

# covid-19 precautions

At Hilton 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 requiring all spa guests to submit to a temperature check as a condition of entry to the spa. 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. We also require our spa team members to submit to temperature checks and symptom screening before they enter the spa each day.

We have developed a protocol to minimize the information collected and shared as a part of this process. Additionally, we are applying the same safeguards to protect this information as we have in place for similar categories of data.

If you are exhibiting a fever or any of the symptoms consistent with COVID-19, the spa will decline to go forward with your scheduled appointment. Hotel guests will be required to isolate in their guest rooms and seek medical attention prior to accessing any other public areas in the hotel. Local guests will be asked to return home.

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 a face covering at work in accordance with the Centers for Disease Control (CDC) and World Health Organization (WHO) guidelines.
- Spa guests are required to wear face coverings except when the face covering must be removed for the performance of services involving the face.
- The locker rooms, showers and steam room are closed at this time.
- Upon arrival, you will be greeted in the reception area and escorted to the relaxation lounge. You will then be directed to your treatment room where you will change for your service.
- We ask that you wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer that has been provided in the spa.

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