

UNIVERSAL ORLANDO RESORT HOTELS OPERATIONAL UPDATE



Meetings
& Events

FACE COVERINGS

The health and safety of our guests and team members is always our top priority. As a result, face coverings will now be required, effective Friday, Dec. 24 at all public indoor locations within Universal Orlando Resort for both guests and team members regardless of vaccination status — including restaurants, shops, and indoor hotel public areas. Face coverings are also required at all attractions from the moment guests enter the queue to when they exit the experience. Based on these updates, guests are expected to bring a face covering with them for their visit.

Please visit <https://www.universalorlando.com/web/en/us/terms-of-service/reopening-safety-info> to review our full destination safety guidelines for our parks and hotels.

CLEANING STANDARDS

Our everyday standards include cleaning guestrooms, meeting space, outlets, corridors and public areas with a Peroxide Multi Surface Cleaner and Disinfectant. This is an EPA approved product, created by Ecolab, and is effective against emerging viral pathogens and coronavirus. Other standards include the frequent cleaning of 'high touch areas' such as telephones, remote controls, door handles, light switches, elevators, escalators, table tops and others.

APPROACH TO LOBBIES & GUEST AREAS

- High alcohol content hand sanitizer stations have been added to our meeting space, front desks, restaurants, fitness centers, and other high traffic guest areas, as well as Team Member areas.
- Lobby attendants will clean the elevator area frequently.
- We have increased protocols for Team Members.

CONTACTLESS EXPERIENCES

For those who are looking for extra peace of mind, we are able to offer several contactless experiences during your stay.

Chat Your Service: Is a hotel wide texting service that allows our guests to stay connected to receive updates during their stay. Simply access it from your own personal phone and be sure to opt-in to text with the hotel at check-in.

Express Checkout: Options are available so you can leave easily and without interaction; checkout via email, on your TV, by text, or by phone.

GUESTROOMS

Full housekeeping services will be available on stayover rooms at Premier and Preferred hotels.

Prime Value and Value hotels will provide a light refresh service. This includes making beds, refreshing the bathroom, emptying the trash and replacing towels and amenities as needed. Full housekeeping service will occur upon checkout.

Contactless housekeeping is available upon request. This service includes additional towels and linens delivered to guest room upon request.

APPROACH TO MEETINGS & EVENTS

Keeping health and safety top of mind, our Conference Services and Banquets team will:

- Collaborate closely on meeting sets and menus, providing as much variety and creativity as possible.
- Buffets are offered with safety and well-being protocols in place.
- All event rooms' tables, chairs and equipment will be regularly cleaned and disinfected.

We are excited to welcome our attendees back to the destination and plan to provide the level of guest service and experience you have come to know and expect from meetings at Universal Orlando Resort hotels.