

## KNOW BEFORE YOU GO

Your visit to Orlando is on the calendar and we are delighted to welcome you to our beautiful hotel and city. In this new landscape in which we are responding to a global pandemic, a few things have been modified throughout our hotel. Your health and safety during your upcoming stay with us is our utmost priority. Therefore, we suggest that you add the following to your travel checklist as you prepare for your upcoming trip to Orlando and Rosen Hotels & Resorts.

### Check Your Bags and Transportation Options

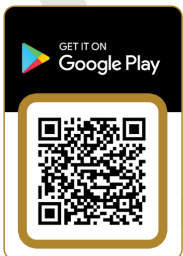
- Check your departure city airport for their travel guidelines and regulations.
- TSA has released **updated security procedures** for air travel, including social distancing measures and touchless processes, as passengers move through security checkpoints. TSA is also allowing one liquid hand sanitizer container, up to 12 ounces per passenger, in carry-on bags.
- Check the **Orlando International Airport** for arriving regulations.
- Review transportation options whether you opt for a rental car or shuttle. Our partners are Mears Transportation or Enterprise Rental Car.
  - \* **Mears Transportation COVID-19 response**
  - \* **Mears Reservations**
  - \* **Enterprise Rental Car Reservations**
- Rosen Hotels & Resorts follows Orange County regulations which currently mandate the use of masks or face coverings by all in public areas. While this could change before you join us, make sure to bring a mask just in case. Exemptions include children under 2 years old and people whom a face covering would cause impairment due to an existing health condition. Visit **ocfl.net** for the most current information.

### Check-in & Check-out from Your Smartphone

On your arrival day, you can check-in remotely through your smartphone. Your confirmation email will have more details on this service.

### Mobile Keys

At check-in, you may request a mobile key that provides touchless control for your guestroom door lock. In order to request a mobile key at check-in, please download the JustIN app for your Apple or Android phone by scanning the QR code below. Register your phone in the app before checking in. Upon request, the front desk agent will issue a mobile key to your profile in the app.



## Guest Health

Rosen Hotels & Resorts is restricting access to anyone with knowledge that they have a COVID-19 infection or have recently been exposed to the virus. Please thoroughly read the following:

By entering the premises, you are affirming and attesting that:

- You do not have a COVID-19 infection and are currently not experiencing or displaying, and have not in the last 14 days experienced or displayed, any of the symptoms consistent with COVID-19 (e.g. fever, respiratory symptoms, shortness of breath, etc.)
- You have not in the last 14 days had any close direct contact with anyone who is either confirmed or suspected of having COVID-19, including anyone who was experiencing or displaying any of the known symptoms of COVID-19.
- You have not in the last 14 days: Traveled from areas of substantial community spread requiring quarantine by the Florida Department of Health; traveled from an international location based on the current U.S. State Department travel advisory; traveled on a cruise ship or river cruise.

If you or anyone you are traveling with cannot affirm or attest to the above, we will gladly reschedule your reservation so that you may stay with us in the future or we will cancel your stay without penalty.

A risk of exposure to COVID-19 exists in any public place where people are present. According to the Centers for Disease Control and Prevention, COVID-19 is an extremely contagious disease that can lead to severe health consequences. By visiting Rosen Hotels & Resorts you voluntarily assume all risks related to exposure to COVID-19. Please follow all posted recommendations highlighting social distancing and preventive measures while visiting our property. We appreciate your understanding and cooperation as we work together to maintain a safe environment.

**Due to temporary restrictions declared by the governor of Florida, Rosen Hotels & Resorts is not currently accepting guests from Coronavirus hot spots. Please review Florida's restrictions and guidelines to confirm eligibility to travel and stay at the hotel before completing your reservation. Contact the hotel directly for more information. We thank you for understanding.**

## ROSEN'S TOTAL COMMITMENT TO YOU



Rosen Hotels & Resorts remains committed to the safety and well-being of our guests and associates. Times like these demand we operate above and beyond to meet your expectations, which is why we have launched Rosen's Total Commitment — a program dedicated to the highest standards of cleanliness, safety, and well-being — as part of our efforts to reduce exposure to the effects of the global pandemic. In this endeavor, experts from our company's nationally recognized RosenCare™ healthcare program have partnered with a specially appointed task force to develop stringent health and safety measures that expand on our company's already superior level of hygiene and cleanliness.

