

COVID-19 OPERATIONS PLAYBOOK



BUENA VISTA SUITES O R L A N D O

MAY 01, 2020 | SIERRA LAND

Updated May 28, 2020

CONTENTS

3	Statement from Sierra Land
4	Guests of the Buena Vista Suites
5	Employees
7	Sanitation Procedures
8	Safety & Security
10	Department Procedures
17	Employee and Guest Assistance

Statement from Sierra Land

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and team members. As we continue to navigate this “new normal” we look to various health agencies, locally, nationally, and globally to source the most up-to-date information to maintain a healthy environment.

We have created this operations playbook to address all health and safety concerns of our guests and employees alike. This guide lays out protocols for all facets of hotel operations and will address specifics for each department.

This has been a challenging period, and reestablishing a workplace where employees feel comfortable performing their jobs safely is of the utmost importance to Buena Vista Suites.

Daily, we are working diligently to ensure that we meet the latest guidance on hygiene and cleaning. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

Thank You,

Dan Kaplan
CEO Sierra Land Group

Senior Management
Buena Vista Suites Orlando

Guests of the Buena Vista Suites

Guest Health:

1. **Social Distancing.** Guests will be advised to practice social distancing by standing at least six feet away from other guests not in their party. This will apply to all common areas of the resort including elevators, food outlets, pool area, any time they are waiting in line, etc. Please note furniture throughout the property will be arranged to encourage social distancing. Employees will also be expected to follow social distancing by standing at least six feet away from guests. Guests congregating in a large group of 10 or more people (not using 6 feet of separation) will be kindly asked to separate and practice proper social distancing.
2. **Hand Sanitizer.** Hand sanitizer stations will be placed at key areas around the property to provide easy access to our guests.
3. **Front of the House Signage.** There will be health and hygiene instructional signage throughout the property reminding guests to wear face coverings, sanitize/wash hands, and practice social distancing.
4. **Guests showing signs of Covid-19.** Guests demonstrating multiple Covid-19 symptoms (as defined by the CDC) may be approached by Management, to determine if they require medical assistance. If it is determined that the guest requires medical assistance for possible COVID-19 infection the guest will be advised to stay in their suite until medical assistance can be obtained. Once the guest has vacated the suite, it will be taken out of inventory for EPA approved deep cleaning/sanitizing. Additionally, it will be determined if any team members encountered the guest, and appropriate steps will be taken to isolate them as well.

Guest Arrival:

1. **Hotel Entrance.** At the main entrance to the hotel, guests will encounter automatic doors. This will alleviate a major touch point that could potentially contaminate the hands of a guest.
2. **Check-in procedure.** At check-in, guests will receive “Wellness” information containing CDC recommendations designed to keep themselves and their family safe and healthy throughout their stay.
3. **Bell service.** This amenity will still be available to guests, while being mindful of the social distancing measures of 6 feet. Additionally, bell carts will be sanitized in between guests, and the staff will not be entering into the guest rooms (unless specifically requested by guest). They will deposit the luggage directly outside the door of the guest room. They will ensure that the guest is aware the luggage is in the hallway, thereby allowing the guest to move their luggage into their room as quickly as possible (the bell staff will knock, and/or call the guest if the guest is not present with them).
4. **Guest Elevators.** There will be signage recommending a max limit of 4 people per elevator due to COVID-19 social distancing regulations. Will also encourage guests to utilize the three staircases located throughout the hotel.

Employees of the Buena Vista Suites

Employee Health:

