wonderful memories. We would love to welcome you all again in the future. It was a pleasure having you and your family share our home

November 2019 (Chancey, Canada)

Our family rented this very beautiful home for a week. It had everything we needed and things we didn't even know we wanted. The gorgeous pool has southern exposure. Located in a lovely, gated community that is close to the supermarket, restaurants, shopping etc.

The owners were such a pleasure to deal with. Correspondence was seamless. Thank you so much for sharing and allowing us to stay and play at your piece of paradise. We will absolutely be back.

Owners' response: Hope you had a safe journey back to Canada, Rosilyn and thank you for leaving the Villa in such great condition - it is such a big help and very much appreciated. That's a wonderful review, thank you so much. We will certainly keep you updated on all improvements as we go and it will be our pleasure to welcome you and your family back. We are next there in April to oversee internal painting

and some other work (so we too need to navigate our winter before going - not quite as harsh as yours!). I know still a month away but have a wonderful Christmas and holiday period

October/November 2019 (Munro Family, UK)

Thanks for the extras (clothes horse, washing up bowl, grater) all delivered very quickly and much appreciated. We appreciated the new TT bats although the pool table (below) proved to be the favourite choice with my son-in-law and grandson (left you a pack of 6 TT balls). The villa was great and very comfortable beds. Our grandson loved the computer room. We are planning to come back for Christmas 2020

Owners' Response: Thank you also for your kind words, Tony and for the TT balls. Thank you also for leaving the Villa in such great condition - it is such a big help and very much appreciated. it was a pleasure having you and your family stay with us.



October 2019 (Martin Family, UK)

We enjoyed our holiday thanks for everything. Colin and Alison

Owners' Response: We are really pleased you had such a great time. It was a pleasure having you and your family stay with us.

September 2019 (Price Family, UK)

We had a fantastic two weeks & your villa was fabulous, I will definitely recommend and we hope to get back out there soon.

Owners' Response: Thank you for your kind words, Sharon, we are delighted that you had such a fabulous two weeks. It was a pleasure having you and your family stay with us and yes please do keep in touch

September 2019 (Dargue, UK)

We had such a lovely time. Thank you. Your villa is gorgeous and perfect for what we needed. Will definitely be in touch when we visit again.

Owners' Response: Thank you, Vicky, it was a pleasure having you and your family stay with us – please keep in touch

August/September 2019 (The Bate Family, UK)

Had a great time, just a pity you have to come back. Will keep in touch as I'm sure we'll be back.

Owners' Response: Thanks John, yes always hard returning to work after such a lovely hol. Thank you so much for your kind words

August 2019 (Cassell, UK)

The stay in the villa was brilliant so from us both I just wanted to say thank you for your hospitality and attentiveness, it really did help make our trip to Orlando!

Owners' Response: That is brilliant Emma, thank you for your kind words and we are so pleased you both enjoyed it so much. it was a pleasure having you and James stay with us

August 2019 (The Moss Family, UK)

We have just got back home to England after a memorable 12 nights that we spent in Phill and Nichola's beautiful home in West Haven. The house was everything and more than what we expected. The pictures do not do it justice at all. All the furniture is immaculate and so comfortable, and you can see that they take care of the house so well. The neighbourhood was lovely, really quiet



and very safe, and also full of wildlife!! The location is good with the shops, restaurants and excellent golf courses at Champions Gate a 5 minute drive away. You can even see the fireworks from Disney (Universal is a good 40 minutes away but that is down to the awful i4 freeway!!).

I couldn't recommend this wonderful villa anymore and also the owners Phill and Nichola who have been fantastic all the way through and so helpful.

Many thanks again Phill and Nichola

Owners' Response: Thank you, David, that is a lovely review and we really do appreciate it. Yes we will definitely keep you posted on all the changes we make as we go and we do hope to see you and your family again real soon. As per previous email all of our returning guests will receive an automatic 10%

discount. We are next out there April 2020 - just the 2 of us for once so hopefully a more relaxing visit (until Nicola comes up with a list of jobs lol)

July 2019 (The O'Neils, UK)

Just to let you know ur villa is stunning. This is the 3rd villa we have stayed in & we have stayed in Emerald Isle & Highland Reserve both were beautiful but this by far is the most superior, thanku soooo much.

