

# IMPORTANT INFORMATION FOR PARK GUESTS

We have enhanced sanitization procedures and implemented additional measures for distance spacing and screening.

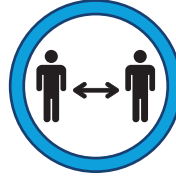
## THEREFORE WE ASK THAT ALL PARK GUESTS AND TEAM MEMBERS COMPLY WITH THE FOLLOWING:



Everyone is required to wear a face covering during their visit



Wash your hands with soap and water often for at least 20 seconds



Practice social distancing and keep at least 6 feet (2 meters) between your travel party and others



Temperature checks will be required upon arrival, and guests with a temperature of 100.4 °F (38° C) or greater will not be admitted

## HERE ARE THE SPECIFIC MEASURES WE'RE TAKING FOR THE HEALTH AND SAFETY OF OUR PARK TEAM MEMBERS AND GUESTS:

- Limiting capacity at attractions and restaurant venues to help ensure social distancing
- Placing signage throughout our theme parks and CityWalk to help you follow social distancing guidelines
- Continuously and thoroughly cleaning and disinfecting all tables, chairs and high-touch surfaces
- Offering contactless payments at select locations
- Requesting guests to be aware of and comply with government guidelines regarding travel restrictions and mandatory quarantines before visiting our destination
- Limiting attendance during our phased reopening

## ASSUMPTION OF RISK

In connection with your purchase of Universal Orlando products and your visit to Universal Orlando, including Universal Studios Florida, Universal's Islands of Adventure, Universal's Volcano Bay, Universal CityWalk, and the Universal Orlando Resort hotels, please be advised that you must follow Universal Orlando's policies, CDC guidelines and the recommendations of health officials. **Please note that any public location where people are present provides an inherent risk of exposure to COVID-19 and Universal Orlando cannot guarantee that you will not be exposed during your visit.** By visiting Universal Orlando, you acknowledge and agree that you assume these inherent risks associated with attendance. When you enter Universal Orlando, you understand that you are subject to the Universal Orlando terms of service (including arbitration, class action waiver, assumption of risk, and infectious disease release of liability) located at <https://www.UniversalOrlando.com/SafetyInfo>.

## DOWNLOAD THE UNIVERSAL ORLANDO APP

For additional Safety Guidelines. It's also the easy way to access:

- Virtual Line™ Experience
- Mobile Food & Drink Ordering
- Theme Park Maps
- And more!



**WE APPRECIATE YOUR COOPERATION DURING THIS UNPRECEDENTED TIME.**

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# IMPORTANT INFORMATION FOR HOTEL GUESTS

We have enhanced sanitization procedures and implemented additional measures for distance spacing and screening.

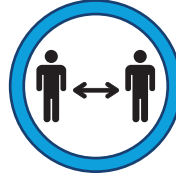
## THEREFORE WE ASK THAT ALL HOTEL GUESTS AND TEAM MEMBERS COMPLY WITH THE FOLLOWING:



Everyone must wear face coverings throughout their stay, except when in their hotel room, lounging by the pool, swimming or eating



Wash your hands with soap and water often for at least 20 seconds



Practice social distancing and keep at least 6 feet (2 meters) between your travel party and others



Temperature checks will be taken upon arrival, and guests with a temperature of 100.4°F (38°C) or greater will not be allowed to check-in or stay

## HERE ARE THE SPECIFIC MEASURES WE'RE TAKING FOR THE HEALTH AND SAFETY OF OUR HOTEL TEAM MEMBERS AND GUESTS:

- Hand sanitizer stations in public areas and meeting spaces throughout the hotels
- When possible, each guest room stays vacant for 24 to 48 hours between guests and then it is thoroughly cleaned and disinfected
- Elevators, restaurants, bars, corridors and public areas are cleaned and disinfected frequently
- Contactless experiences for guests include Chat Your Service hotel-wide texting service, in-room dining, and express checkout
- Housekeeping services will only occur upon request
- When requested, fresh linens and towels will be left at your door in sealed bags
- Restaurant and bar capacities are limited based on latest recommendations and guidelines
- The availability of some offerings at our resort hotels may be temporarily limited
- Visitors should be aware of and comply with government guidelines regarding travel restrictions and mandatory quarantines before visiting our destination

**Note that any public location where people are present provides an inherent risk of exposure to COVID-19 and we cannot guarantee that you will not be exposed during your visit.** For more information, please visit the CDC website. Should any of these guidelines and practices impact your decision to visit our destination, please contact your Travel Professional to modify your reservation.

For additional Safety Guidelines, Please Visit

[WWW.UNIVERSALORLANDO.COM/SAFETYINFO](http://WWW.UNIVERSALORLANDO.COM/SAFETYINFO)



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