1. **Social Distancing.** Employees will be advised to practice social distancing by standing at least six feet away from other employees (and guests). This will apply to all common areas of the hotel including elevators, food outlets, pool area, any time they are waiting in line (i.e., clock in, Traka key cabinets), etc. Additionally, this applies to all back of the house areas, including any break areas, locker areas, offices, etc.
2. **Hand Washing.** Practicing frequent hand washing is vital to maintaining a healthy and safe environment. Employees will wash hands after the following activities: clocking in or out for their scheduled shift, obtaining keys from the Traka key system, using the restroom, sneezing, coughing, touching face, smoking, eating, drinking, touching highly touched surfaces, before and after break. Additionally, if the employee does not engage in any of the previous activities, they will still be expected to wash hands at least every 60 minutes. Proper handwashing training will be provided to all employees. If handwashing is not available hand sanitizer (with at least 60% alcohol) may be used until hands can be washed.
3. **PPE.** Personal Protective Equipment will be worn according to the employee's job function and will be provided by the hotel. It will be mandatory for all hotel employees to wear a face covering when in guest areas and back of the house areas. Buena Vista Suites will provide face coverings to employees as they are needed. Some positions will be required to wear disposable gloves depending on their roles and responsibilities. These employees will receive instruction on the proper glove removal technique.
4. **COVID-19 Training.** All employees returning to work will receive a COVID-19 reorientation on the updated protocols that have been put in place to maintain a healthy and sanitary environment for our guests and fellow employees. This training will be classroom style training utilizing social distancing protocols that will be facilitated **prior** to the employee actively beginning their first shift back. Additionally, there are hand washing and glove removal videos posted on the learning management system within Paycor that employees may view at their leisure.
5. **Pre-shift.** Shift times will be staggered to avoid large crowds of employees during this time. Social distancing of 6 feet will be practiced during pre-shift. Employees must utilize the available hand sanitizer after clocking in, and after receiving keys from the Traka key cabinets. Additionally, employees will maintain social distancing while waiting in line to clock in, and/or to receive keys from the Traka key cabinets.
6. **Health Checks.** Employees are instructed to remain home if they feel ill. Additionally, temperature checks will be conducted and kept confidential prior to pre-shift to ensure the safety of our guests and employees. Anyone registering 100.0°F or higher will be addressed by Human Resources and kindly asked to return home and directed to seek medical attention.

Additionally, all employees will be tasked with entering through one employee entrance. This will allow the designated "Health Screener" to efficiently screen employees immediately after they clock in. Please see "Safety and Security" section for further information.

7. **PPE Distribution.** Employees will receive necessary personal protective equipment from their respective department. Each department will have different PPE protocols for each position, which will vary based on the job duties of the position. All job positions that require direct guest interaction will be expected to minimally wear a face covering.

8. **Back of the House Signage.** Signage will remind employees of the proper way to wash hands, utilize PPE (gloves, face coverings, etc.), sneeze/cough, avoid touching face, and remove disposable gloves without contaminating hands. Marketing will create all signage for the property.

Sanitation Procedures

General Guidance

1. “Cleaning is housekeeping’s job, but sanitizing is everyone’s job”
2. **Frequency of Cleaning**
 - a. Increase the frequency of cleaning and disinfecting, focusing on high-touch surfaces using ECOLAB Chemical: **Peroxide Multi Surface Cleaner and Disinfectant**.
 - b. When hotels employees are slow and/or not actively assisting guests, they should be sanitizing high touch surfaces.
3. **Cleaning and Sanitizing Surfaces**
 - a. Clean surfaces and objects that are visibly soiled first. If surfaces are dirty to sight or touch, they should be cleaned using a detergent or soap and water prior to sanitizing where applicable.
 - b. Clean and sanitize surfaces as soon as possible especially in areas where a person with respiratory symptoms (e.g., coughing, sneezing) was present.
 - c. Use CDC approved disinfectant cleaner: **Peroxide Multi Surface Cleaner and Disinfectant**. Do not re-use the cloth from room to room. Always maintain an ample supply of cloths.
 - i. **DISPOSABLE CLOTHS:** Will be used to clean:

Surfaces: counters, door handles, desks, tables, vanity tops, drawer handles, faucets, telephones, pens, remote controls, hairdryer handles, elevator buttons, handrails, hard surface furniture, light switches (spray cloth with disinfecting cleaner and wipe light switches, telephones, hairdryer handles and elevator buttons.
4. **Suites/Public Areas**
 - a. All high touch areas throughout the hotel will receive an extra layer of sanitation.
 - b. Please see “Housekeeping” section for more detailed information.
5. **Presumptive COVID-19 contamination**
 - a. If the hotel becomes aware of a possible case of COVID-19 involving a guest, the suite the guest was staying in will be taken out of inventory for 72 hours. Following this time frame the room will deep cleaned/sanitized using EPA approved sanitation protocols.

