Dear Guests and Friends of the Provident Doral at Blue,

I’m writing to you again to share with you that we are still committed to adhere closely to the guidance of the World Health Organization and the Centers for Disease Control and Prevention regarding the spread of the COVID19 virus.  At the same time we are following the executive orders given by the Mayor of Miami Dade County as well as the Governor of Florida.

Per those orders, below our hotel strictly limit operations hours:

**POOL**: Open from **8AM-6PM** with a limit of 4 guest/room.

**GYM: Open** from **8AM-5PM** with a maximum amount of 4 guests at a time.

**SPA:** Closed.

**RESTAURANT**: Offering take out and outside dining.

**Breakfast** Thursday through Sunday from 8:00 AM – 11:00 AM.

**Lunch/Pool** Thursday through Sunday from 11:00 AM – 5:00 PM.

**Dinner** Friday and Saturday from 5:00 PM – 8:00 PM.

\*\*If you have a room reservation that is inclusive of breakfast, a **Continental Breakfast** **Box** will be available for pick up during the duration of your stay.

**FRONT DESK:** Our focus is to ensure we meet our guest needs while doing our part to keep you, our associates, and our communities safe. At this point it is difficult to operate normally and we are forced to limit our Front Desk operational hours.

**SUNDAY THROUGH THURSDAY 8 AM – 6 PM.**

**FRIDAY AND SATURDAY 8AM-9PM.**

**In case of emergency during the overnight hours please call – 7075.**

**HOUSEKEEPING:** Our Housekeeping department is doing its best to keep you comfortable.

 **Hours from 8:00 AM – 4:00PM.**

 **For service, you must call the front desk a day prior.**

We are dedicated to make your stay as comfortable as possible, given this set of extraordinary circumstances. Please communicate with our Front Desk if there is anything we can do for you.

Please remember that our best defense against the spread of the COVID19 virus is to practice **SOCIAL DISTANCING**, we are making every effort to keep a 6 feet distance between us and avoid all direct contact. I’m asking you to make every effort to do the same. You will notice that our staff is wearing face masks, I do believe that this will further protect all of us and recommend you do the same.

I appreciate that you trust us during these difficult times, if we overlooked anything or can help you in any way please do not hesitate to contact myself or any of our Team Members.

Stay healthy and safe.

Best regards and wishes from all of us here at the Blue.

Hubert E Wewer, General Manager.

**AS PER MIAMI DADE COUNTY BELOW IS A LIST OF THE OCCUPANCY LIMITATIONS PER ROOM.**

(Visiting guests cannot exceed this amount.)

**STANDARD STUDIO SUITE: 2 Adult guests & 2 children (under age of 16)**

**DELUXE ONE BEDROOM SUITE: 2 Adult guests & 2 children (under age of 16)**

**VILLA THREE BEDROOM: 6 Adult guests & 2 children (under age of 16)**

All guests and visitors are required to register at the Front Desk. Please note parking at the resort is $12.00 plus tax per night.

**COVID19 AWARENESS:**

Our focus is to ensure we meet our guest needs while doing our part to keep you, our associates, and our communities safe. **To accomplish that we have**, in accordance with the World Health Organization and the Centers for Disease Control and Prevention as well as local government, implemented the following:

* Drastically increased guest suite and hotel common area cleaning and sanitizing protocols and processes.
* We have sanitized and sealed your suite for you.
* We added sanitizing stations throughout the property.
* Sanitizing protocol for all common areas.
* Staff trained in proper hand washing procedures & frequency, use of disinfectants.
* Culinary staff certified on ServSafe for proper food handling.
* We are practicing physical distancing.
* We ask that everyone uses masks or nose and mouth coverings in all public areas.
* Spaced tables and added dividers in restaurant In suite Dining is contactless, adjusted menu items and the way we serve.
* Team Members showing any cold or flu-like symptoms, or have family members with those. symptoms are strictly instructed to stay home and self-quarantine.

Stay healthy and safe.