

## COVID-19 PRECAUTIONS

At Waldorf Astoria Orlando, the health and safety of our guests and team members is our highest priority. As part of our response to this health emergency, we are continuing our enhanced safety protocols. Given the close proximity between our guests and team members during spa treatments, we believe this is critical to prevent the spread of the virus.

**If you are exhibiting a fever or any of the symptoms consistent with Covid-19, the spa will decline to move forward with your scheduled appointment.**

In addition, please note the following additional measures that are being taken to ensure your safety:

- We have made our cleaning and hygiene protocols even more rigorous, including additional time between services for sanitation and the removal of all shared items.
- We have taken additional measures to comply with physical distancing requirements, including the staggering of appointment times and spacing of seating areas.
- Spa team members are required to wear face coverings at all times regardless of vaccination status.
- Guests who have been fully vaccinated are welcome to decide whether they would like to wear face coverings during their spa visit. Guests who have not been vaccinated are asked to wear face coverings at all times except when it interferes with the performance of services involving the face.
- The locker rooms, shower areas and jacuzzis will be available only to those guests receiving a service. Our steam rooms will remain closed out of an abundance of caution due to air quality safety.
- Due to limited capacities, the spa facilities are available to guests receiving treatments up to 1 hour before and 1 hour after their service.
  - For those receiving the first treatment of the day, the facilities are available up to 2 hours after service.
  - For those receiving the last treatment of the day, the facilities are available up to 2 hours prior to service.

We trust that you understand and appreciate the need for these protocols to protect you and other guests, as well as our team members.