

### OPERATIONAL UPDATE

As we begin to welcome back our meeting attendees, health and safety is our top priority.

We want to remind our attendees of the ongoing efforts we make on a daily basis, and new measures we have added to provide a clean environment at our hotels.

This carefully managed plan comes with stringent new health, safety and hygiene procedures in place.

All Universal meeting attendees are urged to follow CDC guidelines and self-assess for potential symptoms of COVID, including cough, temperature, and difficulty breathing, prior to their arrival. Attendees should also evaluate their own risk before they visit – and it is not recommended that individuals at high-risk with serious underlying medical conditions visit the destination. People who show no symptoms can still spread COVID-19 if they are infected. Any interaction with the general public poses an elevated risk of being exposed to COVID-19 and Universal cannot guarantee guests will not be exposed during their visit.

### FACE COVERINGS & GLOVES



While physical distancing and frequent hand washing remain the best defenses for the spread of COVID-19, Team Members, vendors, and attendees are required to wear facial coverings. According to the CDC, facial coverings serve as a protection measure for others vs. oneself. Additionally, based on role and responsibility, Team Members will wear gloves when appropriate.

### TEMPERATURE CHECKS FOR GUESTS, ATTENDEES, TEAM MEMBERS, & VENDORS



Team members and vendors will be required to have temperature checks upon arrival. Those with temperatures of 100.4 degrees or greater will not be allowed to work.

Guests and meeting attendees will have temperature checks upon arrival and return, and anyone with a temperature of 100.4 degrees or greater will require medical clearance to enter. We understand some guests may feel they have special conditions, which we will consider upon request.

If a guest or attendee registers a temperature of less than 100.4 degrees, they will receive a wristband for that day and are not required to be rechecked if visiting the theme parks on that same day.

If a guest or attendee plans to visit the theme parks outside of their arrival date, they will be screened at the parks at the arrival locations for water taxis, resort shuttles and walking paths. Guests and meeting attendees will be given a wristband after completing the screening and are not required to be rechecked upon re-entering the hotels.

If a guest or attendee leaves the hotel for any other reason, they will be rechecked upon returning to the hotel, unless they are wearing the assigned wristband for that day.

### CLEANING STANDARDS

Our everyday standards include cleaning guestrooms, meeting space, outlets, corridors and public areas with a Peroxide Multi Surface Cleaner and Disinfectant. This is an EPA approved product, created by Ecolab, and is effective against emerging viral pathogens and coronavirus. Other standards include the frequent cleaning of 'high touch areas' such as telephones, remote controls, door handles, light switches, elevators, escalators, table tops and others.

### APPROACH TO LOBBIES & GUEST AREAS

We've taken great measures to provide opportunities for social distancing in our lobbies and guest areas.

- We recommend only one member of the travel party wait in the check in line. We have arranged seating to accommodate social distancing.
- When queuing is necessary, we will provide floor markers throughout the resort to allow ample spacing between guests.
- High alcohol content hand sanitizer stations have been added to our meeting space, front desks, restaurants, fitness centers, and other high traffic guest areas, as well as Team Member areas.
- The number of passengers will be limited in each elevator ride to one travel party per elevator. Lobby attendants will clean the elevator area frequently, and hand sanitizer stations will be available on all landings.
- We have increased protocols for Team Members that include frequent hand washing.
- Chaise lounge chairs at the pool will be re-configured with proper spacing and thoroughly sanitized after each guest use.

## CONTACTLESS EXPERIENCES

For those that are looking for extra peace of mind, we are able to offer several contactless experiences during your stay.

**Chat Your Service:** Is a hotel wide texting service that allows our guests to stay connected to receive updates during their experience. Simply access it from your own personal phone.

**Linens and Towels:** Fresh linens and towels will be delivered in a sealed bag at the door of your guestroom during your stay.

**Room Service:** Will be delivered in disposable to go eco-friendly containers and left at the guestroom door.

**Express Checkout:** Options are available so you can leave easily and without interaction; checkout via email, on your TV, by text, or by phone.

## GUESTROOMS

Housekeeping services will take place after checkout or upon request.

When possible, we will leave checked-out guestrooms vacant for 24-48 hours. Upon check-out rooms will be thoroughly cleaned before a new guest is checked-in.

## APPROACH TO FOOD & BEVERAGE OUTLETS

We will continue to adjust food and beverage outlet capacities based on the latest guidelines and recommendations.

- Restaurants set to ensure adequate space between parties.
- Bars set to ensure social distancing.
- Water, iced-tea, wine and other beverages will not be refilled in the same glass, rather a new glass will be provided each time.
- Guests will have the option, in all outlets, to have their food/drink served in a disposable eco-friendly to go containers.
- All buffets and salad bars will be suspended at this time.

## APPROACH TO MEETINGS & EVENTS

With health and safety top of mind, our team in Conference Services and Banquets will re-work meeting set ups, organize entry and exit flows, and collaborate on meals and menus with as much variety and creativity as possible.

- Set up options and meeting entry and exit flows that promote social distancing.
- Tables, chairs and equipment will be regularly cleaned and disinfected.
- Food will be individually wrapped in our new eco-friendly disposable containers with individually wrapped utensils.
- We will work with planners to create menu variety.
- Coffee, tea and the accompaniments, will be served by a hotel Team Member.
- Wherever possible beverages will be served in single served vessels (bottled water, soft drinks and juices).
- Lines for bars and meals will be properly marked to adhere to physical distancing.

We are excited to welcome our attendees back to the destination and plan to provide the level of guest service and experience you have come to know and expect from meetings at Universal Orlando Resort hotels.