

OUR COMMITMENT TO CLEAN



TO OUR VALUED CUSTOMER

Since our founding over 90 years ago, health and safety have been at the heart of Marriott's approach to hospitality. This commitment to our guests and associates continues to anchor us and it informs our decisions as we adapt to new challenges presented by COVID-19. We understand that people are thinking about travel differently now. We are too. That's why we have elevated our exacting standards and rigorous protocols to create hospitality norms and behaviors to address the unique challenges presented by the current pandemic environment.

Through the decades, we have come together as partners. Never has that been more important than now. Responding effectively to this new environment is a shared responsibility. We are laser-focused on providing our teams with the tools, training and resources that are necessary in this environment. Likewise, travelers must also take steps to protect everyone's health: to avoid traveling if not well, practice good hand hygiene, and physical distancing in high traffic areas throughout the hotel.

Because nothing is more important than the trust of our guests and associates, our Executive Chairman JW Marriott, JR. wanted to give you his word on our new processes. <https://clean.marriott.com/>

OUR COMMITMENT TO CLEAN

Marriott recently launched our Global Cleanliness Council, including experts from the field of medicine and public health to supplement our reputation of cleanliness and hospitality we've built throughout our history. Additionally, the Company developed 200+ cleaning protocols throughout each step of our guests' journey and every physical space in the hotel. We are deploying scientifically supported practices and innovations, with focus on these specific details.

Associates are educated on the proper way to wear, handle, and dispose of Personal Protection Equipment (PPE), as well as the appropriate way to wash hands, sneeze, and to avoid touching their faces. We will provide PPE and will require all associates to wear based on role and responsibility. Associates will be trained on proper use and disposal of PPE's. This includes face masks.

All associates will be required to have their temperature taken prior to entering the work area. Any associate with a temperature of 100.4+ and/or exhibiting any known COVID19 symptoms, per CDC guidelines, will not be permitted to work.

We will respond swiftly to associate and guest health concerns and follow all current public health guidelines. Associates feeling sick are encouraged to stay home. Those exhibiting symptoms will be required to self-isolate from the onset of symptoms and meet applicable public health criteria before returning to work. Additional protocols specific to COVID-19 are in place and summarized throughout this document.

OUR PLAN

Cleaning Products + Protocols

To minimize risk and enhance safety for guests, customers, and associates, we use disinfectant products that have been approved and certified by the U.S. Environmental Protection Agency (EPA), and other international government environmental agencies, as applicable, for use against emerging viruses, bacteria, and other pathogens. Our enhanced cleaning protocols adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and sanitization. Public spaces, including high-touch areas, are cleaned and disinfected more frequently. In guest rooms, we focus on cleaning deeply between guest stays, and limiting in-room services during the stay. Hand sanitizer stations are installed throughout high-traffic areas across the hotel.

Leveraging Technological Innovations

Marriott has initiated plans and has rolled out enhanced technologies, including electrostatic sprayers and the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention and World Health Organization to sanitize surfaces throughout the property. These sprayers can rapidly clean and disinfect entire areas.

CLEANING PRODUCTS + PROTOCOLS

Less Contact, More Connection

Implement touchless or low-touch solutions and adopt contactless technologies including Mobile Key, Mobile Dining, Mobile Chat and guest requests via the Marriott Bonvoy™ app. Additionally, we have move to touchless menu options and information throughout the property. Guest greetings have been modified to a nod, wave, or a bow, while continuing to ensure guest needs are met. If you are not currently a Marriott Bonvoy™ member, please sign up to take advantage of these services. We encourage you to use mobile key through our app to bypass the check-in process. If you are not currently a Marriott Bonvoy member you may enroll by clicking the link www.Bonvoy.com

Deeper, More Frequent Cleaning

Enhanced cleaning protocols will require frequently disinfecting high-touch items and sanitizing restrooms frequently and after high-guest use, with focus on using the right chemicals and procedures to kill COVID-19.

Emphasis on Hygiene & Cleanliness

The hotel has a hygiene plan; associates will be required to be aware of and follow for personal hygiene, physical distancing and PPE, in compliance with all federal, state and local public health guidance. Hand sanitizing stations for guest use will be placed in all high traffic areas and public spaces.

