



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**

Following the Centers for Disease Control's (CDC) expert guidance to help reduce the spread of COVID-19 in our community, Rosen Hotels & Resorts will not require fully vaccinated guests and associates to wear face coverings while on property. Guests and associates who are not fully vaccinated are expected to wear face coverings in all indoor public spaces until further notice. Per the CDC, you are considered fully vaccinated 2 weeks after your second dose in a 2-dose series, such as the Pfizer or Moderna vaccines, or 2 weeks after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine.

Fully vaccinated guests and associates are welcome to wear face coverings. We trust that associates and guest will follow the CDC recommendations, including mask use and hand hygiene, to help prevent the spread of COVID-19.

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

Rosen Hotels & Resorts is restricting check-in to anyone, including an attendant to an event, with knowledge that they have a COVID-19 infection or to unvaccinated individuals who 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.).
- If unvaccinated and 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.

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 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. 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).

WHAT TO EXPECT WHEN YOU ARRIVE

Hotel Services

- Our renewed safety measures provide for limited housekeeping service every fifth and eighth day of your stay. All rooms and common areas are cleaned with an FDA-registered hospital-grade disinfectant.
 - * Fifth Day – Housekeeping will access your room to remove trash and replenish amenities.
 - * Eighth Day – Staff will repeat the services from the fifth day and replace linen.
- Should you need clean towels, linen, or amenities before the scheduled service, please dial 88, and one of our

associates will bring you the requested item. Due to current health circumstances, we are unable to enter your room to replace the linen or towels.

- 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 may be available for purchase at the hotel. Ask a front desk agent for more details.

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.

- QR codes allow guests to browse menus from personal devices. Depending on the venue, menus may also be posted, printed for single use, or disinfected after each use.
- Guests may receive upon request condiments and straws in single-serve packets or which has been wrapped individually.

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.