



Dear Valued Guest:

Few things feed the soul like the warmth of the sun, fresh air, a lazy river pool and being together with friends and family. The simple things. We look forward to once again welcoming you with gracious hospitality and a commitment to doing our part to ensure a safe getaway that will help you put the past few months behind you and create cherished memories for years to come.

Your health and safety continue to be our top priority. 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™ will be implemented throughout the resort, visit [www.hiltoncleanstay.com](http://www.hiltoncleanstay.com)

With an abundance of care for your well-being, and in compliance with local government guidelines, during your stay some resort amenities and services may operate with limited hours, while some will remain closed temporarily. Please note that hours of operations are subject to change.

#### **Face Mask Requirement**

In accordance with Orange County Executive Order, face masks are required to be worn by all individuals when in public spaces.

#### **Pool & Private Cabanas**

The Hilton Lazy River Pool will be open daily from 7a-9p. In accordance with social distancing guidelines, capacity will be limited, and lounge chairs will be spaced apart. Please see a pool attendant if you need assistance in securing pool chairs. The waterslide at the Hilton pool will open daily with limited hours. The Waldorf Astoria Pool will be open daily from 7a-9p.

Private cabanas are available for rent. To reserve your private oasis for either a full-day or half-day, please see the Concierge upon arrival or email [ORLHH-Cabana\\_Reservations@hilton.com](mailto:ORLHH-Cabana_Reservations@hilton.com) in advance.

## Dining

To ensure your comfort and protection, our team is providing extra cleaning and disinfection of top areas in our dining spaces. Seating has also been arranged to accommodate local government social distancing guidelines. Contact-free digital menus or single-use printed menus will be provided in each restaurant. The following dining experiences will be available during your stay:

Muse Grab & Go	6a-10p
Beech Pool Bar	Food service 11a-5p Beverage service 11a-6p
Myth Bar	5p-late
La Luce	6p-10p (Thursday through Monday)
Bull & Bear	6p-10p (Tuesday through Saturday)
Peacock Alley	5pm-late
Aquamarine	11am-5pm

**In-room dining is not available at this time.**

## Fitness Center

The Fitness Center is open daily from 7a-10p. Social distancing guidelines will be in effect, and capacity will be limited.

## Golf

The Waldorf Astoria Golf Club is open daily. To schedule a tee time visit [www.waldorfastoriaorlando.com/golf](http://www.waldorfastoriaorlando.com/golf) or call 407-597-3782.

## Concierge Services

Our team is available to assist with your needs from 8a-4p Wednesday through Sunday. If you require assistance at any other time, our front desk team is available to be of service.

## Parking

Self-parking in the Hilton garage, and valet parking will be available at prevailing rates.

## Bell Services

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

## Laundry/Dry Cleaning

Valet services are available for your convenience.

## Guest Room Amenities

The following guest room amenities are available upon request: drinking glasses, robes, pen and paper, Bible and Where Orlando magazine. Please dial 0 to request.

**Housekeeping**

For your comfort, we want your stay to be as undisturbed as possible. Housekeeping services will only be provided upon request. In an abundance of care for your well-being and that of our team members, housekeeping services may only be provided when guests are not occupying the room. To request housekeeping services, please dial 0 and ask to be connected to the front office.

**Disney Store**

For your convenience, our on-site Disney Store offers a wealth of Disney merchandise, toys and sundries. The Disney Store is open daily from 7a-11p.

**Waldorf Astoria Spa**

The Waldorf Astoria Spa will be open from 10a-6p, Thursday-Monday. To schedule an appointment please visit the spa front desk or call 407-597-5478. At this time, the locker rooms, relaxation rooms, and hydrotherapy facilities including showers, steam room, and whirlpool are closed.

**The following resort amenities are temporarily unavailable:**

Poolside recreation activities

WA Kids Club

Royal Tea

While some things around Orlando and our resorts will be different, what won't change is our passion for delivering exceptional guest experiences. We are dedicated to creating a memorable getaway experience where you can feel socially connected, comfortably distanced, and confident that our team is doing everything they can to keep you safe.

We look forward to welcoming you!