



# HEALTH AND SAFETY GUIDELINES



**WYNDHAM GRAND®**

Orlando Resort Bonnet Creek

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# HEALTH & SAFETY IS OUR TOP PRIORITY

**The Wyndham Grand Orlando Resort Bonnet Creek** is following guidelines and safety information provided by the World Health Organization (WHO), the U.S. Centers for Disease Control and Prevention (CDC) as well as The State of Florida and Orange County Health Services, detailing how to identify COVID-19 symptoms and mitigate its transmission.

We have implemented our **'Count on Us' initiative** and partnered with Ecolab and other suppliers, to provide our hotel with access to the highest industry-standard cleaning and disinfecting supplies and will be training all of our team members in achieving the highest standards of cleanliness, disinfection and hygiene.

As a member of the American Hotel and Lodging Association (AHLA) we are participating in the Safe Stay program focused on enhanced hotel cleaning practices, social interactions, and workplace protocols that meet health and safety challenges presented by COVID-19.

We created this document to assist with understanding the steps being taken to address COVID-19 and what to expect during your stay. We are in constant communication with state and local officials to ensure we have the most up-to-date directives. Due to this, our operational changes and safety measures may change from time to time as circumstances evolve.



# GUEST ROOMS

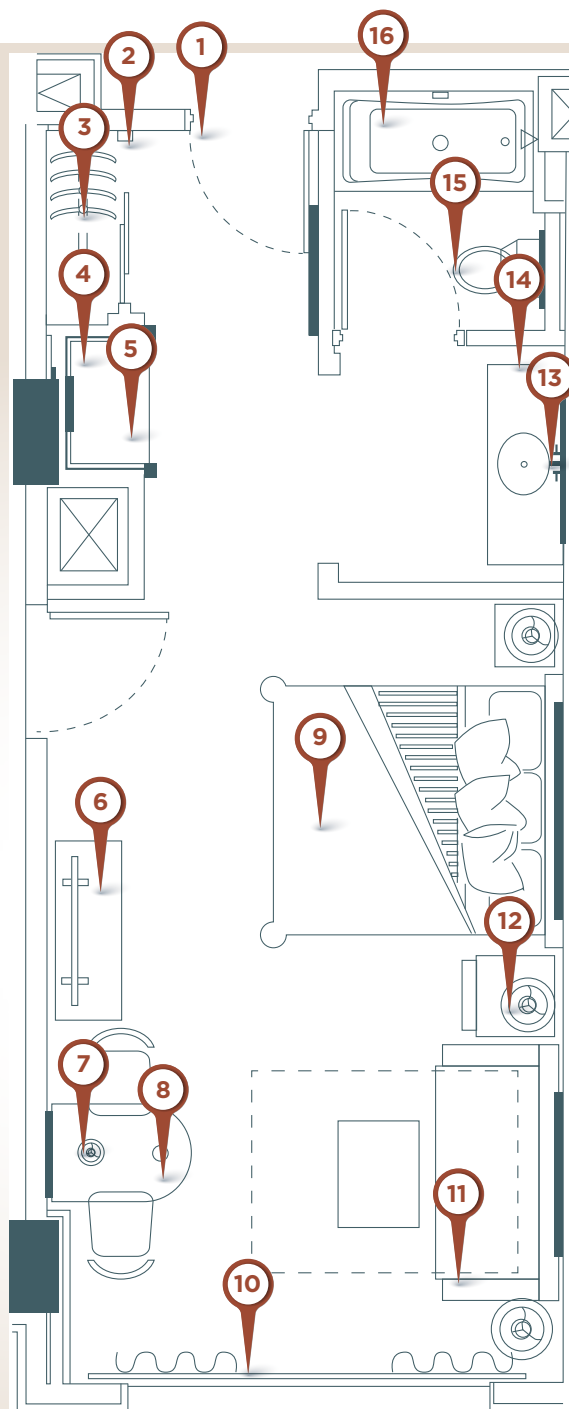
- All Guest Rooms will be cleaned following Ecolab hospitality COVID-19 guidelines. Ecolab has developed multi surface cleaners that are hospital grade disinfectants delivering consistent levels of cleanliness.
- High touch areas such as coffee maker, ice buckets, lights switches, door handles, drawer handles, safes, remote controls, clock, phones, lamp switches, temperature controls, faucet handles, toilet and toilet handle and all other hard surfaces will be cleaned and sanitized after every guest stay.
- All Guest Room linens will be changed out between guests.
- Reusable collateral will be removed from all guestrooms.
- Disposable collateral to be changed after each guest stay.
- In anticipation of individual concerns of guests, housekeeping will not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols.
- Housekeeping will maintain the practice of cleaning rooms thoroughly following check-out.



