



Dear Esteemed Guest

Few things feed the soul like the warmth of the sun, fresh air, a sparkling blue pool and being together with friends and family. The simple things. We look forward to once again welcoming you with gracious hospitality and a commitment to doing our part to ensure a safe getaway that will help you put the past few months behind you and create cherished memories for years to come.

Your health and safety continue to be our top priority. Hilton has developed a global program introducing a new standard of hotel cleanliness and disinfection: **Hilton CleanStay™ with Lysol protection**. Hilton CleanStay builds upon Hilton's already high standards of housekeeping and hygiene, where hospital-grade cleaning products and upgraded protocols are currently in use, to ensure our guests enjoy an even cleaner and safer stay from check-in to check-out. For details on how Hilton CleanStay™ will be implemented throughout the resort, visit www.hiltoncleanstay.com

With an abundance of care for your wellbeing, and in compliance with local government guidelines, during your stay some resort amenities and services may operate with limited hours, while some will remain closed temporarily. At this time we anticipate the following for stays in July. Please note that hours of operations are subject to change.

Face Mask Requirement

In accordance with Orange County Executive Order, face masks are required to be worn by all individuals when in public spaces.

Pool & Private Cabanas

The Waldorf Astoria Pool will be open daily from 7a-9p. The Hilton lazy river pool will be open daily from 7a-10p. In accordance with social distancing guidelines, capacity will be limited, and lounge chairs will be spaced apart. Please see a pool attendant if you need assistance in securing pool chairs.

Private cabanas are available for rent. To reserve your private oasis for either a full-day or half-day, please see the Concierge upon arrival or email ORHH-reservations@hilton.com in advance.

Dining

The following dining options will be available during your stay:

WALDORF

Peacock Alley

Breakfast-to-Go 6a – 11a

Cocktails & Light Bites 5p – late

Aquamarine Pool Bar 11a – 6p

Bull & Bear 6p – 10p (Tue-Sat)

HILTON

Muse Grab & Go 6a – 10p

Beech Pool Bar 11a – 6p

Myth Bar 5p – late

La Luce 6p – 10p (Thu-Mon)

Please note that in-room dining is not available at this time.

Fitness Center

The Fitness Center is open daily from 7a-10p. Social distancing guidelines will be in effect, and capacity will be limited.

Golf

The Waldorf Astoria Golf Club is open daily. To schedule a tee time visit www.waldorfastoriaorlando.com/golf or call 407-597-3782.

Concierge Services

Our team is available to assist with your needs daily from 8a-4p. If you require assistance at any other time, our front desk team is available to be of service.

Parking

Valet parking is available at prevailing rates.

Bell Services

Our staff will be pleased to store your luggage. At this time, in an abundance of care for the wellbeing of our guests and team members, we will not be able to deliver luggage to your guest room.

Laundry/Dry Cleaning

Valet services are available for your convenience.

Housekeeping

For your comfort we want your stay to be as undisturbed as possible. Housekeeping services will only be provided upon request. In an abundance of care for your well-being and that of our team members, housekeeping services may only be provided when guests are not occupying the room. To request housekeeping services, please dial 0 and ask to be connected to housekeeping.

Guest Room Amenities

The following guest room amenities are available upon request: drinking glasses, robes, slippers, and pen and paper. Please dial 0 to request.

The following resort amenities are temporarily unavailable:

Waldorf Astoria Spa

WA Kids Club

Poolside recreation activities

Royal Tea

While some things around Orlando and our resorts will be different, what won't change is our passion for delivering exceptional guest experiences. We are dedicated to creating a memorable getaway experience where you can feel socially connected, comfortably distanced, and confident that our team is doing everything they can to keep you safe.

We look forward to welcoming you!