CLEANING PRODUCTS AND PROTOCOLS

Cleanliness Training

We're building on our reputation for high standards of hotel cleanliness with well-established cleaning processes. In addition, we have a *Cleanliness Champion* to help lead the hotel in how it can ensure guest and associate safety. Additionally, associates are required to take training on COVID-19 and safety and sanitation protocols.

The Hotel has discontinued cash transactions throughout the property other than the Gift Shop.

Physical Distancing

Guests and associates should practice physical distancing by standing at least 6 feet (2 meters) away from other people not traveling with them. Where applicable, lobby furniture, restaurant layouts, and other public seating areas will be reconfigured. We are happy to work to customize seating capacities and room sets to meet individual distancing needs of group customers.

Providing Personal Protective Equipment (PPE)

All associates that wear a Marriott badge and vendors will wear a face covering as a part of their uniforms. Guests are currently recommended to wear personal face masks or coverings. Personal face masks and additional amenity items such as hand sanitizer, disinfecting wipes and gloves, will be offered at the front desk upon request.

GUESTROOMS AND SERVICES



Newly renovated guestrooms and suites provide private balconies, hard surface floors and walk-in showers

GUEST ROOMS:

- ✓ Deeper cleaning between guest stays; focused on using the right chemicals (hospital-grade disinfectant) in every single part of the room.
- ✓ Deep cleaning and disinfection of all furniture, fixtures, and surfaces (head boards, end tables, etc.)
- ✓ Deeper cleaning of high-touch items (handles, knobs, pulls, electronic and temperature controls).
- ✓ Increased frequency of filter replacements and HVAC system cleaning to filter out air contaminants and maximize fresh air exchange.
- ✓ Once checked in, our team will only enter your room during your stay to empty trash and refresh towels. Upon request, housekeeping service will be provided.

PUBLIC SPACE:

- ✓ Increased frequency of sanitizing and cleaning, wiping down of elevator buttons, handles and surfaces throughout the public space to ensure areas remain clean and sanitized.
- ✓ Increased frequency and rotational cleaning of public restrooms.
- ✓ Electrostatic Sprayers will be used to disinfect public space.

ARRIVAL

FRONT DESK

BELLSTAND

- ✓ We encourage the use of Mobile Key, Mobile Dining and Mobile Chat. If you are not a member of Marriott Bonvoy, enroll for free: [www.Marriottbonvoy.com](https://www.marriott.com/bonvoy)
- ✓ All vaccinated and non-vaccinated staff will be wearing a face coverings.
- ✓ Key Cards will be disinfected between stays and sanitized prior to distributing to a guest.
- ✓ Touchless hand sanitizer dispensers will be located throughout the public space.
- ✓ We will have masks, hand sanitizer and sanitizing wipes available upon request at our front desk.
- ✓ Valet and self parking available with drivers wearing proper PPE
- ✓ Parking shuttle will be sanitized on a rotational basis.
- ✓ Bell carts will be sanitized on a rotational basis. When delivering luggage to the guest's room, it will be delivered after the guest is in the room in order to ensure social distancing.

RESTAURANTS



ALL PROTOCOLS WILL BE IMPLEMENTED THROUGH THE VARIOUS RESTAURANTS AND LOUNGES ON PROPERTY

- ✓ When serving food and beverages, hotels will continue to follow guidelines from the U.S. Food & Drug Administration (FDA), as well as the National Restaurant Association's longstanding ServSafe program, and other international government agencies, as applicable.
- ✓ Marriott's food and beverage operations are required to conduct self-inspection using the company's food safety standards.
- ✓ All food and beverage staff will be fully trained and compliant in food safety training and protocols. All staff will be in proper PPE.
- ✓ Appropriate PPE use for food handling; compliance with all Marriott and industry food safety protocols.
- ✓ Hand Sanitizers will be located at the entrance of all restaurants.

