



THE RITZ-CARLTON

ORLANDO, GRANDE LAKES

Thank you for selecting The Ritz-Carlton Orlando, Grande Lakes for your upcoming trip. The well-being of our guests and Ladies and Gentlemen is of utmost importance. We remain committed to providing a clean and comfortable environment for all who visit our resort. As you prepare for your stay, we would like to share the additional measures we are taking to provide your stay with a safe and comfortable environment.

As of June 18, 2020, Orange County has issued an order requiring Face Covering consistent with the current CDC guidelines while in any public place. One exception includes any persons under the age of two years old. Please visit www.orlando.gov/Covid-19 for additional details and exceptions.

OUR LADIES AND GENTLEMEN:

- Submit to temperature screening upon arrival for each shift
- Are equipped with personal protective equipment; including face covering which they wear at all times
- Have and continue to receive training on COVID-19 sanitation protocols
- Resort Cleanliness Champions have been implemented

ARRIVAL AND DEPARTURE:

- Recommend utilizing mobile technology: Mobile Key, Mobile Requests, eFolio via the Marriott Bonvoy™ App.
- Valet parking only
- Choice of baggage assistance or personal unloading
- Front desk, bell desk, concierge desk, First Drop and Highball & Harvest all equipped with plexiglass panels.

CLEANING PROCEDURES:

- More frequent cleaning of high-traffic and high-touch areas
- Utilizing EPA approved multi-surface peroxide cleaner and disinfectant
- Touchless hand sanitizer dispensers throughout the resort
- Frequent cleaning of public area restrooms
- Deep cleaning between guest stays; focus on sanitizing every area of the room

SOCIAL DISTANCING MEASURES:

- Reduced occupancy levels to accommodate social distancing requirements
- Arrival queues throughout the resort
- Seating in restaurants, lounges, pools are spaced apart in accordance with State laws
- Guest elevator occupancy is limited to family members or four non-family individuals
- Stairwell access is available for all 14 floors
- Signage posted to remind guests of social distancing guidelines and hygiene practices

GUEST ROOMS:

- Housekeeping services will be provided on a daily basis.
- Housekeeping services will be performed when the guests are not present in the room
- Deep cleaning of high-touch areas such as: handles, knobs, drawer pulls, hairdryer and remote controls
- Honor Bar has been removed from guest rooms, items are still available throughout the resort
- Removal of decorative pillows and throws
- All glassware has been replaced with single-use cups
- Disinfectant wipes will be added to each room for personal use

DINING OPTIONS AT THE RITZ-CARLTON:

- **FIRST DROP** – Breakfast, Lunch
- **HIGHBALL & HARVEST** – Breakfast, Dinner
- **BLEU** – Lunch (Dinner Fri-Sun)
- **FAIRWAYS PUB** – Lunch (Thu-Sun)
- **IN-ROOM DINING** – Breakfast, Lunch, Dinner

DINING OPTIONS AT JW MARRIOTT:

- **STARBUCKS** – Breakfast, Lunch
- **CITRON, AN AMERICAN BRASSERIE** – Breakfast (Fri-Mon)
- **QUENCH BAR & GRILL** – Lunch
- **WHISPER CREEK FARM: THE KITCHEN** – Dinner
- **PRIMO** – Dinner (Fri-Sun)

GOLF & TENNIS:

- Please add Golf & Tennis – to reserve or tee time or access the tennis court, please call the Golf Pro Shop at x4900

SPA AND FITNESS:

- **THE SPA AND SALON** is open Thursday through Sunday. A variety of massages, facials, manicures and pedicures. Advanced reservations are required.
- **FITNESS CENTER** is open daily from 6am - 10pm with appropriate social distancing. Fitness classes will be offered, please inquire with the Concierge for the schedule and information.
- Sauna, steam room and whirlpools are suspended.
- Sanitization of equipment, treatment rooms and lounge areas between use; high-touch areas are cleaned at regular intervals.

RECREATION:

- The pool is open for your enjoyment. Chairs on the pool deck are spaced out 6 feet apart to allow for social distancing
- Chaise Lounges limited to two or four maximum per guest room
- Single-use service stations of water and sunscreen
- All pool furniture is sanitized between each guest's uses
- **GRANDE LAKES SPORTS** will be open to assist with kayaking, mountain bike trail, sunrise safari, rainy day activities and the Falconry experience. 24-hour advance reservations are recommended.
- **RITZ KIDS** is currently unavailable.

For any questions or restaurant reservation inquiries please contact us at: guestrelations.orlando@ritzcarlton.com

Travel has the power to connect us, to enrich our lives and to inspire us. We ask for your help in complying with local and state regulations when traveling to our resort from outside of Florida. Please visit travelguidance.marriott.com for assistance.

We look forward to welcoming you home!

Georgia Sheffield
Front of House Manager