

HOTEL OVERVIEW



TO OUR VALUED CUSTOMER

Thank you for selecting the Orlando World Center Marriott for your upcoming stay. We are committed to providing a safe environment for you and in preparation for your visit, because nothing is more important than the trust of our guests and associates, we would like to share a message from our Executive Chairman, JW Marriott Jr. <https://clean.marriott.com/>

We have made some adjustments in order to ensure the comfort and care of our guests as well as our hosts. Included, you will find amenities and schedules available to you during your stay. We will comply with all Marriott guidelines as well as any federal, state or local regulations, including guidance on capacities throughout our public spaces as well as social distancing. If you are not currently a Marriott Bonvoy Member, please sign up to take advantage of services including mobile key, mobile dining and mobile request. www.marriottbonvoy.com Be sure to activate notifications on your device to be able to use all the services available and ensure we have your email address on file to take advantage of a contactless check-out process.

Thank you for choosing the Orlando World Center Marriott and we look forward to your arrival. Should you have any questions related to the Hotel or your stay, please contact us at mcowc.customercare@marriott.com

STANDARDS AND PROTOCOLS

- ✓ The hotel has a hygiene plan and signage will be posted to remind guests of physical distancing guidelines and hygiene practices to prevent the spread of disease. Associates are educated on the proper way to wear, handle, and dispose of PPE, as well as the appropriate way to wash hands, sneeze, and to avoid touching their faces.
- ✓ All associates will be required to have their temperature taken prior to entering the work area. Any associate with a temperature above our standard and/or exhibiting any known COVID-19 symptoms, per CDC guidelines, will not be permitted to work. All staff will wear face coverings.
- ✓ Plexiglass partitions will be installed at the front desk, bell stand, concierge desk, Starbucks, Central Pantry, all restaurant host stands and the towel hut.
- ✓ The Hotel has discontinued cash transactions throughout the property other than the Gift Shop.
- ✓ Guests are critical in preventing the spread of COVID-19 and other infectious diseases. To fulfill this responsibility, we will provide COVID-19 related signage and materials describing good health practices. Signage will be posted to remind guests of physical distancing guidelines and hygiene practices to prevent the spread of disease.
- ✓ Currently, Marriott international is requiring face masks for all guests and associates. Additionally, Orange County has issued an order requiring Face Covering consistent with the current CDC guidelines while in any public place. Please visit <https://www.orlando.gov/COVID-19> for additional details and exceptions.
- ✓ We ask for your help in complying with local and state regulations when traveling to our resort from outside of Florida. Please visit <https://travelguidance.marriott.com/> for assistance.

GUEST ROOMS AND SERVICES

ENJOY THE COMFORT OF OUR NEWLY RENOVATED ROOM WITH FULL BALCONY, REFRIGERATOR AND SMART TV

We encourage you to use mobile key through our app to by pass the check-in process, if you are not currently a Marriott Bonvoy member you may enroll by clicking the link: www.marriottbonvoy.com

Arrival Experience:

Hand sanitizing stations will be located throughout the lobby, social distancing floor decals will be appropriately spaced.

Housekeeping Service:

We have elevated our rigorous protocols to thoroughly clean all surfaces with hospital grade disinfectants. Our Housekeepers will not enter your room while you are in it. Additionally, we are not offering housekeeping service for your room unless requested by you, our guest, between 9am and 4pm.



DINING OPTIONS



WE HAVE A VARIETY OF OUTLETS AVAILABLE THROUGH THE RESORT FOR YOU TO ENJOY. APPROPRIATE SPACING WILL BE PROVIDED AND NON-TOUCH MENUS WILL BE OFFERED USING QR CODES.

The Central Pantry - offering a variety of grab and go options as well as made to order options. Monday, Tuesday and Wednesday: 7am - 8pm. Thursday and Friday: 7am-5pm, Saturday: 12pm-5pm, Sunday: 12pm-8pm.

Fresh Bites – our in room dining will follow the Central Pantry Hours.

Starbucks – located in our Lobby will offer a full-service Starbucks experience available Friday – Sunday from 7am -1pm.

