



## Our Commitment

Rosen Hotels & Resorts remains committed to the safety and well-being of our guests and associates. Times like these demand we operate above and beyond to meet your expectations, which is why we have launched Rosen's Total Commitment — a program dedicated to the highest standards of cleanliness, safety, and well-being — as part of our efforts to reduce exposure to the effects of the global pandemic. In this endeavor, experts from our company's nationally recognized RosenCare™ healthcare program have partnered with a specially appointed task force to develop stringent health and safety measures that expand on our company's already superior level of hygiene and cleanliness.

An important partnership with the Global Biorisk Advisory Council (GBAC) turned into an accreditation for Rosen Hotels & Resort's convention hotels. GBAC awarded Rosen Plaza, Rosen Centre, and Rosen Shingle Creek entry into its performance-based GBAC STAR™ Facility program. This accreditation acknowledges that the hotels' protocols for cleaning, disinfection, and infectious disease prevention to protect guests and associates complies with GBAC's 20-point auditing system.

Our outlined procedures set forth a general overview of our ongoing efforts and do not reflect the entirety of the detailed planning put into practice in each area of operation. We continue to adjust our protocols based on existing restrictions and regulations, and appreciate your cooperation as we work together to maintain a safe environment.

### Partners With





## Dedication in Action

Across our eight properties, we have enhanced our processes and implemented preventative measures to help keep you safe and confident during your stay.

- ✓ We require all guests, associates, vendors, and outside parties to participate in a non-invasive temperature screening at designated entry points. Those displaying a temperature at or above 100.4°F will have their temperature retaken. Guests with confirmed temperatures of 100.4°F and above will be directed to appropriate medical care and offered alternate accommodations. Associates and vendors will be directed to appropriate medical care and will not return to work until cleared by a medical provider.
- ✓ Our hotels follow local regulations for mask and face covering use in public areas. For the most current information, visit Orange County Government at [ocfl.net](http://ocfl.net). When not mandated locally, guests are encouraged to wear masks. All associates whose jobs do not allow 6 feet of distance from others receive personal protective equipment.
- ✓ Signs posted throughout hotel common areas offer reminders of the CDC's guidelines on health and hygiene such as coughing and sneezing etiquette, proper handwashing, and physical distancing.





## Dedication in Action

(Continued)

- ✓ We've taken steps to enhance air quality ventilation in guest rooms and public spaces by following CDC indoor air quality guidelines. In common public areas and ballrooms, air filtration has increased with the use of MERV-13 filters per CDC recommendations.
- ✓ Placement of furniture in public areas promotes social distancing. Non-essential items, such as decorative pillows and newspapers, have been removed.
- ✓ Hand sanitizer dispensers are strategically placed in high traffic, high contact public spaces.
- ✓ Plexi-glass barriers installed at face-to-face service areas, such as the front desk and cashier check-out counters, offer additional protection for you and our associates.
- ✓ We routinely monitor and disinfect common and associate-only areas using quick-acting hydrogen peroxide-based cleaners considered effective by the CDC.
- ✓ We've increased the cleaning frequency of high touch points and commonly handled items.





## Modified Check-In Experience

Even though our check-in process has been modified to accommodate current safety standards, guests can still count on a warm welcome to our hotel.

- ✓ Social distancing floor markers promote 6 feet of separation between guests at all line areas.
- ✓ Plexi-glass barriers installed at the front desk, concierge, and bellstand service counters offer guests and associates added protection.
- ✓ Millennium Technology Group, Rosen's information technology subsidiary company, is installing the newest technologies that allow for contactless check-in and key access.





## Rest Assured

With targeted hygiene practices, we take care of your home away from home so you can rest easy.

- ✓ Housekeeping will clean only upon your request or at least every four days.
- ✓ Following check-out, we thoroughly sanitize and disinfect guestrooms with an electrostatic sprayer using hospital-grade disinfectants. Housekeeping also disinfects surfaces and contact points in each room with appropriate cleaners.
- ✓ Bed and bath linens are removed after every check-out and washed in high heat and steam with virus-eliminating detergents at our state-of-the-art laundry facility, as per normal standards.
- ✓ Non-essential amenities, e.g., books and magazines, extra pillows and blankets, robes, laundry valet bags, have been removed from rooms. Some amenities may still be available upon request.





## Dine with Confidence

Our food safety standards have been enhanced to meet government regulations and social distancing measures so guests can continue to enjoy a worry-free dining experience.

- ✓ Floor markers help guests maintain proper social distance from others while in lines.
- ✓ QR codes allow guests to browse menus from personal devices. Depending on the venue, menus may also be posted, printed for single use, or disinfected after each use.
- ✓ Guests receive condiments, cutlery, and straws wrapped individually or in single-serve packets.
- ✓ All pre-packaged food is sealed with a sticker for tamper-proofing.
- ✓ Food prepared by our culinary teams is served covered or sealed.
- ✓ Buffets are single-sided only with associates serving food items to guests.





## Flexible Meetings and Gatherings

With over 700,000 sq. ft. of meeting and convention space available between our properties, we have plenty of room to accommodate social distancing and ease your crowding concerns.

- ✓ We offer virtual and on-site meeting planning. We can accommodate on-site planning while following appropriate physical distancing protocols.
- ✓ Meeting room sets will provide social distancing based on government regulations and group requests.
- ✓ Banquet service standards now accommodate social distancing and enhanced sanitation. Examples include:
  - Coffee break menu items are individually wrapped or pre-packaged.
  - Buffets are single-sided only, and all hot food is served by banquet associates. We recommend grab-and-go buffets with pre-packaged items.
  - Napkin service is suspended to avoid contact. We replace linens (including underlays) after each use, as per normal standards.





## Relaxation Redefined

All of our recreational facilities have implemented additional measures or elevated existing protocols to ensure we meet your expectations.

- ✓ Pool furniture has been rearranged to accommodate physical distancing between groups.
- ✓ Spa service (Rosen Centre & Rosen Shingle Creek) is by appointment to allow adherence to safe distancing and capacity guidelines. We require all spa guests to complete a screening questionnaire before service.
- ✓ Properties with a fitness center implement capacity limits and increased cleaning frequency. Signage encourages social distancing during workouts and reminds guests to disinfect equipment after each use.
- ✓ Shingle Creek Golf Club implements social distancing guidelines in all areas and offers contactless payment options at the Golf Shop.



# Equipped to Serve You

Associates of Rosen Hotels & Resorts take prevention seriously. Their training is a critical component of these heightened sanitation protocols. All associates receive education on the proper use and handling of personal protective equipment, rigid hygiene practices, and department-specific guidelines. They are instructed to screen daily for symptoms and remain home when they feel unwell. Through RosenCare™, our family of associates has access to a healthcare model that includes preventative care, disease management, and health screenings at the Rosen Medical Center, our primary care facility for associates and their dependents.

Our commitment to the safety and well-being of our guests and associates will remain at the heart of our service to you. We value your support and look forward to your upcoming stay.



The Global Biorisk Advisory Council (GBAC) awarded Rosen Plaza, Rosen Centre, and Rosen Shingle Creek the esteemed accreditation into its performance-based GBAC STAR™ Facility program. This acknowledges that the hotels' protocols for cleaning, disinfection, and infectious disease prevention to protect guests and associates complies with GBAC's 20-point auditing system.



Rosen Hotels & Resorts proudly partners with ECOLAB®. This partnership allows us to utilize their expertise and catalog of fast-acting, EPA-registered products to maintain our heightened cleaning standards. Rest assured knowing we disinfect surfaces and high-touch areas in guestrooms and public spaces using ECOLAB's effective products.