Welcome to The Ritz-Carlton, South Beach. 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. Below are steps we are taking to keep everyone healthy. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. We will continue to refine and update our plans based on State and CDC Guidelines.

**OUR LADIES & GENTLEMEN**
- Submit to temperature screening upon arrival for each shift.
- Are equipped with personal protective equipment, including a face covering which they wear at all times.
- Have and continue to receive training on COVID-19 sanitation protocols.
- Are led by a designated resort Cleanliness Champion.

**ARRIVAL AND DEPARTURE**
- Use of mobile technology: eFolio delivery and Mobile Requests via the Marriott Bonvoy app.
- Choice of baggage assistance or personal unloading.
- Front desk equipped with plexiglass panels at counters.

**SOCIAL DISTANCING MEASURES**
- Face coverings are required in all indoor public areas.
- Arrival queues throughout resort clearly marked for appropriate social distancing.
- Seating in restaurants, lounges, pools and beach are spaced apart in accordance with state laws.
- Guest elevator occupancy is limited to family members or two non-family individuals.
- Stairwell access is available for all floors of guestrooms.
- Signage posted to remind guests of social distancing guidelines and hygiene practices to prevent the spread of disease.

**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 eliminate the spread of COVID-19.
- Introduction of new cleaning protocol using sanitation products for public spaces.
- Touchless hand sanitizer dispensers are placed 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.
GUEST ROOMS
- Daily housekeeping services are available per individual guest preference to be confirmed at check-in.
- Housekeeping services will be performed when guests are not present in the room.
- Deep cleaning of high-touch items such as handles, knobs, drawer pulls, hairdryer and remote controls.
- Items from honor bar sanitized before guest arrival.
- 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
- Fuego y Mar is open daily. Breakfast: 8 a.m.-11 a.m.; lunch: 11 a.m.-5 p.m.; dinner: 6 p.m.-9 p.m.
- In room dining is available daily. Breakfast: 7 a.m.-11:30 a.m. All day dining: 11:30 a.m.-10 p.m.
- Takeout services are available.
- Restaurant seating is limited to groups of 10 or fewer guests.

SPA AND FITNESS
- The Ritz-Carlton Spa and Salon are closed.
- The fitness center is open 24 hours with social distancing. Maximum capacity is four guests.
- The fitness center is sanitized every hour. Sanitation supplies available for guest use.

RECREATION
- The pool and beach are open for your enjoyment. Chairs on the pool deck as well as the beach are spaced 6 feet apart to allow for social distancing.
- All pool and beach furniture is sanitized between each guest’s use.

MEETINGS AND EVENTS
New meetings and events protocol available upon request.