



REVIEWS TO DATE

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 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 Barrel 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 den with 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*