WestgateCARES is our enhanced health and safety plan, developed in response to the current COVID-19 pandemic as part of our ongoing commitment to ensuring the health and well-being of all our guests and Team Members. Westgate's top priority is providing the finest guest experience possible in the safest resort environment.

For updates on our enhanced policies and operating procedures, resort operations, and latest communications or changes from Westgate Resorts, please visit [www.westgatecares.com](http://www.westgatecares.com)
ENHANCED CHECK-IN PROCESSES FOR CONVENIENCE AND SAFETY

Westgate has developed new check-in processes to enhance the safety of our guests and team members, using advanced technology to minimize wait time.

Contactless Curbside Check-In [Based on Resort Availability]

For all properties where possible, we will use a Contactless Curbside Check-in process.

- When you arrive, you’ll follow signage to the Contactless Curbside Check-in station.
- An agent in mask and gloves will use a touchless scanner for your ID and pass a credit card machine for you to use for charges and incidentals, with a sanitizing wipe.
- We’ll request a number to send texts and then direct you to a numbered parking space.
- You’ll receive a welcome message, Building and Unit Number, and link to a resort map with important information for your stay.
- If your room is available, we’ll deliver your freshly sanitized key(s) and parking permit promptly. If your room is being prepared, you’ll be sent your anticipated wait time and notified when your room is ready.
- A Guest Services Rep will send a text to schedule a virtual call to review activities and amenities and ask if you need assistance with luggage. (Updated bag policies apply.)

Enhanced In-Person Check-In

For resorts where drive-thru check-in is impractical, we’ve enhanced in-person check-in.

- Upon arrival in the lobby, all guests will undergo a temperature screening.
- Queues will have “social distancing bands” showing required distance between guests.
- To further assist with distancing, only one person from each party will check-in at a time.
- Check-in agents will have a plexiglass shield between themselves and guests.
- Guests will show ID behind the plexiglass and process their own credit card.
- Sanitized key(s) will be passed in a key packet with a sanitization verification card.
- A Guest Services Rep will send a text to set up a virtual call to review activities and amenities.

Updated Bell Services and Luggage Policies

The bell services policies and procedures have been modified but, when necessary, we will make all possible accommodations for guests with special needs.

- Guests will need to consent to bags being sprayed with disinfectant.
- Guests will photograph bag tag and tag will be discarded. (Picture required for pickup.)
- Bell Staff will deliver luggage to and from the front entry of a guest unit only.
- Room moves will require guests to pack luggage and place outside door to be placed outside the door of the new room.
- Golf carts cannot be used to transport guests unless there is one row separating driver and passengers.
- Bell Staff will not share elevators with guests or other team members.

Last Update 05/04/20
HOW WE’RE KEEPING SHARED SPACES CLEANER AND SAFER

Updated Room and Interaction Policies
In addition to our regular sanitizing procedures, we’ve updated certain policies to enhance guest and team member safety.

- When delivering items, housekeepers will not enter rooms while guests are present.
- Engineers responding to requests will not enter rooms while guests are present, and housekeeping will sanitize afterward.
- For room moves requiring assistance, luggage must be packed and placed outside door prior to bell staff arriving.
- Daily housekeeping, turndown services and amenity baskets are suspended.
- Guests will not be assigned to a room with a shared entry door to another occupied unit.
- Golf carts will transport guests only if there is one row separating driver and passengers.
- No single floor or building will exceed 75% occupancy until further notice.
- Kids Club will operate at 50% capacity and children will use routine handwashing and hand sanitizer.
- All guests are required to follow social distancing guidelines while at the resort.
- Rooms suspected of virus exposure will be treated with Ultra-Low Volume (ULV) fogging, secured for 24 hours and all linens washed with UV-enhanced process.

Ultra-Low Volume (ULV) Disinfectant Fogging
Ultra-Low Volume (ULV) fogging is a high-impact process to disperse safe cleansers through the air to remove contaminants. Every area from the lobby to the back offices will undergo ULV treatment at least once per week, or once per day as the situation dictates. These areas include, but are not limited to:

- Shuttle Buses
- Pool bathrooms
- Spa areas
- Lobby restrooms
- Fitness Centers
- Offices

Public Spaces & Activity Areas
All public spaces and activity areas will be deep cleaned with hospital-grade disinfectants.

Lobby/Entry Areas
- Fixtures (e.g., handles, railings, counters, phones) will be sanitized every 4 hours.
- Lobby furniture will be arranged to emphasize social distancing requirements.
- Lobby restrooms will be closed once every 24 hours for deep sanitization.

Pool/Spa/Fitness Areas
- Water features will be closed and disinfected regularly to ensure water quality.
- All pool furniture and cabanas will be deep cleaned and continually sanitized.
- Fitness Center equipment will be sanitized after every guest visit.

Kids Club
- Only one parent at a time for pickup or drop off at entry.
- Children will have a non-invasive screening at drop off.
- Kids Club will operate at a maximum of 50% capacity with staggered playground times.

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