



June 2, 2021

To Our Valued Guest,

We're excited to welcome you to Hilton Sandestin Beach Golf Resort & Spa and thank you for choosing our resort as your travel destination. The safety and wellbeing of our guests and employees is of paramount importance to us and we are committed to doing everything we can to ensure your visit is most enjoyable.

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.*

Complimentary facemasks are available at the front desk for any guest in need of one. Out of an abundance of caution, our team members will continue to wear face coverings while working indoors.

UPDATED POLICIES AND PROCEDURES:

As of May 2021 the Centers for Disease Control and Prevention recommends that fully vaccinated people do not wear a mask while indoors or outside.

Housekeeping Services:

As part of the Hilton Hotels & Resorts CleanStay program, our team will be sealing off rooms that are ready to welcome new guests in an effort to keep everything sanitized prior to arrival. All requests for amenities will be placed in sealed single-use bags placed outside your room.

At this time, we are not providing daily housekeeping services. Limited maid service will be provided every fifth day to guests staying 5 nights or longer – please note, rooms with Do Not Disturb hung on the door will not receive service as scheduled. Place used linens and trash outside of your guest room door throughout the day for our housekeeping team to remove. If you'd like additional amenities please contact the Front Desk by dialing 0.

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.

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.

Updated Service Hours:

The Sandestin Resort Tram is currently running from 8:30am-10pm Sunday through Thursday and 8:30am-12am Friday through Saturday. The tram offers limited capacity levels and picks up by the entrance to the Spa Tower.

Travel Traders Gift Shop hours may vary. **Kids Krew** is closed until further notice.

HILTON SANDESTIN BEACH GOLF RESORT & SPA
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Transportation:

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 more transportation recommendations please reach out to our bellmen by dialing 40 from your guest room phone.

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.

Masks must be worn within our indoor restaurants until you have been seated and while going through a buffet line — they are not required at our outdoor restaurants per the CDC.

- **Seagar's Prime Steaks & Seafood** is open Tuesday-Thursday from 5:30pm-9pm and Friday-Saturday from 5:30pm-10pm. **Reservations are required: 850-622-1500.** Our dress code policy can be found by visiting Seagars.com.
- **Sandcastles Restaurant** will only be serving our traditional breakfast buffet daily from 7am-11am. Lunch and dinner will no longer be offered in the restaurant until further notice. We apologize for the inconvenience.
- **Sandcastles Lounge** is open daily serving an "All-Day" menu from 11am-11pm.
- **Hadashi Sushi Bar** is open daily from 4pm-10pm.
- **Barefoot's Beachside Bar & Grill** is open daily from 11am-8pm.
- **The Sand Bar** is open daily. Hours may vary due to weather conditions.
- **Picnix Poolside Market** is open daily from 11am-5pm.
- **The Coffee Shop** is open daily from 6:30am-12pm.

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.

Face masks should be worn in the spa at all times with the exception of the fitness center, while using the showers, the sauna, the steam room and whirlpools, during a facial and when the client is face down in a massage. If at anytime a service provider feels uncomfortable during a treatment they have the ability to end the service at their discretion.

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 0 from your guest room — please check in at the beach hut before 11am daily.



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We are no longer permitting tents of any kind on our beach in an effort to ensure enough space for all guests to enjoy themselves. While on the beach, guests are asked to participate in social distancing – keeping 6 feet between them and other parties.

The CDC has stated there is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (e.g. with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19.

We encourage you to take the following precautions to protect yourself 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 please 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 remain vigilant in our efforts and will continue to do everything we can to ensure our guests have a safe and pleasant experience. We hope you enjoy your stay with us at Hilton Sandestin Beach Golf Resort & Spa.

Kind Regards,

Gary Brielmayer
General Manager