



Dear Valued Guest,

The well-being of our guests and Team Members is our highest priority, and we remain diligent in our commitment to provide a safe, hospitable environment for all who enter our doors. Given these unprecedented circumstances, we have put forth the following procedures to ensure a safe getaway.

ENHANCED CLEANING PROCEDURES

The response to any form of infectious disease is something we take very seriously. We have taken additional measures developed in consultation with global and local public health authorities (including the [WHO](#) and [CDC](#)), to make our cleaning and hygiene protocols even more rigorous. We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.), continued the use of hospital-grade disinfectant and have increased the deployment of hand sanitizers. In an abundance of caution, we kindly ask that you refrain from convening in groups in these public spaces.

Hilton has developed a global program introducing a new standard of hotel cleanliness and disinfection: Hilton CleanStay™ with Lysol protection. Hilton CleanStay builds upon Hilton's already high standards of housekeeping and hygiene, where hospital-grade cleaning products and upgraded protocols are currently in use, to ensure our guests enjoy an even cleaner and safer stay from check-in to check-out. For details on how Hilton CleanStay™ is implemented throughout the resort, visit www.hiltoncleanstay.com.

FACE COVERING REQUIREMENT

In accordance with CDC guidelines and the Orange County Government Executive Order, Hilton requires guests and Team Members at all U.S. Hilton properties to wear face coverings in all public areas of the hotel.

AMENITIES AND SERVICES

The well-being of our guests and Team Members is our highest priority. Some of our amenities and services remain modified, limited in capacity or are temporarily closed. At this time, we anticipate the following adjustments. Please note that hours of operations are subject to change.

HOUSEKEEPING SERVICES

For your comfort, we want your stay to be as undisturbed as possible so we will only provide stayover housekeeping services upon request. To schedule housekeeping service or request additional amenities, please contact the front desk who will be happy to assist you. You are also welcome to utilize our texting system through our **Hilton Honors** app or call the front desk rather than stopping by in person.

POOL AREA

The pool area and lazy river are open daily from 7:00am to 11:00pm in accordance with social distancing guidelines. Capacity is limited and lounge chairs are spaced apart. For your comfort, cabanas are available for rent. Our slide however, does remain closed at this time.

FITNESS CENTER

Our Fitness Center is open for guest use only with restricted hours and controlled capacity. Please use your guest room key for access through the spa area and sign in with our receptionist. Our operating hours are:

Sunday – Thursday – 6:00am – 9:30am and 4:00pm – 8:00pm

Friday and Saturday – 6:00am – 6:00pm

Please remember to take your own water bottle!

EFOREA SPA

We have suspended all eforea Spa operations including treatments, salon services, access to steam room and locker room facilities.

CONCIERGE

Our Concierge desk, led by the Expedia team, is available to assist you Friday, Saturday and Sunday from 9:00am to 5:00pm. If you require assistance at any other time, our front desk team is available to be of service.

BELL SERVICES

Bell services will not be available at this time. If you require assistance with your luggage, please advise the front desk

PARKING

Self-parking is available in our parking garage. At this time, we have suspended Valet parking.

DINING

Food and Beverage will be available as grab and go options during your stay in disposable containers.

Scratch Market, located on the Lobby level, is open 24 hours a day to cater to your needs.

In addition, our poolside restaurant, Tropics will be open as follows:

Friday & Saturday – Bar open from 11:00am – 8:00pm. Food available from 12:00 noon – 8:00pm

Sunday – Bar open from 11:00am – 5:00pm. Food available from 12:00 noon – 5:00pm

All other restaurants & bars remain closed at this time. Should you wish to have meals delivered to the hotel, we ask that you receive items at the front desk. There is a designated sign in the lobby. Delivery personnel are not permitted in guest areas.

We thank you for your understanding of our new operating procedures during these challenging times. If you have any questions, please do not hesitate to reach out to me or a member of my team.



Chris Mueller, CMP
General Manager