



**EMBASSY
SUITES**
by Hilton™

Orlando Lake Buena Vista South

WELCOME!

We would like to offer a warm welcome to you, as our valued guest. As the situation around the coronavirus (COVID-19) continues to evolve, we are doing everything we can to ensure your travel safety and provide the most complete experience you have come to know from Embassy Suites with modifications to ensure safety and sanitation.

As always, the safety and security of our guests and team members remain our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the coronavirus, 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:

- Our hotel team members are receiving ongoing briefings and enhanced operating protocols, to include daily temperature checks upon their arrival to work.
- We have increased the frequency of cleaning our public areas (including lobby, elevators, door handles, public bathrooms, fitness center, pool, etc.) and have continued the use of hospital-grade disinfectant.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations.
- We have increased the deployment of antibacterial hand sanitizer dispensers around the hotel.
- **Hilton is requiring all individuals in indoor public spaces to wear face coverings. In addition to this, Osceola County has also mandated face coverings for all persons in any public place and may penalize those not in compliance (exceptions apply).**

We will continue to offer all amenities throughout the hotel with slight modifications or variations to ensure we are adhering to local, state, federal and Hilton recommendations and guidelines for food safety and social distancing.

Please note the below adjustments to operating times and/or locations until further notice:

Complimentary full cooked-to-order breakfast: M-F 6:30am – 9:00am, Sat., Sun. & Holidays 7:00am – 10:00am

Complimentary evening reception: Daily 5:30pm – 7:00pm served in the Oasis Lounge

Kyngs Grille Restaurant: Dinner service only 5:00pm – 10:00pm in the Oasis Lounge, with seating as needed in the restaurant.

Room Service: Not available, but we are offering pick-up (To Go) in the Oasis Lounge.

Oasis Lounge: Daily 5:00pm – Close

The Marketplace: Please see the front desk for assistance with items available in The Marketplace

We appreciate understanding your stay experience may look slightly different during this time! Please contact us at the front desk if there is anything we can do to make your stay more comfortable. Our team members are ready to welcome you with the Hilton hospitality you've come to expect.

We believe it is in challenging times like these that the power of hospitality is needed most of all.

Thank you for staying with us!