RESTAURANTS CONTINUED

- ✓ In-room dining will offer no-contact delivery methods or pick-up / grab-and-go.
- ✓ To-go Service will be made available in all outlets.
- ✓ A-la-carte menu offerings or buffets will be served throughout the outlets.
- ✓ We will continue to source responsibly while working to reduce our environmental impact including from our on-site hydroponics garden, Hycube.
- ✓ Bars, tables and chairs will be sanitized on a rotational basis.
- ✓ Cocktail equipment sanitized between use; modified procedures for garnishes and glassware.
- ✓ Restaurant attendants will be dedicated to regular cycles of guest touch point sanitization.

- ✓ At the Orlando World Center Marriott we have Mobile Dining available in all Outlets.
- ✓ Mobile Dining gives our guests the ability to browse menus, order, and/or paying for food and beverage from their personal device.
- ✓ Guests are able to scan a QR code or Marriott Bonvoy app to place orders.



- ✓ A La Carte- available for delivery and pick up.
- ✓ Siro Urban Italian- pick-up only
- ✓ High Velocity- pick-up only
- ✓ Falls pool Bar- pick-up only
- ✓ Longitude & Latitude- pick-up only.
- ✓ Central Pantry- view menus
- ✓ Lobby Bar- view menus.
- ✓ Mikado- view menus.
- ✓ Starbucks- view menus.
- ✓ River Falls- pick-up and delivery- March

RECREATION



PROPERTY AMENITIES & SERVICES

- ✓ All supplies will be sanitized before and after guest use.
- ✓ Cabana and Daybed Rentals- Cabanas & Daybeds 8am-10pm daily
- ✓ Falls Pool / Slide Tower - Open daily 8am-10pm,
- ✓ Splash Zone - Sunday - Thursday: 9am - 7pm, Friday - Saturday: 9am - 8pm
- ✓ Miniature Golf - 8am-8pm
- ✓ Nightly Laser Show - View from our pool view/laser view rooms or from the pool deck
Show begins at 8pm nightly
- ✓ Activities - Planned activities will be periodically scheduled Friday - Sunday. For more details, visit the pool towel hut. View activities calendar.
- ✓ Fitness Center – Open 24 hours
 - ✓ Hand sanitizer and sanitizing wipes placed in common areas for individual guest use.
 - ✓ Signage placed throughout Fitness Center reminding guests to wipe down equipment after use.

SPA



- ✓ Hospital-grade disinfectants will be used after each service to wipe down all equipment, counters and treatment rooms.
- ✓ Hand sanitizer stations placed in common areas.
- ✓ Lockers and keys sanitized between use; assigned lockers staggered to increase physical distancing.
- ✓ Guests are required to complete medical check list prior to any service in the Spa.
- ✓ All guests having a massage will be required to shower prior to treatments.
- ✓ Massage therapist to wear a face mask and gloves upon guest request.
- ✓ All Esthetician's must wear a face mask and adhere to strict sanitation guidelines.

HAWK'S LANDING GOLF COURSE



NEWLY REDESIGNED CHAMPIONSHIP GOLF COURSE
WITH OUR SIGNATURE PAR 3 ISLAND GREEN
FINISHING HOLE. THE FOLLOWING PROTOCOLS WILL
HAVE IMPLEMENTED

- ✓ Hand Sanitizer is be provided.
- ✓ Fitting rooms will be sanitized frequently throughout the day.
- ✓ Pro-Shop items such as golf clubs and bags will be cleaned on a rotational basis.
- ✓ Deeper more frequent cleaning of locker rooms, pro shop, high traffic and high touch areas.
- ✓ Grab-and-go and beverage cart food options to be pre-packaged and single-use cutlery, condiments, etc.
- ✓ Deep cleaning and sanitation of every golf cart on a rotational basis.

MEETINGS, EVENTS AND BANQUETS



Our meetings, events, receptions and banquets are an important part of what we offer. A comprehensive protocol for cleaning, sanitizing, and maintaining physical distancing has been designed to keep attendees and our hosts safe. Seating capacities and floor plans have been adjusted and will be reviewed on an event-by-event basis that follows local fire department, as well as state and local health authority guidelines for proper physical distancing.

Convention public space attendants are dedicated to regular cycles of high-touch point sanitization areas and electrostatic sprayers will be utilized in meeting, conference and tradeshow spaces. In addition, our industry-leading team of sales and event leaders are in place to support meeting planners and attendees in navigating the post COVID-19 meetings landscape.

