



# UNIVERSAL ORLANDO RESORT SAFETY GUIDELINES

**AT UNIVERSAL ORLANDO RESORT, THE SAFETY OF OUR GUESTS IS OUR FIRST PRIORITY.** In response to COVID-19 we are following all CDC guidelines and have instituted strict protocols to protect our visitors throughout the parks and hotels. We ask that all guests and Team Members comply with the following:



### FACE COVERINGS

Everyone is required to wear a face covering during their visit.



### HAND WASHING

Guests and Team Members are urged to wash their hands with soap and water often for at least 20 seconds.



### SOCIAL DISTANCING

Please practice social distancing and keep at least 6 feet (2 meters) between your party and others.



### AVOID CONTACT

Take care to avoid people who are sick or are exhibiting symptoms of the virus.



### TEMPERATURE CHECKS

Temperature checks are required upon arrival, and guests with a temperature of 100.4 degrees or greater will not be admitted.



### HAND SANITIZER

At select theme park locations including prior to boarding ride vehicles, guests will be required to use hand sanitizer.



### FLOOR MARKINGS

When present, please stand on the floor markings until the group in front of you moves forward.



### FOLLOW DIRECTIONS

Please follow directions from our Team Members and have patience as we work through these new operational procedures.



# SAFETY GUIDELINES HOTELS & PARKS

## GRAD YOUTH GROUP GUIDELINES

- › Trip must be booked in advance for graduating 2021 8th graders and 12th graders attending with their respective school.
- › Face Coverings are to be on as groups unload from their bus/vehicle. All necessary items such as tickets and dining cards should be distributed PRIOR to exiting the vehicle.
- › One (1) chaperone for every six (6) students attending trip is required. Travel party sizes MUST be 7 or less including the chaperone.
- › Organized groups of **7** or less should unload and continue directly to park entry protocol (temperature checks and metal detection) instead of entering as the total group size.
- › Chaperones are required to stay with students to enforce face coverings and proper social distancing. Failure to do so may result in being asked to exit the park.
- › Gathering, meeting of large group(s) or combining groups is not permitted while at Universal Orlando Resort.
- › Group Parking – Buses should park in our designated bus parking areas, Cars/Vans to park in the general theme park parking garage.

## IN THE THEME PARKS

The following are required procedures within attractions:

- › Guests will be required to wear face coverings on attractions.
- › Social distancing signage will be prominently displayed.
- › Hand sanitizer will be provided prior to boarding a ride vehicle.
- › Limiting the number of guests in queues.
- › Staggering attraction ride vehicle loading to create distance between parties.
- › Some queue experiences may be slightly altered as we implement new procedures.
- › Wait times may be longer than usual due to new procedures.



[UNIVERSALORLANDOYOUTH.COM/GRADEVENTS](https://www.universalorlando.com/youth/gradeevents)