Safety and Security

Physical Distancing

1. **Queue Lines.** Any areas throughout the hotel that involve guests waiting in a line will need to be appropriately marked with social distancing in mind. Some of these areas could include: Check-in area, Expedia desk, Valencia Room, Vista Bistro, Bistro Pizza Express, Gift Shop, etc.
2. **Food/Beverage/Retail Outlets.** Restaurants and lounges will limit capacity in order to maintain 6 feet in between tables. Additionally, chairs at bars will be limited in order to maintain 6 feet in between one party/family/group and another party/family/group. The Gift Shop will all limit the capacity of guests to 50% of standard capacity in order to safely maintain social distancing. All outlets will comply with local or state mandated occupancy limits.
3. **Meeting rooms.** These spaces will be organized to conform to the recommended social distancing of 6 feet. Buffet style food will no longer be self-serve but will instead be served by banquet attendants. Additionally, sneeze guards will be in place at all buffets within the meeting rooms. Guests will be expected to not cluster in groups of 10 people or more, unless the social distancing measures are being utilized.
4. **Pool.** Pool seating will be reduced in order to maintain 6 feet in between one party/family/group from another party/family/group.
5. **Back of the House.** Tables/seating in employee break areas will be reduced and/or reconfigured in order to maintain the 6 feet of social distancing. Break times will be staggered.

Employee Wellness Check

1. **Employee**
 - a. The first line of defense is simply reminding sick employees to stay home and seek medical attention if necessary.
 - b. As part of the employee "Wellness Check", employee's temperatures will be checked after clocking in, but prior to beginning their shift.
 - i. Employees will be asked to use the designated employee entrance.
 - c. The following will be the "Wellness Check" location:
 - i. Housekeeping Entrance.
 - d. There will be an employee(s) assigned to be the designated Health Screener and take employee temperatures.
 - i. This individual will wear appropriate PPE as recommended per the local health authorities and/or the CDC.
 - ii. Each department should designate one employee (manager **ONLY**) for each shift (except 3rd).
 - iii. 3rd Shift health screener will be the Manager on Duty.

- e. If an employee has a temperature exceeding 100.0° F, they will be addressed by Human Resources to discuss next steps.
 - i. Additionally, if an employee is exhibiting signs/symptoms mid-shift of COVID-19 they will have their temperature checked.
 - ii. If HR is not open (i.e., night, or weekend) the employee should be sent home, and Human Resources will reach out to the employee as soon as possible.
- f. Human Resources will provide information regarding medical assistance and/or COVID- 19 testing.
 - i. They may not be permitted to return to the property (for work or otherwise) until they have received a negative test for COVID-19 **AND** no longer have a fever (without use of medicine to reduce a fever) **AND** other symptoms have improved.

2. Employees in contact with suspected COVID-19 guest.

- a. Employee will notify supervisor immediately of the situation and will be notified of next steps that will need to be taken.

COVID-19 Committee

1. Purpose

- a. This committee will be formed to create, monitor, and facilitate the COVID-19 safety protocols put in place throughout the property.
- b. COVID-19 committee will meet weekly.
- c. In the preliminary committee meeting the newly created Buena Vista Suites COVID-19 Operations Playbook will be reviewed/modified.
- d. Following the adoption of the playbook future meeting agendas will include:
 - i. Policy updates, deletions, and/or modifications
 - ii. Relevant news surrounding the “new normal”
 - iii. COVID-19 incidents on property
 - iv. Training/reorientation

Department Procedures

Front office

1. Front Desk

- a. Sanitize all high touch areas in and around the lobby area (business permitting) including desk, signature pad, stylus/pen, stanchions, tables, etc.
- b. All room keys will be individually sanitized utilizing CDC approved chemicals and/or UV disinfectant light before being put back into circulation.
- c. Front desk will have protective shields installed to minimize contact between guests and agents.
- d. Credit card reader is faced toward the guest, so they don't have to hand card to agent.
- e. Every other "station" will be closed thereby allowing agents to maintain social distancing between themselves.
- f. Guests will receive "Wellness" information containing CDC recommendations designed to keep themselves and their family safe and healthy throughout their stay.
- g. Pens will be sanitized after each use. As an alternative, after a pen is used once it may be placed in a "used" cup for later sanitization.
- h. Basketballs and tennis equipment available for family or private party usage. Will be sanitized with CDC approved wipe or spray upon return.

2. Business Center

- a. The business center will be continually sanitized throughout the day focusing on high touch areas including: keyboard, mouse, monitor, desk, chair, etc.