- ✓ All staff to have proper PPE where applicable.
- ✓ Touchless hand sanitizers throughout the meeting spaces, convention center, breakout spaces and corridors.
- ✓ At the start of all functions, doors will be propped open by Red Coat or Event Service Manager prior to the start of all functions.

MEETINGS AND EVENTS TECHNOLOGY

- ✓ **CONTACTLESS TECHNOLOGY**
- ✓ **MARRIOTT BONVOY APP** Loyalty members are encouraged to take advantage of mobile options available via the Marriott Bonvoy app. The Bonvoy app gives members access to mobile check-in and check-out as well as mobile key and chat at many of our hotels that already have these options available.
- ✓ **Mobile Check-In and Check-out Available** portfolio-wide on the Marriott Bonvoy app, this enables members to benefit from a personalized, expedited and contactless arrival experience. Members can check-in to their upcoming reservations prior to arrival, receive a room ready alert notification from the hotel and check-out on their mobile device
- ✓ **Mobile Key** Enables Marriott Bonvoy members to use their smart phones as a room key to conveniently access guest rooms and common areas. It also offers guest the option to skip the front desk altogether if they choose, reducing contact with our associates and other guests.
- ✓ **Mobile Chat** Allows Marriott Bonvoy members to make requests or chat with an associate from wherever they are – no phone call necessary. Guests can begin chatting with the hotel up to two days prior to their arrival.
- ✓ **Meeting Services App** With Marriott's Meeting Services App, you can manage your event without ever leaving your seat. It handles the details so that you can get back to what matters most – the people.
- ✓ Our app relieves the stress of time, space and language barriers by connecting planners and hotel teams on any web-enabled device in real time.

MEETINGS AND EVENTS

- ✓ More frequent cleaning in high traffic areas and throughout meeting space more specifically at peak break times of staff ensuring sanitation during breaks.
- ✓ Convention public space attendants will be dedicated to regular cycles of guest touch point sanitization.
- ✓ High-touch points such as conference room doors, light switches and other equipment will be sanitized.
- ✓ Use of electrostatic disinfecting sprayers will be used to disinfect areas in the convention center including meeting rooms, exhibit halls, and public spaces.
- ✓ Additional outdoor seating locations throughout the property for guests to utilize while on breaks.
- ✓ All AV equipment will be sanitized prior to set up with additional sanitization during break times.
- ✓ Linen will be replaced after each meal period.
- ✓ Set up in meeting rooms sanitizing stations that are easily accessible to guests.

AUDIO VISUAL

- ✓ Encore is educating team members on enhanced cleaning procedures. We are doing this to help stop the spread of germs as we strive to build upon our commitment to safety.
- ✓ Tent cards will indicate when equipment has been cleaned, with particular attention to high-touch items such as microphones, keyboards, wireless presenters and markers.
- ✓ Included information from Encore on policies in place
- ✓ Work with Planners to sanitize during breaks as required based on agenda
- ✓ Use one microphone per person and apply disposable covers when appropriate

High Touch Items Cleaned For Your Safety

- ✓ Lavalier Microphone
- ✓ Handheld MIC
- ✓ Head Set MIC
- ✓ Headphones
- ✓ Push to Talk MIC
- ✓ Polycomm Unit
- ✓ Radios and Other Comms Equipment
- ✓ Laptops/Computer
- ✓ Keyboard and Mouse
- ✓ Tablet/iPads
- ✓ Wireless Presentation Accessories
- ✓ Power Strip
- ✓ Cable
- ✓ Monitor
- ✓ Projectors and Cart
- ✓ Flip Chart Easel
- ✓ Flip Chart Markers
- ✓ Tech Table Equipment

