



THE RITZ - CARLTON

KEY BISCAIYNE, MIAMI

RESORT OVERVIEW

Welcome to our island oasis, we are excited to welcome you to enjoy your time at the resort in Key Biscayne. The health and safety of our guests, employees, and community is of utmost importance. We are committed to ensuring that our resort provides a safe and comfortable atmosphere and are closely monitoring state and CDC regarding guidelines, following their recommendations on appropriate health and safety measures. Our Ladies and Gentlemen are ready to ensure you have a memorable stay in Miami.

Mark Ferland, Market General Manager

OUR LADIES & GENTLEMEN (EMPLOYEES):

- Submit to temperature screening upon arrival daily
- Are equipped with personal protective equipment, including face coverings, following State/CDC guidance.
- Overseen by designated resort Cleanliness Champion.

CDC AND STATE GUIDANCE FOR GUESTS:

- The State of Florida removed all restrictions.
- Per CDC guidelines, fully vaccinated guests are no longer required to wear face coverings or social distance in any areas of the resort.
- Guests not fully vaccinated must continue to wear face covering and practice social distancing.
- Guests are on an honor system for compliance.

THE RESORT FEE INCLUSIONS:

\$40 USD (+ tax) daily resort fee automatically added includes:

- High-Speed Internet (2nd Tier)
- PressReader Access- App providing access to over 7000 worldwide publications
- Beach Pampering — (2) Beach chairs and umbrella
- Beach Activities — Stand Up Paddle Board, Floats and Kayaks available
- Daily One Hour Fitness Class (up to two guests)
- Unlimited Local & Domestic Long Distance calls
- Complimentary interactive photo session with our Photography Concierge

GUEST ROOMS:

- Upon request, daily turndown services are available
- Housekeeping services performed when the guests are not present in the room.
- Deep cleaning of high-touch items such as door handles, knobs, hairdryer and remote controls.

ARRIVAL AND DEPARTURE:

- Mobile technology: Mobile Key, eFolio delivery and Mobile Requests via the Marriott Bonvoy app.
- Valet parking with adjusted protocols for guest safety
- Front desk and concierge desks both equipped with plexi-glass panels at counters.

CLEANING PROCEDURES:

- Deeper and more frequent cleaning of high-traffic and high-touch areas, including handrails, elevator buttons, door handles and surfaces.
- Touchless hand sanitizer dispensers available throughout the resort.
- Deeper and more frequent cleaning of public area restrooms, including single-use hand towels.
- Deep cleaning between guest stays; focus on sanitizing every area of the room.
- Luggage and Bell carts sanitized after each contact.

RESORT DINNING:

- **KEY PANTRY**
Monday through Thursday, 6 a.m. to 1 p.m.
Friday, Saturday & Sunday, 6 a.m. to 4 p.m.
Full coffee shop with grab-and-go pantry.
- **LIGHTKEEPERS**
- Breakfast à la carte
Daily, 7 a.m. to 11:30 a.m.
- Breakfast Buffet
Daily, 7 a.m. to 11:00 a.m.
- Brunch à la carte, Saturday & Sunday, 12 p.m. to 4 p.m.
- Dinner Service
Thursday through Sunday, 5:30 p.m. to 10 p.m.
Reservations recommended for brunch and dinner services only, with seating preferences on a first-come, first-served basis.
- **CANTINA**
Sunday through Thursday, 11 a.m. to 9 p.m.
Friday & Saturday, 11 a.m. to 10 p.m.
Reservations recommended for dinner service only.
- **SCOOP**
Friday through Monday, 11 a.m. to 5 p.m.
- **DUNE**
Thursday through Monday, *Full Service* 11:30 a.m. to 7 p.m.
Tuesday & Wednesday, *Beverage Service Only* 11:30 a.m. to 5 p.m.
- **RUMBAR**
Daily, 3 p.m. to 11 p.m.
Nostalgia Band, Friday & Saturday, 7 p.m. to 11 p.m.
- **IN-ROOM DINING**
- Breakfast, daily, 6 a.m. to 11:00 a.m.
- Lunch, daily, 11 a.m. to 5 p.m.
- Dinner Service, daily, 5 p.m. to 11 p.m.

RECREATION:

- The Resort pool, open daily, 7 a.m. to 5:30 p.m.
- The Splash pad, open daily during Resort pool hours, limited capacity.
- The Beach, open daily 7 a.m. to 5:30 p.m.
- Adult pool, open daily, 7 a.m. to 5:30 p.m.
- 11 a.m. to 5:30 p.m. dining and beverage service.
- Two pool or beach chairs per guest room.
- Fully vaccinated guests are no longer required to wear face coverings or social distance.
- Non-motorized watersports and Bicycles available
- Ritz Kid no drop-off programing at this time.

SPA AND FITNESS:

- **The Spa and Salon** is open daily from 9 a.m. until 6 p.m., treatment menu available, including a variety of massages, facials, hair salon services, manicures and pedicures.
- Fully vaccinated guests are no longer required to wear face coverings during treatments or Fitness access.
- Sauna, steam room/whirlpool facilities are closed.
- **Fitness Center** is open daily from 7 a.m. to 7 p.m.
- **Daily Fitness Classes** at 8:30 a.m. on the Grand Lawn
 - Saturday, All Levels Yoga w/ Ilyce
 - Sunday, All Levels Yoga w/ Ilyce
 - Monday, All Levels Yoga w/ Ilyce
 - Tuesday, Slow Flow Yoga w/ Tiffany
 - Wednesday, Stretch & Sculpt w/ Lisa
 - Thursday, Slow Flow Yoga w/ Tiffany
 - Friday, Stretch & Sculpt w/ Lisa

**All restaurants, pools and spa hours of operation are subject to change without notice*