# GUEST ROOMS

WE DEEP CLEAN AND SANITIZE  
16 HIGH-TOUCH AREAS TO  
ENSURE YOUR SAFETY

- 1 All Door Handles
- 2 Light Switches and Thermostat
- 3 Closet Area Including Hangers, Iron and Luggage Racks
- 4 Coffee Maker and Ice Bucket
- 5 Safe and Refrigerator
- 6 Remote Control
- 7 Phone
- 8 Hard Surfaces Including all Tables, Nightstands and Desks
- 9 Beds Including all Bedding, Sheets and Pillows
- 10 Balcony tables, chairs and door handle (if applicable)
- 11 Couches and Chairs (if applicable)
- 12 Alarm Clock
- 13 Faucet
- 14 Hair Dryer
- 15 Toilet, Toilet Seat and Handle
- 16 Shower Handles and Soap Dispensers



## Laundry

Linens, towels and laundry will be washed in accordance with CDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

## Cleaning Protocols

Particular attention is paid to high-touch, hard, non-porous items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

# PUBLIC SPACES

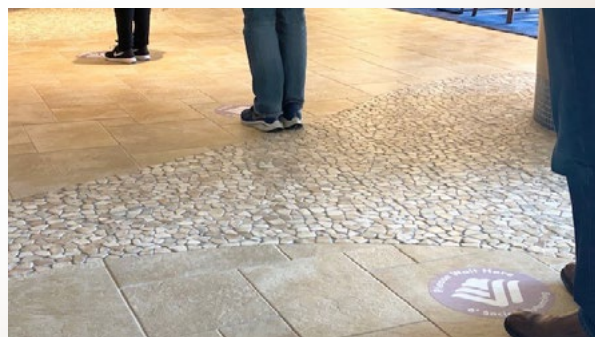


- Valet Parking, Bell Service and the Spa will not be initially offered when opening the resort.
- Bell carts will be made available for individual guest use. Carts will be covered with a cleanable, non-porous or disposable surface and sanitized after each use.
- All areas of the resort will have signage displayed reminding guests of social distancing along with stickers on the floor showing where guests should wait in line.
- Lobby and Public Seating areas will be spaced 6' apart.
- Elevators will be limited to 2 guests or 1 family at a time.
- Hard, non-porous surfaces including front desk check-in counters, concierge, bell desks, furniture, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, elevators, elevator buttons and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas will be disinfected hourly.
- Sanitizer stations will be located in all high-traffic areas such as elevator landings, Front Desk and restaurants.
- Plexiglass shields will be in place at the Front Desk, Gift Shop, Concierge and Barista to protect guests and team members from cross contamination.
- Fitness Center will be open based on local guidelines with social distancing in place. Sanitizer and/or sanitizing wipes will be available as well. The Fitness Center will be cleaned and sanitized throughout the day and deep cleaned nightly.

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## Physical Distancing & Queuing

As recommended by the CDC's social distancing guidelines, guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue. Such areas will be clearly marked for appropriate physical distancing, and where possible.



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## Pool Facilities and Recreation

- Guests to check in at towel hut for assigned seating.
- Seating will be configured to allow for at least 6 ft of separation between groups of guests.
- Chaise lounge chairs to be sanitized after each use.
- Towel desk, entry kiosks and all other desks and counters to be sanitized continually throughout the day.
- Pool area monitored by team members to avoid guest reconfigurations.
- Signage posted to reinforce appropriate distancing.
- If pool reaches capacity, access to pool deck will be limited.

# FOOD & BEVERAGE



- Food and Beverage service will reduce in-person contact with guests.
- Host podiums to be sanitized hourly.
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized continually throughout the day.
- POS terminal to be sanitized between each user and servers to sanitize their hands after each use.
- Dining tables, bar tops, stools and chairs to be sanitized after each use.
- Condiments to be served in single-use containers.
- Check presenters, votives, pens and all other reusable guest contact item to be sanitized after each use.
- Menus to be single-use and/or disposable.
- Manage line flow to ensure coffee and food pick up areas are appropriately distanced.
- Self-serve condiments and utensils to be removed and available from cashiers/servers/bartenders.
- All straws to be wrapped.
- All food and beverage items to be placed on the table, counter, or other surface instead of being handed directly to a guest.
- Sneeze and cough screens will be present at all food displays.
- For certain segments, the use of prepackaged food and 'grab & go' items will be preferred method of food delivery.