Pool Bar & Grill – enjoy poolside dining from 11a - 6p daily with beverage service beginning at 11 am. [Menu](#)

DINING OPTIONS



Siro:

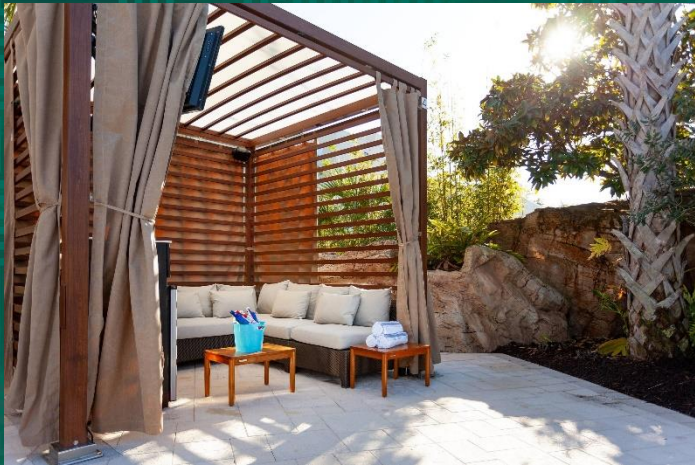
Breakfast – an a la carte breakfast will be offered on Saturday & Sunday from 7am-11am. [Menu](#)

Dinner - will be offered Thursday – Saturday beginning at 5pm. [Menu](#)

Lobby Bar - enjoy the open spacious Lobby Bar or the Veranda overlooking the pool. Beverage service will begin at 5pm daily. Light bites will be available Thursday – Saturday beginning at 5pm. [Menu](#)



ACTIVITIES



RESORT ACTIVITIES AND RECREATION

Cabana and Daybed rentals available from 8am-7pm daily.
<https://orlandoworldcentermarriott.ipoolside.com/> Reserve now!

Falls Pool open 8am -10pm daily

Slide Tower open 9am – 7pm daily

Splash Zone open 9am – 7pm daily

Nightly laser show view from our pool view/laser view rooms or from the pool deck. Show begins at 9pm nightly

Health Club open 6am - 6pm daily

Activities – planned activities will be periodically scheduled Friday – Sunday. For more details visit the pool towel hut.

RESORT FEE



DAILY RESORT FEE

Room rates are subject to a discounted resort fee of \$25 per room per night, plus applicable state and local taxes for stays through December 31, 2020. This charge is for the resort amenities and currently includes the following:

- Enhanced in-room wireless internet for up to 6 devices
- Daily Dry Cleaning Credit of up to 2 pieces of clothing per room (credit is not cumulative through stay)
- Daily scheduled shuttle service to Disney Parks for up to 4 guests
- Nightly scheduled shuttle service to Disney Springs for up to 4 guests

The Disney Park schedule will run from 30 minutes prior to the 1st park opening up till 30 minutes past the last park closing.

Disney springs schedule will run beginning with a Hotel departure at 5pm with the last return from Disney Springs at 10:30PM.

For a detailed schedule and to make required reservations, please visit our concierge desk from 9am-5pm daily.

GENERAL INFORMATION



Parking – The Hotel will offer both self-parking and valet.
Overnight Self Parking: \$ 24.00 /day + tax
Valet: \$35.00 /day + tax

Bell Stand – Bell services and luggage delivery will be available upon arrival and departure. Bell carts will be sanitized after each use.

Elevator – Social distancing in elevators will allow for 4 people at one time. Hand sanitizer dispensers will be placed in each elevator cab.

Gift Shop – our lobby shop will be open from 10am-7pm daily and our lower lobby shop will be open from 10am-4pm daily.

FedEx Business Center – will be open Monday – Friday from 9am-5pm and Saturday from 9am-3pm.

Concierge – will be available Friday – Sunday from 9am-5pm.

Spa – our Spa is currently closed.

Hawk's Landing Golf Course – our golf course is currently closed for a redesign and is expected to open on September 17, 2020, for more information, visit www.golfhawkslanding.com

All hours and services provided herein are subject to change without notice.