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 local health department updates regarding guidelines, following their recommendations on appropriate health and safety measures. Our Ladies and Gentlemen may be wearing masks but we have warm smiles beneath them and 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 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.
- Overseen by designated resort Cleanliness Champion.

Arrival and Departure:
- Using mobile technology: Mobile Key, eFolio delivery and Mobile Requests via the Marriott Bonvoy app.
- Valet parking with adjusted protocols for guest safety
- Choice of baggage assistance or personal unloading
- Front desk, bell desk, and concierge desk all equipped with plexi-glass panels at counters.
- Key cards sanitized prior to distribution to guest.

Social Distancing Measures:
- Face Coverings must be worn by guests in all public areas of the resort per Miami-Dade restrictions (EO) 20-20.
- Arrival queues clearly marked for appropriate social distancing. Only one guest in party for check-in.
- Seating in restaurants, lounges, pools and beach are spaced apart in accordance with state laws.
- Guest elevator occupancy is limited to family members or four non-family individuals.
- Reduced seating capacities (50%) in all restaurants, event space and bars.

Cleaning Procedures:
- Deeper and more frequent cleaning of high-traffic and high-touch areas, including handrails, elevator buttons, door handles and surfaces.
- Utilizing cleaning products that kill the spread of COVID-19.
- Introduction of new cleaning protocol using sanitation products for public spaces.
- Touchless hand sanitizer dispensers available throughout the resort.
- 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.
- Deeper more frequent cleaning of public restrooms and after high guest use.

Guest Rooms:
- Daily housekeeping services daily, turndown service is available upon guest request.
- Housekeeping services performed when the guests are not present in the room.
- Deep cleaning of high-touch items such as handles, knobs, hairdryer and remote controls.
- Honor Bar is available upon guest request.
- Removal of decorative pillows and throws.
- Removal of high touch items such as magazines.
- Disinfectant wipes added to each room for personal use.
Resort Dining:
- **Key Pantry** is open Friday – Sunday 6 a.m. to 1 p.m. providing grab-and-go pre-packaged food and beverage service.

- **Lightkeepers** is open daily from 7 a.m. to 11:30 a.m. for breakfast, dinner service Thursday-Saturday from 5:00 p.m. to 9 p.m. outdoor terrace seating only. Reservations required no indoor dining per Miami-Dade restrictions.

- **Cantina** is open daily from 11:00 a.m. to 9:00 p.m. Reservations required on Sat/Sun for dining, walk-ins based on availability.

- **Dune** is open 11:00 am – 6:00 p.m. Saturday and Sunday for all-day dining and beverage service. Reservations required on Sat/Sun after 3pm, for dining, walk-ins based on availability.

- **Pool and Beach** are open from 11:00 a.m. to 5:30 p.m. for all-day dining and beverage service.

- **In-Room Dining** is open Thursday, Friday, Saturday for dinner from 5:00 -10:00 p.m. and breakfast Sat/Sun from 6:00 a.m.-11:30 a.m.

- In all restaurants, tables, chairs, and service equipment sanitized after each use and at regular intervals.

- Restaurants will use single-serving condiments and single-use recyclable paper menus.

*All restaurants, pools and spa hours of operation are subject to change.*

Recreation:
- The Resort pool, daily 7:00 a.m. to 5:30 p.m.

- The Splash pad, daily, pool hours, limited capacity

- The Beach, open daily 7-5:30 p.m.

- Adult pool open Fri – Sun 7:00 a.m. to 5:00 p.m.

- Two pool or beach chairs per guest room.

- Chairs on the pool deck as well as the beach are spaced 6 feet apart to allow for physical distancing.

- Pool and beach furniture is sanitized between each guest’s use.

- Non-motorized watersports available and sanitized between each guest’s use.

- Bicycles are available and will be sanitized between each guest’s use.

- Ritz Kids offerings will include individually packaged activities, no drop-off programming.

- Resort Attendant provides frequent cleaning of outdoor seating and tables.

Spa and Fitness:
- The Spa and Salon is open by appointment only, please call Spa for days and hours each week, treatment menu available, including a variety of massages, facials, manicures and pedicures.

- Fitness Center is open daily from 7 a.m. to 7 p.m. with appropriate social distancing.

- Due to restrictions, group fitness classes offered daily on the Grand Lawn.

- Locker rooms, sauna, steam room and whirlpool closed per Miami-Dade (EO) 20-20 guidelines.

- Sanitization of equipment, treatment rooms and lounge areas between use; high-touch areas are cleaned at regular intervals.

- Modified floorplans to increase spatial distancing between equipment and furniture.

Meetings & Special Events
The resort offers a variety of open-air meeting and event spaces to allow for social distancing. As always, the Ladies and Gentlemen of our Meetings & Special Events team look forward to bringing your vision to life and customizing desired meeting protocols.

- Seating capacities adjusted to ensure alignment with state guidelines, as of June 1, 2020, 10 people per 300 square feet permitted.

- Touchless hand sanitizing stations are provided in pre-function areas and available at the entrance of each meeting room.

- Dedicated staff in all meeting spaces sanitize high-touch areas, tables and chairs at regular intervals.

- Facial coverings are encouraged and available upon request for attendees.

- Event Technology team can provide packages for live-streaming options for general session and breakout rooms.

- Buffets will all include server assistance.

- Flatware presented as a roll-up, tables will not be preset. All condiments will be single-use.

- Breaks will require social distancing and be staggered across groups to manage guest flow.

- Individual bottled water provided instead of water carafes on meeting tables.

7/7/20