



# COUNT ON US HEALTH AND SAFETY PROTOCOLS



**WYNDHAM GRAND®**

Orlando Resort Bonnet Creek

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**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 have trained all of our team members in achieving the highest standards of cleanliness, disinfection and hygiene.

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

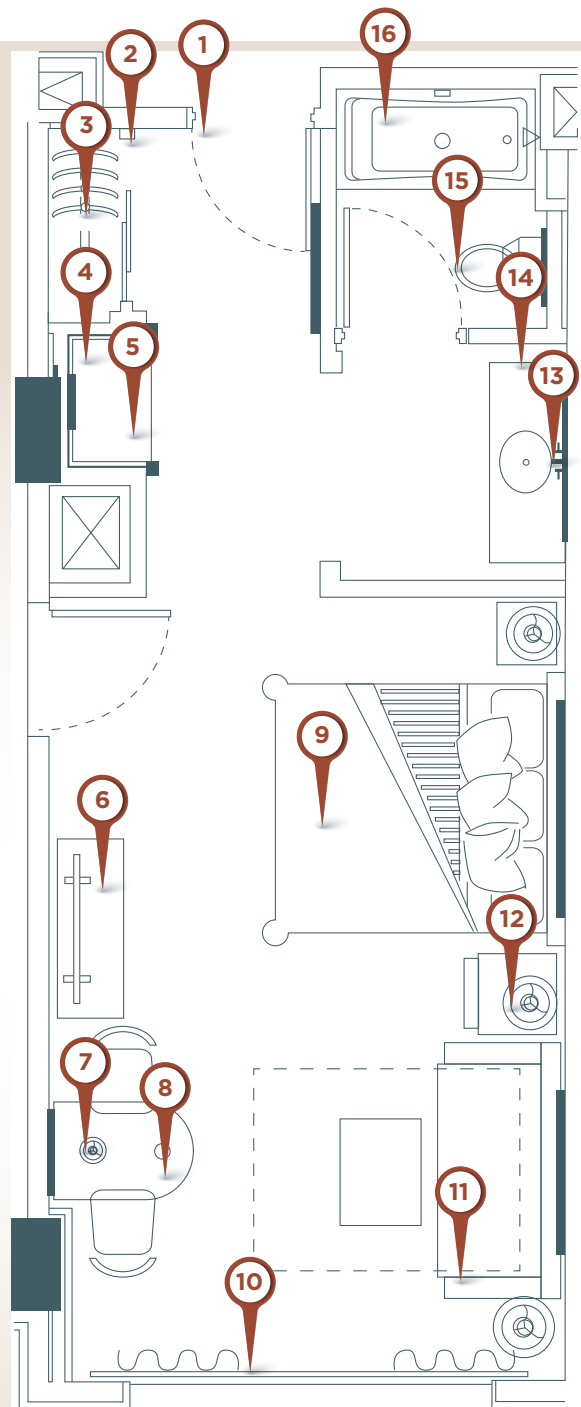
- All Guest Rooms will be cleaned following Ecolab hospitality COVID-19 guidelines. Ecolab has developed multi surface cleaners that are hospital grade disinfectants delivering consistent levels of cleanliness.
- High touch areas such as coffee maker, ice buckets, lights switches, door handles, drawer 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.
- Limited Housekeeping Services will be offered.
- Rooms are fully disinfected between guest stays.



# 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



- Full Bell Services is available. Please see our valet team for assistance. Bell carts are sanitized after each use.
- 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.
- Fitness Center will be open based on local guidelines The Fitness Center will be cleaned and sanitized throughout the day and deep cleaned nightly.



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## Pool Facilities and Recreation

- Guests to check in at towel hut for assigned seating.
- 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.
- If pool reaches capacity, access to pool deck will be limited.

# FOOD & BEVERAGE



- Host podiums to be sanitized daily.
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized continually throughout the day.
- POS terminal to be sanitized daily.
- Dining tables, bar tops, stools and chairs to be sanitized after each use.
- Check presenters, votives, pens and all other reusable guest contact item to be sanitized after each use.
- Menus cleaned and sanitized after each use.
- 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.
- For certain segments, the use of prepackaged food and 'grab & go' items will be preferred method of food delivery.

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## 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.
- Clean and soiled linen to be transported in sealed single-use plastic bags into and out of meeting rooms.
- All food and beverage items to be plated or served by an attendant.
- Sneeze and cough screens will be present at all food displays.
- 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 based on each Group's needs.
- Please contact your Hotel sales contact for details and diagramming.





# 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.
- 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.
- 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 sanitation along with COVID-19 signage reminding team members of social distancing and other guidelines to keep everyone safe.



# LET'S STAY COMMITTED 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 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.
- 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.



**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 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.**