Food & Beverage

1. Vista Bistro

- a. Outlet will comply with, or exceed, local or state mandated occupancy limits
- b. High touch surfaces will be sanitized hourly.
 - i. Host stand will be sanitized minimally once per hour.
 - ii. Service stations, counters, high touch service areas will all be sanitized minimally once per hour.
 - iii. POS stations and credit card terminals will be sanitized minimally once per hour.
 - iv. Tables and seating will be sanitized after each guest.
- c. All employees will wear disposable gloves, and face coverings.
- d. Check presenters and/or pens will be sanitized after each use.
- e. Menus will be single use and disposed of after each guest.
- f. Self-serve condiments will be removed and will be distributed by servers.
- g. Silverware will be rolled, and all straws will be individually wrapped.
- h. Food will be presented with a cover.
- i. Each guest will receive a sanitizer wipe while dining.

2. Bistro Pizza Express

- a. Outlet will comply with, or exceed, local or state mandated occupancy limits
- b. High touch surfaces will be sanitized hourly.
 - i. Service stations, counters, high touch service areas will all be sanitized minimally once per hour.

- ii. POS stations and credit card terminals will be sanitized minimally once per hour.
- c. All employees will wear disposable gloves, and face coverings.
- d. Pens and laminated menus will be sanitized after each use.
- e. Disposable cutlery, plates and to-go containers will be utilized

3. Valencia - Breakfast

- a. Buffet will be temporarily discontinued, guests will be staff served hot breakfast
- b. Guests will enter main entrance and proceed via floor directional signs, maximizing the social distancing protocols.
- c. Food attendant will place hot food items selected by guest in a to-go container.
- d. Self-serve beverage section will be temporarily closed; guests will be offered milk, juice and coffee in individual containers that will be distributed by a staff member.
- e. Limited seating will be available. Guests will be encouraged to eat in their guest suite.

4. Room Service

- a. Upon initial reopening room service will not be offered, but Bistro Pizza Express pickup option will be available to the guest instead.
- b. Once room service resumes the following will be the protocols:
 - i. Room service menu will ONLY be on the TV, there will not be any collateral.
 - ii. Disposable gloves and face covering will be used whenever delivering orders to guests.
 - iii. Employees will not enter the guest's room with the order.
 - 1. If the room service attendant has a trolley, they will allow the guest to take the food/utensils/condiments from the trolley and place them in the room.
 - 2. If the room service attendant has a tray, they will simply hand the tray to the guest to place in the room.
 - iv. When the guest is finished, they may leave the items in the room or place them in the hallway, whichever is more convenient for them.

5. Social Distancing

- a. Each employee working behind a counter/bar will work within a specified zone. By staying within their zone, they will be able to maintain the proper social distancing.
- b. Employees working "on the floor," such as servers/bussers, will need to be aware of their surroundings and maintain 6 feet between themselves and guests/employees.

6. Back of House Employees

- a. All culinary/stewarding employees will maintain 6 feet in between themselves and other employees. Ensure they are always wearing the appropriate PPE.

Retail/Fitness Center

1. Cleaning and Sanitizing

- a. High touch surfaces will be cleaned at least once an hour including phones, POS, checkout counters/desks, credit card terminals, stylus/pen, etc.
- b. Guests will be encouraged/reminded to clean the equipment after each use with products provided by the hotel.
- c. Every other piece of cardio equipment will have a "Please do not use" sign to

- enforce social distancing. Maximum occupancy of 3 guests.
- d. Do not offer self-service option for towels.

Security

1. Guest Interaction

- a. All security officers will wear face covering/disposable gloves.
- b. While interacting with guests they will maintain the proper social distancing.
- c. Security officers will help to remind employees and guests to maintain social distancing.
- d. Proper sanitizing procedures will be used following all guest incidents.

2. Cleaning and Sanitizing

- a. When employees remove a key card **AND** return the same key card to the Traka key cabinet, they will wipe the card off with an anti-bacterial wipe (placed next to all Traka key cabinets).
- b. Traka key cabinet fingerprint areas will be sanitized after each use and every hour, utilizing microfiber cloths and alcohol wipes.
- c. Golf cart will be sanitized after each use.

Engineering

1. Room calls

- a. Engineers that must enter guest rooms due to a "call," must be wearing the appropriate PPE (face covering/disposable gloves) and must maintain 6 feet of distance from the guest.

