



Fact Sheet – Phased Reopening of Universal Orlando Resort beginning June 5

From new protocols to park hours, here's an overview of the most pertinent information for the phased reopening of Universal Orlando Resort that begins June 5, 2020.

Due to the evolving nature of this situation, details are subject to change without notice.

REMINDER OF OPERATIONAL PROCEDURES – SCREENING, SANITIZATION AND SPACING

The health and safety of our guests and team members remain our top priority – and we need everyone's help to adhere to CDC's guidelines.

As a reminder, here's what we're doing:

- All team members will undergo temperature checks and wear face coverings
- All team members will participate in training on our new procedures
- Increasing our already-aggressive cleaning and disinfection procedures, and frequently cleaning all high-touch surfaces
- Limiting capacity and following social distancing guidelines throughout all attractions, restaurants and shops throughout the destination

And here's what we need from our guests:

- Everyone will be required to wear a face covering during their visit. If a guest doesn't have a face covering, we'll have them available for purchase.
- We encourage guests to follow CDC guidelines and conduct temperature checks prior to arrival. We will also implement temperature checks for each guest prior to their arrival to the theme parks and Universal CityWalk. If a guest has a temperature of 100.4 degrees or greater, they will not be able to enter.

**Guests are urged to follow CDC guidelines and conduct temperature checks prior to their arrival. Guests should evaluate their own risk as they determine whether to visit, and - in line with CDC guidelines - we specifically do not recommend older adults or individuals at high-risk with serious underlying medical conditions visit the destination. People who show no symptoms can still spread COVID-19 if they are infected. Any interaction with the general public poses an elevated risk of being exposed to COVID-19 and Universal cannot guarantee guests will not be exposed during their visit.*

WHAT'S OPENING?

- Universal Studios Florida, Universal's Islands of Adventure and Universal's Volcano Bay will open* to the public beginning June 5 with limited attendance
- Universal CityWalk will continue its limited operation with additional venues* and extended hours
- Select hotels will begin welcoming guests beginning June 2: Hard Rock Hotel, Loews Royal Pacific Resort, Loews Sapphire Falls Resort, Universal's Cabana Bay Beach Resort, Universal's Aventura Hotel and Universal's Endless Summer Resort – Surfside Inn & Suites

*Available attractions, experiences and venues will be shared soon.

HOURS OF OPERATION *(subject to change)*

Universal Studios Florida:

- 9 a.m. – 6 p.m.
- Early Park Admission: 8 a.m. – 9 a.m. daily

Universal's Islands of Adventure

- 9 a.m. – 6 p.m.

Universal's Volcano Bay

- 10 a.m. – 5 p.m.
- Early Park Admission: 9:30 a.m. – 10 a.m. daily

Universal CityWalk Orlando

- 8 a.m. – 10 p.m.

OTHER ITEMS TO NOTE ABOUT THE IN-PARK GUEST EXPERIENCE

- We strongly encourage all guests to download and utilize the [Official Universal Orlando Resort App](#) for their visit. With the app, they'll be able to make cashless transactions, order food and beverage from select dining venues, utilize Virtual Line for select attractions, and more.
- We will convert all menus to single-use in our dining venues.
- [Mobile Food & Drink Ordering](#) will be available for select venues in the parks and Universal CityWalk as we work to make contactless options available for guests. Mobile Food & Drink Ordering and available venues can be accessed through the Official Universal Orlando Resort App.
- Select rides and attractions will utilize [Virtual Line](#) – which allows guests to select a time to experience an attraction via the Official Universal Orlando Resort App so they're minimizing the time they're actually waiting *in* line. Guests can access Virtual Line while onsite at the theme parks and can view available attractions through the app.
- Guests will be required to use hand sanitizer before boarding ride vehicles. For any 3-D attraction, Universal Orlando team members will individually hand out 3-D glasses instead of guests having to pick them up themselves.
- There will be staggered spacing on ride vehicles and in queue lines to help place distance between groups. Please note that this may cause wait times to be longer than usual.

OPERATIONAL PROCEDURES AT UNIVERSAL'S RESORT HOTELS

Universal Orlando's resort hotels have enhanced its standards and protocols throughout its operations. These enhancements, which are subject to change as guidance from health and government officials is updated, currently include:

- Guests, team members and vendors are required to wear face coverings in public areas.
- Team members and vendors will be required to have temperature checks upon arrival. Those with temperatures of 100.4 degrees or greater will not be allowed to work.

- Guests will be asked to self-screen for COVID symptoms and quarantine orders prior to arrival/entrance
- Guests will have temperature checks upon arrival and return unless previously checked at the hotel that day prior to boarding our resort transportation system. Anyone with a temperature of 100.4 degrees or greater after three checks, including one with a new thermometer, will be asked to seek medical attention and obtain medical clearance prior to being permitted to enter. We understand some guests may feel they have special conditions, which we will consider upon request.
- Hand sanitizer stations in public areas and elevator landings
- Enhanced cleaning of guest rooms, meeting rooms and public areas with an EPA-approved cleaner and disinfectant
- All guest rooms will be serviced after checkout. When possible, guest rooms will be left vacant for 24-48 hours upon checkout, before thoroughly cleaning and checking in a new guest.
- Frequent cleaning of high-touch areas such as telephones, remote controls, door handles, light switches, elevators, and table tops, among others
- Food & Beverage outlet capacities limited based on latest recommendations and guidelines
- Guests and staff are required to practice social distancing; social distancing signs and reminders will be in high-traffic areas
- Several contactless experiences for guests, including hotel texting-services, express checkout and contactless room deliveries