



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 world 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 for a rental car. Our partners are Mears Transportation or Enterprise Rental Car.
 - * [Mears Transportation COVID-19 response](#)
 - * [Mears Reservations](#)
 - * [Enterprise Rental Car Reservations](#)

In accordance with CDC guidance, vaccinated and unvaccinated individuals are highly encouraged to wear face coverings in all indoor public areas.

Check In and 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. 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

A risk of exposure to COVID-19 exists in any public place where people are present. According to the CDC, 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. Although we recommend the use of masks, please know that they are optional. We appreciate your understanding and cooperation as we work together to maintain a safe environment.

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.

Our Total Commitment program has received a seal of approval from Ecolab and the Global Biorisk Advisory Council (GBAC).

RELAXATION REDEFINED

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

- The fitness center asks guests to disinfect equipment after each use.
- The spas at Rosen Centre and Rosen Shingle Creek highly encourage reservations.
- Shingle Creek Golf Club at Rosen Shingle Creek offers contactless payment options at the Golf Shop.

FLEXIBLE MEETINGS AND GATHERINGS

The GBAC awarded Rosen Centre the esteemed accreditation into its performance-based GBAC STAR™ Facility program. This acknowledges that the hotel's protocols for cleaning, disinfection, and infectious disease prevention to protect guests and associates complies with GBAC's 20-point auditing system.

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

- Meeting room sets can provide social distancing based on group requests and space availability.
- Banquet service standards and processes can be altered based on group preferences and availability.
- Both virtual and on-site meeting planning is available. We can accommodate on-site planning while following appropriate physical distancing protocols.

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.

MEDICAL SERVICES

Where Can I Receive PCR/COVID Testing?

Off-site testing is available at several locations near all Rosen hotels. Some medical providers below may have telehealth options. Please contact the clinic for information on how to request the test and for current turnaround time.

[The Medical Concierge](#)

1-855-932-5252

[CareSpot Urgent Care - Orlando Health](#)

407-581-9672

[Advent Health Centra Care](#)

407-200-2273

[Orange County Government](#)

[Walgreens](#)

1-800-925-4733

[CVS](#)

1-866-389- 2727 (call or text)

[More COVID testing locations across Orlando, Florida.](#)