**[Click here](#)** to download the overview of Rosen's Total Commitment.

# WHAT TO EXPECT WHEN YOU ARRIVE

## Temperature Checks

Upon your arrival at the hotel, we will conduct a temperature screening. Guests with confirmed temperatures of 100.4°F and above will be directed to appropriate medical care and offered alternate accommodations. See Medical Services for more information.

## Hotel Modifications

- Plexiglass barriers installed at face-to-face service areas, such as the front desk, concierge, and cashier check-out counters, offer guest and associates additional protection. Bell service provided upon request. Hotel associates will disinfect the luggage carts after each use.
- Social distancing floor markers promote 6 feet of separation between guests at all line areas. Current lobby and pool furniture placement helps reinforce social distancing.
- Rosen Centre Hotel's Concierge/VIP lounge remains temporarily closed at this time.

## Hotel Services

- Our valet service provider, **BAGS**, has adjusted its operation to implement additional safety precautions to minimize contact.
- Remote airline luggage check-in will be available on site through BAGS.
- Our renewed safety measures provide for housekeeping service at the conclusion of your stay. Should you need service beforehand, please dial 88 from guestroom phone.
- The hotel will continue to conduct daily wellness checks. If you prefer to keep staff out of your room while in-house, you may request a staff member only look in your room but not enter.

Personal masks and hand sanitizer are available for purchase at the hotel. Ask a front desk agent for more details.

# MEDICAL SERVICES

## Where Can I Receive Medical Services?

Off-site care and testing are available at Orlando Health, Advent Health, and through Medical Concierge. Advent Health and Orlando Health have telehealth capabilities paired with their urgent cares. Guests would be required to check out if testing is necessary. Guests will also receive information regarding appropriate medical care and be referred to alternate accommodations.

## What if I Test Positive for COVID-19 During My Stay?

If a guest tests positive, they will be asked to check out, be referred to alternate accommodations, and will receive information regarding appropriate medical care.

## Hospitals Nearby

Orlando Health Dr. P. Phillips Hospital  
9400 Turkey Lake Rd.

Central FL Primary Care  
7345 W Sand Lake Rd, Orlando, FL 32819

# DINE WITH CONFIDENCE

Our food safety standards have been enhanced to meet government regulations and social distancing measures so guests can continue to enjoy a worry-free dining experience.

- Dining menus have been replaced by digital versions which you can access using your smartphone via QR codes. Print versions are available upon request.
- Guests receive condiments, cutlery, and straws in single-serve packets or wrapped individually. Food prepared by our culinary teams is served covered or sealed, and all pre-packaged food is sealed with a sticker for tamper-proofing. Buffets are single-sided only with associates serving food items to guests.
- Rosen Centre Hotel's VIP lounge remains temporarily closed at this time.

## Relaxation Redefined

All of our recreational facilities have implemented additional measures or elevated existing protocols to ensure we meet your expectations.

- Spa service is by appointment to allow adherence to safe distancing and capacity guidelines. We require all spa guests to complete a screening questionnaire prior to serving our guests.
- The fitness center is operating at limited capacity and encourages social distancing during workouts. Guests are asked to disinfect equipment after each use.
- Shingle Creek Golf Club, at our sister hotel Rosen Shingle Creek, implements social distancing guidelines in all areas and offers contactless payment options at the Golf Shop.

## Flexible Meetings and Gatherings

If you're attending a meeting, we have plenty of room to accommodate social distancing and ease your crowding concerns.

- Meeting room set ups follow social distancing protocols specified by government regulations and group requests.
- Banquet service standards now accommodate social distancing and enhanced sanitation.

If you're planning on attending a conference, event, or meeting at the Orange County Convention Center, **[click here to review their latest guidelines.](#)**

Our commitment to the safety and well-being of our guests and associates will remain at the heart of our service to you. Please contact the hotel front desk should there be any further information you need to prepare for your upcoming visit. We value your support and look forward to your upcoming stay.