

# General Resort Information

## COVID Safety Guidelines

- Universal Orlando Resort Safety Guidelines and Procedures can be found by [clicking here](#).
- Pop Warner and Florida Citrus Sports Safety Guidelines and Procedures can be found on the Pop Warner Website.

## Check-In

- Check in time is after 4:00 p.m. (some rooms may not be ready until after 5:00 p.m.).
- Standard rooms sleep up to parties of four. Each room requires at least one adult (+21) on the reservation.

## While in your Guest Room / Resort

- Quiet hours are from 10:00 p.m. - 8:00 a.m.
- Please note that banners, posters, decorations, and signs cannot be hung from the handrails, walls or on windows. Use of adhesives and window decorating with paints, soap, lipstick, markers, etc. is prohibited.
- Damage to room, paint, or excessive cleaning will be charged to the group or group leader.
- For any room where the above decorations are seen a warning voicemail will be left. If the items are not removed or taken care of a charge will be incurred the following day and the items will be removed by our Housekeeping Staff. Once the initial charge has occurred, an additional charge will be incurred each time the items have to be removed by our Housekeeping Staff.

## Curfew at the Hotels

- In accordance with the Pop Warner curfew, please be in your room no later than 10:00 p.m.

## Phone Calls / Wi-Fi

- To assist with connecting outside calls to your room, callers from home should be advised of the primary Guest name, group name, room number and the names of any additional persons staying in the room to assist with connecting outside calls to your room, callers from home should be advised of the primary Guest name, or sometimes the group name, room number, and the names of any additional persons staying in the room. The operator will ask for this information.
- Wi-Fi is offered throughout the Resort at a Price per Room.

## Hotel & Venue Parking Fees

- Universal's Cabana Bay Beach Resort Parking Fees: Self-Parking is \$9 per day, plus tax, Bus Parking is Limited and is \$42 per day, plus tax
- Universal's Endless Summer Resort Parking Fees: Self-Parking is \$9 per day, plus tax, Bus Parking is Limited and is \$42 per day, plus tax
- Orange County Convention Center Parking Fees: \$10 per day per car, \$25 per day for larger vehicles. (Subject to Change)
- Camping World Stadium Parking Fees: Free for the duration of the event.

## Transportation (Non-Event Specific Transportation)

- Please be advised, Universal Orlando Resort bus transportation is public and not reserved solely for event participants.
- Complimentary Universal Orlando Resort bus transportation is provided to our theme parks, Water Park and Universal CityWalk. Bus transportation leaves approximately every 30 minutes from designated locations. Direct transportation between resort hotels is not provided.

## Personal Checks / Travelers Checks

- Traveler's checks can be cashed at the Front Desk with proper identification. Travelers Checks may be cashed in the amount of \$200 a day.
- Personal Checks are not accepted at Food and Beverage locations.

## Check-Out Information

- Checkout time is before 11:00 a.m. Rooms occupied after 11:00 a.m. are subject to late charges.

## Smoke-Free Policy

- Guests will be informed of the smoke-free policy upon check-in. To cover the costs of cleaning and restoring the room to a smoke-free condition, a US \$250 to US \$500 room recovery fee plus tax (based on the hotel and room type) will be charged to Guests who smoke in hotel rooms, on balconies or on patios
- Smoking is allowed in the designated outdoor smoking locations of each Orlando Resort hotel. Guests can request location information upon check-in.