Owners' Response: Thank you so much Lisa, we absolutely fell in love with the place and we are really happy to share it with others. Pls relax, enjoy and treat the place as your own – don't forget Millers on Tuesdays.

May 2019 (The Cain Family, UK)

We had the most amazing time, thank you. We thoroughly enjoyed the accommodation, our daughter used the Second Master and always sat on the balcony in the rocking chair listening to her music at least twice per day and was so sad to leave her lovely bedroom. She really got so attached to the villa, her room and the beautiful pool. On our first morning, the hot air balloons passed by, such a beautiful welcoming and then on our very last morning which was Memorial Day, there were about 18 balloons

in the sky as we looked out of the window, such a wonderful sight and you can imagine we took loads of photos throughout our trip!! This was all very emotional for us!



Re - the pool, we obviously met Dave (Millers Pools) on a few occasions and have to say what a lovely guy he really is and so helpful. He also gave us lots of details of the local area and places to go, so with all the info you kindly gave us in advance, we really felt so much at home! The pool was lovely and warm and beautiful and we were able to swim in it each day. Our daughter used her lilo chair all the time and absolutely loved the outlook from the pool, which was truly beautiful and quiet



and so serene. The warm pool really helped her health. As we live in a quiet village, it felt just like home, but with the pool and beautiful sunshine, it was amazing!! Each day, we were visited by a family of 4 Sand

Crane birds which would come up to the cage around the pool and they would just stand and look at us for several minutes and then they were on their way digging for insects with their long beaks. We always chatted to them!! We also had a resident rabbit which appeared to live in the front garden area and he would pop around the rear of the villa to see us too! We also loved watching the lizards! We loved all the wild life and the beautiful view from the pool area and were in tears when we left it to return to the airport! We thought that The Shire was such a lovely area and you must be so pleased that you have found such a lovely villa after much searching.

We did spend several days just sitting around the pool and relaxing. We did visit Celebration so are grateful to you for your suggestion! We sat on the rocking chairs and I ate the ice-cream and enjoyed the beautiful chocolate fudge! We did not walk around the lake but will do so next time! It was such a beautiful area. We also visited Disney Springs on our last night and thoroughly enjoyed it, having never got around to this before! We made friends with so many of the staff in Publix at Championsgate where we visited frequently, as we did in the past! We also thoroughly enjoyed our visit to Cracker Barrell and the beautiful shop and rocking chairs!

Sorry for sending you such a lengthy email, but just wanted you to know how much we enjoyed our visit and stay in Bella Vista and really wish we were still there! Just to let you know that we shall highly recommend Bella Vista should any of our family and friends wish to visit Florida.

Will keep in touch for our next planned visit! Many thanks to you both. With very best wishes

***Owners' Response:** What a lovely long and thoughtful email Christine. It was our pleasure to share our home with you and your lovely family - you are delightful. Thank you for all the feedback We are so delighted you enjoyed Cracker Barrel, Publix, Celebration etc - we love them all. You've pretty much done what we do. I'm sure the hot air balloons were really special and also added to the memories. Also how lovely for your daughter to enjoy those relaxing hours on the balcony - please tell her that we will also be installing some blue tooth speakers on the lanai so that guests will be able to link their phones to a particular speaker in the future and listen to music in their own space. It will be lovely to have you stay with us again in the future, Christine, so please do keep in touch and thank you in anticipation for recommending us to friends and family.*

Hi Phill and Nicola

Thank you so much for your email and for your kind words. From the very start of our communication with you both re the villa, we have felt so re-assured about choosing your wonderful villa and we have really appreciated that you have always responded so very quickly and offered us so much information in advance – thank you!

Apr 2019 (The McNevin-Duffs, UK)

Had a wonderful time really enjoyed the villa and will definitely recommend to family and friends. With regards the villa we really couldn't fault it, this is our 5th time staying in a villa in Orlando and I can honestly say it was the best equipped, the décor was excellent, the location perfect and the community very quiet and secure.

***Owners' Response:** Superb review Andy – thank you. We were delighted that you all enjoyed it so much and had such a relaxing and enjoyable vacation and would consider staying with us again. Thank*



you also for leaving the Villa in such a nice and tidy state and for starting the laundry – it is such a big help and is very much appreciated.