2. Staggered shifts

- a. Engineers will have staggered lunch breaks to avoid a large gathering of employees in the engineering break/shop area.

3. Pool Deck

- a. Pool loungers/chairs will be reduced to accommodate social distancing.
- b. When possible, pool chairs and patio furniture will be sanitized after guests vacate.
- c. Will sanitize empty pool chairs and patio furniture several times throughout the day.
- d. Soiled towels will be picked up using disposable gloves and placed in the dirty towel bin. Attendants will remove soiled gloves in accordance with proper training protocols.

Back of House Offices

1. Cleaning and Sanitizing

- a. High touch surfaces will be cleaned at least once an hour including door handles, common desk/counter areas, copy machines, scanner/fax machines, etc.
- b. Any shared office equipment will need to be cleaned every hour including computers, keyboards, mouse, mouse pad, telephone, pens, etc.

Convention Services

1. Cleaning and Sanitizing

- a. High touch surfaces need to be cleaned continually (at least once an hour).
- b. Items within meeting spaces need to be single use or cleaned after each use.
- c. All table linen will be replaced after each use.
- d. Clean **and** soiled linen will be placed in plastic bags for transportation into and out of meeting rooms.

2. Food Service

- a. During plated meals lids will stay on the plate for the guest to remove.
- b. Silverware will be available as a "rollup."
- c. Condiments will be single serve.
- d. Pads/pens will not be put out at meetings/banquets.
- e. Water will be served using bottled water only, there will be no pitchers of water (or pitchers of iced tea).

3. Meeting Rooms

- a. Utilize theater style sets whenever possible will be encouraged.
- b. Meeting rooms will be set with twice the number of chairs than expected guests
 - i. Each guest will be required to leave one empty set in between themselves and the next guest.
- c. If classroom, U-shape, conference, and/or hollow-square meeting room sets will be required, each meeting room will be set to maximum.
- d. Water stations and water pitchers will be temporarily suspended.
- e. Bottled water will be available for purchase at a reduced cost and may be placed at each seat.
- f. The use of pads and pens in meeting rooms will be suspended.

Housekeeping

1. Social Distancing

- a. There will be limited housekeeping offered during the initial reopening.
 - i. Will only be available upon guest request and/or guest departure.
 - ii. This will be noted in a letter to the guest regarding COVID-19 revised operations.
- b. If housekeeping is required suite attendants will minimize contact with guests. If necessary, suite attendants will request a time to return when the room will be unoccupied.
- c. No more than 2 employees will be permitted in the employee elevator

2. Staggered shifts

- a. Laundry/Suite Attendants will have staggered shifts (and lunch breaks) to avoid a large gathering of employees in the break room.

3. Safety guidelines during cleaning and sanitizing. Always practice good hand hygiene after cleaning!

- a. Use an alcohol-based hand sanitizer if soap and water are not available.
- b. Wash hands often with soap and water for at least 20 seconds.
- c. Key times to clean hands include:

- i. After cleaning the bathrooms, surfaces and in between cleaning guest rooms
 - ii. After blowing your nose, coughing, or sneezing
 - iii. After using the toilet
 - iv. Before eating or preparing food
 - v. After touching an animal, animal feed or animal waste
 - vi. Before and after providing routine care for another person who needs assistance (for example, a child)
 - vii. Before and after treating a cut or wound
 - viii. After handling trash
 - ix. After cleaning activities
 - x. After using public transportation
 - xi. Cover coughs and sneezes with a tissue or sleeve. Do not use your hands.
 - xii. Do not touch your eyes, nose, or mouth with unwashed hands.
 - xiii. Do not shake hands. Instead, wave.
 - xiv. If you interact with clients or coworkers, remember to wash hands with soap and water or use hand sanitizer after every transaction.
 - d. Wear disposable gloves and disposable aprons when cleaning and sanitizing. Gloves and aprons should be discarded after each use. Clean hands immediately after gloves are removed.
 - e. Wear eye protection when there is a potential for splash or splatter to the face.
 - f. Store chemicals in labeled, closed containers. Keep them in a secure area away from children and food. Store them in a manner that prevents tipping or spilling.
4. **Guest Room Sanitizing.** It is **mandatory** that all high-touch areas are cleaned and sanitized in every guest room assigned to be cleaned:
 - a. Doors, door handles
 - b. Counters, desks, tables, vanity tops
 - c. Drawers, drawer handles, closet door handles, hangers, luggage racks
 - d. Refrigerator, microwave and stove door handles
 - e. Toilet seats, toilet handles, bathtubs, shower walls, sinks, faucet handles,
 - f. Telephones, pens, remote controls, hairdryer handles, light switches & knobs
 - g. Safe buttons, clock radios, coffee makers, ice buckets, irons, curtain wands, thermostats
 - h. Hard surface furniture: Desk chair arms
5. **Presumptive COVID-19 contamination**
 - a. If the hotel becomes aware of a possible case of COVID-19 involving a guest, the suite the guest was staying in will be taken out of inventory for 72 hours. Following this time frame the room will deep cleaned/sanitized using EPA approved sanitation protocols.
6. **Guest Room Special Concern Items**
 - a. Collateral will be removed from all suites.
 - b. Service items such as glassware, coffee mugs, and coffee makers will be removed from suites.
 - c. Bins transporting linens will have disposable plastic covers.
7. **Public Areas**
 - a. Hotel Guest Elevators
 - i. Sanitize elevator button panels inside and out at least once per hour
 - ii. Sanitize elevator handrail at least once per hour

