



UNIVERSAL ORLANDO RESORT BEGINS PHASED REOPENING Reopening Sees Wide-Range of New Health and Safety Best Practices

ORLANDO, Florida – Universal Orlando Resort is set to begin a phased reopening of its theme parks starting June 5th. The reopening will be carefully managed and include a wide range of new and enhanced best-practice health, safety and hygiene procedures based on guidelines from the CDC and health officials.

The reopening includes Universal Studios Florida, Universal's Islands of Adventure and Universal's Volcano Bay. To see a special message for guests, click [here](#).

Attendance during this time will be carefully managed and controlled. Universal's Team Members have undergone training for its new procedures. The destination conducted a Team-Member preview on **June 1 and June 2** so the new procedures could be practiced and refined. Universal's resort hotel guests and a select number of Annual Passholders visited **June 3 and June 4** as Universal continued to prepare for its phased opening. The public opening will be on **June 5**, with Universal continuing to manage daily attendance.

The new health, safety and hygiene procedures cover each step of a guest's visit: how they arrive, how they interact with other guests, how they experience attractions, rides and shows and how they have meals. Click here for a [video overview](#).

"We are inviting our guests back to our theme parks in a cautious and thoughtful way," said Tom Williams, Chairman and Chief Executive Officer for Universal Parks & Resorts. "We have put new health and safety procedures in place for both our team members and guests. And we have worked hard to make sure our guests can enjoy their time with family and friends. Doing this the right way will take all of us -- and we need everyone's help. Guests should follow our guidelines and continue to follow the recommendations of the CDC and health officials."

Universal Orlando's new procedures cover three areas: screening, spacing and sanitization. Key measures apply to both guests and team members:

- Guests and team members are required to wear face coverings and observe social distancing guidelines
- Theme park guests as well as all Universal team members are required to have temperature checks before coming on-site; those with temperatures of 100.4 or greater will not be allowed to enter

In addition to face coverings and temperature checks, guests can expect the following when they visit Universal Orlando:

- Staggered parking
- Managed and reduced daily park attendance
- Managed and reduced attraction ridership, show attendance and restaurant seating. Some areas and events may remain closed for now.

- Increased cleaning and disinfection of food locations, ride vehicles, restrooms and other frequent “touch points” that go beyond Universal’s already aggressive cleaning procedures
- Social distancing practices at all locations throughout the parks, within attractions and queues and at restaurants
- Use of Virtual Line experiences at select attractions
- Contactless payments and “no touch” policies where possible

Select Universal resort hotels – Hard Rock Hotel, Loews Royal Pacific Resort, Loews Sapphire Falls Resort, Universal’s Aventura Hotel, Universal’s Cabana Bay Beach Resort and Universal’s Endless Summer Resort – Surfside Inn & Suites – are currently welcoming guests, each with enhanced standards and protocols throughout its operations. These enhancements currently include:

- Guests, team members and vendors are required to wear face coverings in public areas
- Team members and vendors will be required to have temperature checks upon arrival. Those with temperatures of 100.4 degrees or greater will not be allowed to work.
- Guests will be asked to self-screen for COVID symptoms and comply with quarantine orders prior to arrival
- Guest will have temperature checks upon arrival and anyone with a temperature of 100.4 degrees or higher will require medical clearance in order to enter the hotel
- Hand sanitizer stations in public areas and elevator landings
- Enhanced cleaning of guest rooms, meeting rooms and public areas with an EPA-approved cleaner and disinfectant
- Frequent cleaning of high-touch areas such as telephones, remote controls, door handles, light switches, elevators, and table tops, among others
- Food & Beverage outlet capacities limited based on latest recommendations and guidelines
- Social distancing signs and reminders of social distancing requirements in high-traffic areas
- Several contactless experiences for guests, including hotel texting-services, express checkout and contactless room deliveries

All Universal guests are urged to follow CDC guidelines and conduct temperature checks prior to their arrival. Guests should evaluate their own risk before they visit – and it is not recommended that older adults or individuals at high-risk with serious underlying medical conditions visit the destination. People who show no symptoms can still spread COVID-19 if they are infected. Any interaction with the general public poses an elevated risk of being exposed to COVID-19 and Universal cannot guarantee guests will not be exposed during their visit.

For information on CDC guidelines, click [here](#). For more information about Universal Orlando’s policies during this time, visit Universal’s [website](#). Due to the evolving nature of this situation, details are subject to change without notice.

About Universal Orlando Resort

Universal Orlando Resort is a unique vacation destination that is part of the NBCUniversal Comcast family. For nearly 30 years, Universal Orlando has been creating epic vacations for the entire family that place guests in the heart of powerful stories and adventures brought to life in

some of the world's most exciting and innovative theme park experiences, including The Wizarding World of Harry Potter – Hogsmeade, The Wizarding World of Harry Potter – Diagon Alley and so much more.

Universal Orlando is home to three epic theme parks, including Universal's Islands of Adventure – named the #1 Amusement Park in the World for five years in a row by TripAdvisor Travelers' Choice – Universal Studios Florida, and Universal's Volcano Bay water theme park, a tropical oasis like no other. Universal Orlando's hotels are destinations unto themselves and include Loews Portofino Bay Hotel, the Hard Rock Hotel, Loews Royal Pacific Resort, Loews Sapphire Falls Resort, Universal's Cabana Bay Beach Resort, Universal's Aventura Hotel and Universal's Endless Summer Resort – Surfside Inn and Suites. And Universal's entertainment complex, Universal CityWalk, offers immersive dining and entertainment for every member of the family.

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About Universal Parks & Resorts

Universal Parks & Resorts, a unit of Comcast NBCUniversal, offers guests around the globe today's most relevant and popular entertainment experiences. With three-time Academy Award winner Steven Spielberg as creative consultant, its theme parks are known for immersive experiences that feature some of the world's most thrilling and technologically advanced film- and television-based attractions. Universal Parks & Resorts in the U.S. are Universal Studios Hollywood, which includes Universal CityWalk Hollywood; and Universal Orlando Resort, a destination resort with three theme parks (Universal Studios Florida, Universal's Islands of Adventure and Universal's Volcano Bay water theme park), seven (soon to be eight) resort hotels, and Universal CityWalk Orlando. Around the world, UP&R includes Universal Studios Japan in Osaka, a license agreement with Universal Studios Singapore at Resorts World Sentosa, and a theme park destination being developed in Beijing called Universal Beijing Resort.

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