## MEETING AND CONVENTION SPACES

- Sanitizer stations to be located in meeting space foyer areas.
- Designated entrances and exits will be established to assist with traffic flow.
- All shared equipment and meeting amenities will be either single-use or be sanitized before and after each use.
- All linen, including underlays, to be replaced after each use.
- Clean and soiled linen to be transported in sealed single-use plastic bags into and out of meeting rooms.
- All buffet and self-serve style events to be suspended.
- All food and beverage items to be plated and served by an attendant.
- Sneeze and cough screens will be present at all food displays.
- Coffee and other break items to be attended and served by a server.
- Flatware to be provided as a roll-up.
- Condiments in individual containers or sanitized containers.
- Individual bottled water to be provided in lieu of water carafes on meeting tables and water stations.
- Sanitize conference room doors, tables, chairs, light switch and other equipment after each group use.
- Deep cleaning of meeting rooms to take place nightly.
- Seating capacities and floor plans reviewed to ensure appropriate physical distancing guidelines. Please contact your Hotel sales contact for details and diagramming.
- Recommend Groups to have assigned seating for the duration of their event.



# WYNDHAM TEAM MEMBERS



- Every Wyndham Team Member will go through extensive new cleaning and safety training measures to ensure the well-being of our guests and each other.
- All Team Members will be required to wear face masks, gloves (if applicable) and other safety equipment.
- Every Team Member will be trained on COVID-19 cleaning and safety measures before they start working.
- Hand Washing procedures reviewed and reinforced with team members.
- Personal Protective Equipment (PPE) will be worn by all employees based on their role and in accordance with local and state guidelines.
- Wyndham Grand Orlando Resort will inspect team members when they report to work for COVID-19 symptoms and will follow guidelines in place at that time. If any team members have symptoms, they will be sent to get medical treatment immediately. Associates who have symptoms will be on quarantine for 14 days before returning back to work.
- Daily Meetings — As with all organizations, we must hold meetings and communicate daily so our team members are informed on what is going on. These meetings will take place virtually or with small groups that are social distancing.
- All Back of House areas will have enhanced cleaning and sanitization along with COVID-19 signage reminding team members of social distancing and other guidelines to keep everyone safe.
- Shared tools and equipment will be disinfected after each shift or transferred to a new employee.



# LET'S STAY SAFE TOGETHER



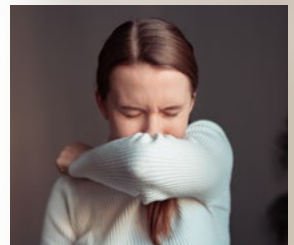
**In order to help ensure the health and safety of our guests and team members, we require guests to confirm the following at check-in:**

- No guest within your traveling group is presently suffering from, and has not in the previous 14 days suffered from any symptoms of COVID-19, including fever, cough or shortness of breath, nor to your knowledge been in contact with anyone confirmed to have COVID-19 in the 14 days prior to arrival at the hotel.
- If you or any member of your traveling group begin to display symptoms of COVID-19 during your stay, you will immediately notify hotel management and seek medical attention.



**In addition, during your stay we ask all guests to observe appropriate health hygiene and social distancing measures, including:**

- Sneezing and coughing into one's elbow.
- Refraining from shaking hands or engaging in any unnecessary physical contact with other guests or team members.
- Washing hands often with soap and warm water and using hand sanitizer when soap and water is unavailable.
- All guests must maintain at least 6 feet social distancing from other traveling groups while on property, including the pool, fitness center, restaurants and all other public areas.
- If at any time public areas, including the pool, reach a capacity at which these measures cannot be maintained, occupancy will be limited as necessary to ensure appropriate social distancing.
- Groups should not congregate in any public areas of the hotel, and will be asked to disperse if necessary.
- Elevators are limited to occupancy by 2 people or 1 traveling group at a time.



**Finally, please note the following general policies:**

- Only registered guests are allowed on resort property and in guest rooms.
- All guests must follow the direction of hotel management and team members when given health and safety instructions.

**With the safety and well-being of our Guests and Associates at the forefront of our planning, we are eager to begin welcoming you to the Wyndham Grand Orlando Resort Bonnet Creek.**