



August 3, 2021

To Our Valued Guest,

Thank you for choosing Hilton Sandestin Beach Golf Resort & Spa for your next event! Our amazing team has been working tirelessly to ensure no lapse in service for our guests and will continue to do everything they can to ensure you have a safe and pleasant experience. We appreciate your patience and understanding during this time and look forward to welcoming you

As of May 2021, Hilton Hotels & Resorts has updated its face mask mandate: *We ask for guests' responsible cooperation during this time, and strongly encourage those who are not fully vaccinated to wear face coverings indoors and for all to social distance wherever feasible.*

UPDATED POLICIES AND PROCEDURES:

EventReady with CleanStay

Before each event our banquet staff will complete an Event Ready with CleanStay checklist, provided by Hilton Hotels & Resorts. This Checklist reflects all high volume touch points that will be sanitized prior to the start of each function.

Sanitization Efforts

Our team disinfects high touch areas regularly using approved commercial grade products. These high touch areas include but are not limited to door handles, phones, static furniture, lighting and temperature controls and more. Meeting rooms are sprayed with disinfectant between meetings and sessions as time allows.

"Sanitization Stations" are located in all high traffic event areas as well as inside of each event space being utilized. Complimentary hand sanitizer and facemasks are provided at each of these stations. We highly encourage groups to bring additional hand sanitizer for their attendees beyond what our company provides.

PPE, Social Distancing & Signage

Disposable gloves are available for all guests upon request, and complimentary facemasks are placed on every sanitization station located throughout the event space. Portable plexi-glass barriers are available for groups to use but are on a limited availability. Both registration desks located in the conference space have prefixed plexi-glass barriers. Sealed meeting amenity packets (to include one pen, notepad and hand sanitizer wipe) are available for meeting room sets upon request.

Hilton Sandestin provides signage regarding facemasks, social distancing and COVID-19 best practices however groups are encouraged to bring their own signage should you have specific requests/announcements for your attendees. In order to ensure physical distancing is possible our event planner will suggest the best layouts based on number of guests. Flexibility is key as local/state ordinances may also guide event layouts should they arise.

HILTON SANDESTIN BEACH GOLF RESORT & SPA
4000 Sandestin Boulevard South | Miramar Beach | Florida 32550

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Updated Catering Protocols

Touchless beverage dispensers are available along with disposable flatware, condiments and “to-go” boxes upon request. Glove dispensers will be utilized for all buffets that are not server attended and where necessary. Sunburst floor decals are placed at every F&B station, including bars and coffee stations, to ensure proper physical distancing is followed.

Sick or Sickly Looking Attendees:

Any guest that begins to feel ill should return to their guest room and call the front office. We will put them in contact with [local medical providers](#) and [COVID testing sites](#). Guests that begin to exhibit the following symptoms should return to their guest room: fever, cough, shortness of breath or other flu like symptoms.

Housekeeping Services:

At this time, we are not providing daily housekeeping services. Limited maid service will be provided every third day to guests staying 3 nights or longer – please note, rooms with Do Not Disturb hung on the door will not receive service as scheduled. Guests are asked to place used linens and trash outside of their guest room door throughout the day for our housekeeping team to remove. All requests for additional amenities can be made by dialing 0 from your guest room phone; amenities will be placed in single-use bags placed outside your room.

Onsite Dining:

All surfaces within the restaurants are cleaned and disinfected with commercial grade products in between each guest experience. Our menus and hours are subject to change and can be found online at hiltonsandestinbeach.com.

Serenity by the sea Spa:

Serenity by the sea Spa is open daily with appointments available from 8am-7pm. The fitness center is accessible 24 hours a day on the lower lobby level of the Spa Tower – guests must be 16 or older to use the fitness center. Make an appointment in advance by calling the Serenity front desk at 850-622-9595.

Beaches & Pools:

At this time our beach is open to guests of Hilton Sandestin and Serenity Spa members only. We suggest making reservations for beach chairs in advance by dialing 3065 from your guest room or visiting <https://hiltonsandestin.ipoolside.com> — please check in at the beach hut before 11am daily to secure your beach set.

Guest Elevators:

Sanitizer stations are located in each individual elevator car. Elevator capacity has been reduced to ensure the number of guests using our facilities at one time does not put any other guests at risk. Only two guests or one family permitted in one elevator car at the same time.



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Valet Parking:

Our guest services staff is providing valet parking services with specific cleaning protocols in place. High touch points in all guest vehicles will be sanitized to include outside and inside door handles, the steering wheel, gear shifter and start button or key starter.

Transportation – Getting Here & Getting Around:

We strongly urge guests to reserve any transportation needs in advance. For transportation around the area we suggest using a local taxi service or ride sharing app. Riding sharing services like Uber and Lyft are allowed to pick up and drop off hotel guests on our front drive. For transportation to and from the airport we recommend OK Taxi (855-465-8294) or Black Taxi (850-610-6000). Please reach out to your event manager regarding any other transportation concerns prior to arrival.

We encourage our guests to take the following precautions to protect themselves and others:

- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your face with unwashed hands.
- Cover your nose and mouth when coughing or sneezing.
- Avoid close contact with people who are sick.
- If you are in need of immediate medical attention while on property return to your guest room and reach out to our security team by dialing 0.

For more detailed information, we recommend referring to the **Centers for Disease Control and Prevention (CDC)**, the **Florida Department of Health**, the **World Health Organization (WHO)** or your local health authority.

We thank you for your patronage and look forward to helping you create lasting memories for your company.

Kind Regards,

Gary Brielmayer
General Manager

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