- b. Clean and sanitize all high touch areas including but not limited to:
 - i. Front desk counter
 - ii. Guest services desk
 - iii. Doors, handles, push plates
 - iv. Drinking water fountains
 - v. Ice machine buttons
 - vi. Guest laundry room machines
 - vii. Public restrooms: Toilet seats, toilet handles, faucets, doors, door locks
 - viii. Handrails
 - ix. Business center
 - x. Hard surface furniture: tables, chairs
 - xi. ATM Machine
 - xii. Fitness Center

8. Shared equipment and tools

- a. To be sanitized at the start and end of each shift or anytime it is transferred to another employee
 - i. Carts
 - ii. Laundry bins
 - iii. Vacuums
 - iv. Master keys
 - v. Broom handles
 - vi. Toilet and scrub brushes, sponges
 - vii. Telephones and radios
 - viii. Desks, pens
 - ix. Computer keyboards and mice
 - x. File cabinets and binders
 - xi. Back of the house restroom to be sanitized every 4 hours
 - xii. Cover all suite attendant carts while in public areas
 - xiii. Cover all bins in the hallways
 - xiv. All clean laundry bins must be covered as soon as completed

9. Back of the house. The following will be cleaned and sanitized:

- a. break room tables and chairs
- b. microwaves
- c. refrigerator
- d. coffee maker
- e. faucet handles
- f. restrooms and lockers
- g. drinking water fountain
- h. time clocks
- i. Traka key cabinets

10. Laundry

- a. Each employee is responsible to wipe machine controls at the start and end of each shift or any time it is transferred to another employee
- b. Sorters must wear all PPE including an apron

- c. All finished product must be covered to avoid exposure
- d. All clean linen must always be stored away from soiled linens
- e. Never transport clean and dirty linens at the same time
- f. Drinking water fountain

Employee and Guest Assistance

COVID-19 Testing Sites

1. COVID-19 Testing Sites

- a. CareSpot now has COVID-19 “evaluations and testing” available at all locations.
 - i. For locations please visit: <https://www.carespot.com/locations/>
- b. Orange County has various test sites available throughout the County.
 - i. For locations please visit:
<http://orangecountyfl.net/EmergencySafety/Coronavirus.aspx#.XqCN6G5Fwv0>
 - ii. Some of these sites require insurance, some of them do not. If you have Cigna Health insurance through Buena Vista Suites, you will be covered either way.
 - iii. Please also be aware that some of these test sites have certain qualifications that you must meet in order to be tested. Please visit <http://orangecountyfl.net/> for more information.
- c. Osceola County has a testing site at Osceola Heritage Park run by Advent Health
 - i. Please click the following for more information:
 1. https://www.adventhealth.events/event.cfm?event_id=7515

Important Guest Information

1. Guests requiring assistance

- a. If a guest requires assistance regarding COVID-19 health concerns, they may speak with our management team by dialing “0” and requesting the manager on duty.
- b. They may also choose to visit the Buena Vista Urgent Care clinic directly across from the hotel, Dr. Phillips hospital, Celebration Hospital, or call 911 if it is an emergency.