LIST OF TESTING & HEALTH SERVICE PROVIDERS

COMPANY	PRODUCT	TESTING	RESULTS	COSTS	AVAILABILITY	CONTACT
SELF-ADMINISTERED (AT HOME OR ON-SITE)						
Quest	Four options of PCR tests	Non-invasive nasal swab – PCR Self-administered at home or onsite with Quest staff supervision Samples tested in pools of four	24-48 hours	\$115-140 depending on shipments/medical staff \$5,000 set-up fee	All tests have EUAs; labs scaled up to accommodate 150,000 molecular tests per day	Link to get started http://wellness.questdiagnostics.com/COVID-19_detailedinterestform
Color	Clinician-monitored or at-home test; results displayed in HIPAA-compliant portal	RT- LAMP molecular test; unmonitored kits are non-invasive nasal swabs; NP swabs must be administered	24-72 hours; avg 24 hours once in lab	Starting price for test is \$85/test plus implementation and software fees	Available now—first company with FDA EUAs for RT-LAMP	Jessica Tracy Director, COVID-19 Partnerships jessicat@color.com 610-506-8896
Azova	At-home, self-administered, and observed test kit through a customized and client branded microsite	Self-administered and observed saliva or nasal rt-PCR travel test kit	24-48 hours	\$89-\$116 depending on type of test and location	All 50 states	Zuly Gomez Business Development ZulyGomez@azovahealth.com 847-701-4129
TURNKEY SERVICES (ON-SITE)						
Impact Health	Company provides personnel and equipment to administer chosen test	Molecular and/or antigen test with potential to add temperature screening and app.	20-30 minutes with current offering of tests	Depends on staffing needs; ballpark \$150.00 per person (pricing includes test and medical staff)	Impact has partnerships with testing companies able to mobilize and scale up quickly	Casey Mallants VP of Sales Operations cmallants@impacthealth.com
Eurofins / ITA Group	Test facilitation along with risk mitigation consulting and contact tracing	PCR or antigen test; future state could include at-home tests prior to event	24-48 hours for PCR; 15 min for rapid antigen test	\$350 to \$450 per guest for full range of offerings; PCR only \$60-\$89; antigen only \$50-\$70	Available now—have EUAs for various test options	Erica White Event Solutions Director healthriskmitigation@itagroup.com
BioReference	Dedicated on premises turn-key specimen customized collection location or host pop-up collection sites	Real-time PCR or antigen test	24-48 hours for PCR; 30-60 min for rapid antigen test	Starting at \$50 depending on type of test and location	All 50 states	https://www.bioreference.com 1-800-229-5227
HEALTH AND VACCINATION APPLICATIONS						
CLEAR (Health Pass+)	App-based service incorporating health surveys, temperature checks, test results and vaccine validation	Testing is a separate process; CLEAR just displays results	Depends on chosen test	Pricing based on number of attendees	All 50 states	Link to information portal https://www.clearme.com/cirhp-mamottevents (scroll to bottom of page for information request)
Excelsior Pass (NY state only)	Free, voluntary and secure way to provide digital proof of COVID-19 vaccination or negative test results for New Yorkers	N/A	N/A	Free	Only available to people who have been vaccinated or tested in New York state	Link to information portal: https://epass.ny.gov/home

COVID-19 CASE PROTOCOLS AND ROOM RECOVERY APPROACH

We will continually monitor and become educated on requirements and guidance from local health authorities and practice those requirements throughout the hotel. Where testing or treatment of guests or associates is needed, we will provide appropriate resources to the available local public health options.

We have additional guidelines in place in the event that the hotel is alerted to a case of COVID-19, including:

- ✓ **Case Notification.** If a guest starts to feel ill, they will be encouraged to contact health authorities. Extensive crisis communications plans are in place, so that appropriate quarantine procedures and cleaning protocols may be implemented.
- ✓ **Occupied Guest Room Recovery Protocol.** In the event of a guest with a confirmed or suspected case of COVID-19, their guest room will be removed from service to undergo a specific cleaning protocol. The guest room will not be returned to service until the room has been disinfected, and consistent with the guidance issued by local health authorities. Similar recovery protocols address public spaces, associate offices and work areas.

COMMITMENT TO CLEAN

We have implemented a Cleanliness Champion to help lead the hotel's efforts around guest/associate safety and stays up to date on changing cleanliness needs and protocols

Should you have any questions, please reach out to your Event Manager.

The included information in this document provides current standards and protocols the Hotel is following. To discuss how these apply to your event, please contact your Hotel partner.