Apr 2019 (Southwood Family, UK)

It was a fantastic break, just wish it could have been longer! Debbie and Tim were fantastic, always very quick to respond, though we tried to avoid as we know it costs you guys money for call outs etc. They are a real asset, as was the pool guy. Overall the house was lovely, A/C was just one of those things. Tim did come out but needed a pro in the end to clean out, he said it was a fairly standard issue and the drainage just gets blocked with debris over time. We tend to pop over to Florida every couple of years and think your property was the nicest we have stayed in. The last 3 or 4 times when in the

Orlando area we have stayed somewhere along the 27 normally further north but would definitely like to return depending on number of people.

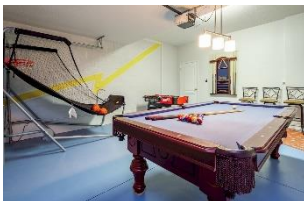
***Owners' Response:** Thanks so much Simon, that's great feedback. Yes we are so lucky to have Debbie and Tim - they are stars and really look after all the smaller details and really do make a difference. We are really pleased that you enjoyed your stay - it's always the case when you get home wishing it was longer. Thanks once again for staying with us and please do keep us in mind for future stays.*

Mar 2019 (The Pearson family, US)

First off, the communication with the owner was fantastic. Rarely did a message go more than a few hours before a response... not that I needed or required a response so quickly. Our family of 9 was able to comfortably occupy this home without any issues of privacy or space. We had member in their 70s,

40s, 30s and teens. No one was ever cramped or bored. The pictures of the home did not do it true justice as the home is in really wonderful condition. Each room is spacious, and the beds are quite comfortable. There is ample room in each closet with lots of hangers and the dressers are plentiful... you will have plenty of room for all your clothes. Almost every room in the house has a large television for your enjoyment and to relax. We had very little need to watch television as there was a

PlayStation 3, and a garage that housed an 8 foot pool table, basketball hotshot, and a foosball table.



Much of our time was spent in the stunning large pool and hot tub. Nice and warm too!! The kitchen is very spacious with really great appliances and all the cookware you need to prepare good meals. The cupboards are full! You will not run short of anything! We could not have been more pleased with this home, and there is a very good chance we will come back to this home away from home in the future!



***Owners' Response:** Just read your review, David - that is awesome thank you so much - it is very much appreciated. Thanks also for the pics, it is lovely to put a face to the name. As discussed, we only bought the Villa late last year and so we are slowly working our way through making improvements/enhancements as we go. Take care David, I will make a note to send you picture updates of the new 75" TV planned for the Great Room lol Have a great year and we would love to have you stay with us again*

Mar 2019 (Bob Byrnes)

Phill, we arrived yesterday evening after a long day. We are very pleased with your home and are really excited about a nice relaxing vacation here Bob

Left on Mar 19, 2019 for a stay in Mar 2019 - **Great getaway**

Nice home with a great neighbourhood. The owners were great to deal with. Well-appointed and we really enjoyed our stay. We are looking at next year and are thinking about 4 weeks (Mar/Apr). Please let me know what you think about this. I realize that this is early but we definitely want to come back here next year.

***Owners' Response:** Thank you, Bob, for the feedback, it was a pleasure having you stay with us and we look forward to you staying next year*

Feb 2019 (The Hanneys, US)

We are strongly considering a return visit next year for 4-5 weeks, so would be interested if your villa is available for the same period of time in 2020. We appreciate all your communication and concern for our happiness during, and after, our stay at your Bella Vista.

Thanks much!

***Owners' Response:** Thanks Brian, really appreciate your lovely comments – please find attached our calendar for next year.*

Dec 18 (The Johnson Family, US)

We very much enjoyed our 3 week stay in December 2018/January 2019. Lots of good things to say about this property - spacious, well equipped kitchen, nice pool with lots of afternoon sun, and a wonderful upper deck above the pool - great place to get away from the kids for some peace and quiet.

***Owners' Response:** Thank you, Wayne. We are really pleased you enjoyed your stay and thanks once again for leaving the property so clean and well looked after. You were in fact our very first guests. We do hope you will stay with us again, we have many new improvements planned over the next year or so and will keep all our previous guests updated*