



Welcome back to the Sheraton Lake Buena Vista Resort. During this difficult time our team is committed to offering you a safe and comfortable stay, as the safety and wellbeing of our guests and associates is of paramount importance. Some of our services have changed to maintain a safe environment for you and our staff, but our hospitality will forever remain intact.

Due to Local, State and Federal directives we ask that you maintain appropriate social distancing with other guests and the staff of the hotel. **Mask is required by Orange County Executive Order.**

For the safety of our guests and staff, and consistent with Centers of Disease Control and Prevention (CDC) guidance, we ask all persons who believe they may have COVID-19, or who are awaiting test results for COVID-19 to refrain from checking into the hotel until they are cleared by a medical professional. If you are required to quarantine or if you test positive for COVID-19 during your stay at the hotel we request you quarantine in your room and immediately contact the hotel general manager to discuss next steps. In the event you are diagnosed with COVID-19 within 15 days of departure we ask that you notify the hotel so we may take the necessary guest and associate precautions.

- Service and amenities adjustment:
- Pool hours: 10:00am to 6:00pm. The pool slide hours will vary due to covid19. Whirlpool (hot tub) is closed.
- Guest laundry facilities are closed.
- Top of the Palms Spa is closed.

Adjustments to housekeeping services:

- Regularly scheduled housekeeping services have been suspended to limit potential exposure.
- Please contact the front desk if you request to have fresh towels and amenities delivered to your room. While we will make every reasonable effort to accommodate, this service may be limited to availability and scheduling.
 - You will have two bags provided a blue bag for linen and a clear bag for garbage located next to your TV.
 - The **blue bag** is for you to place your **used towels** collected in and placed outside of your door no later than 9:00AM.
 - Your new towels will be placed in a white bag and dropped off in front of your door as soon as possible.
 - The **clear bag** is for you to place your **garbage** in and also place it outside of your door no later than 9:00 AM.
- If you would like our staff to refresh your room please contact the front desk for this additional service which will be provided on an as available basis
 - **We require that guests be out of their room for a minimum of four hours prior to a housekeeping refresh. For additional precaution, this may require a lock interrogation to ensure the safety of guest and associates.**

Please note that housekeeping services take a minimum of 1 hour to complete and no guests can be present while service is being rendered

Please see our front desk for walkable restaurant recommendations & coupons as available as ZEST & Poolside Bar & Grille are not opened.

The Springboard Marketplace will be opened with varying hours – please see Front Desk for updated hours per day.

If at any time a staff member is requested or required to enter your guestroom for maintenance issues, we will require all guests to vacate the room for a minimum of four hours prior to service. For additional precaution, this may require a lock interrogation to ensure the safety of guest and associates. ***Please note that housekeeping services take a minimum of 1 hour to complete and no guests can be present while service is being rendered***

· For extended stay guests our housekeeping department will arrange for a scheduled refresh service for your room. We have made these adjustments for the health and safety of our guests and team members. We appreciate your understanding during these uncertain times. It is our hope that we will have you back as our guest in the future when we can showcase the true hospitality of our team. Please feel free to contact me if I can be of further assistance.

Stay Healthy and Stay Safe,
Cindy Staley
General Manager
Sheraton Lake Buena Vista Resort