

Dear Valued Guest,

We appreciate the trust you place in us as a travel partner and thank you for staying with us as a guest of the Regency Miami Airport hotel.

We want to take this opportunity to inform you of some operational changes resulting from the COVID-19 outbreak. Our hotel has implemented strict disinfecting protocols and service measures. These were developed through a partnership between leading experts from Ecolab and the CDC.

All Guest Rooms and public areas within our premises are cleaned and disinfected as per the CDC guidelines. Our Staff has been expertly trained on these practices, with strict accountability through comprehensive checklists and extensive supervision.

Miami Dade County requires that all guests wear facial protection that covers their nose and mouth while in the hotel's Public Areas at all times.

COVID-19 has impacted our Operations in the following ways:

- For their safety and your own, our staff is required to use Personal Protective Equipment including masks, gloves, and face shields when appropriate. Our employees undergo multi-point health screening prior to starting their shifts that include checking their body temperature.
- We are proactively managing Social Distancing by directing the flow of guests at the Front Desk and in all Public Areas, including elevators and the Pool area.
- Our Guest Rooms are completely disinfected and sanitized as per the CDC guidelines and, when possible, we allow 24 hours to pass from the time the room is cleaned to the time the Guest Room is occupied again.
- To limit interpersonal contact, Housekeeping service is currently Unavailable.
- Trash pick-up will be done daily from 12PM to 2PM. Please leave your trash inside a closed bag outside your door between these hours.
- Dirty towels pick-up will be done daily from 12PM to 2PM. Please leave them inside a closed bag outside your door between these hours and a new set will be placed for you.
- While all Guests Room amenities are still available, some items such as pens, notepads, laundry bags, cups, coffee, and some toiletry items will be provided upon request to ensure proper sanitation of each item.
- Our restaurant, bar and fitness center will remain closed until further notice.

Thank you once again for staying with us. Please observe all Social Distance Guidelines, and please do not hesitate to reach out to any member of our staff should you have any questions or concerns.

Dionilda Batista - General Manager