

DocuWare Users, Partners, Sponsors and guests

DocuWorld health protocols



DocuWorld Americas – Hosting a safe and healthy conference

As many staff, Partners and Users are excited about attending an on-site event again, we understand that there are questions regarding a healthy environment for all attendees. This document will provide all the information you may need, however, if you have any questions before the event, please do not hesitate to reach out to Mary Williams at mary.williams@docuware.com or (845) 999-6743.

While the state of Florida does not have a facemask mandate, for your safety and ours, DocuWare staff will be masked throughout the conference. Regardless of your vaccination status, we highly recommend and appreciate you doing the same.

The Hyatt Regency Grand Cypress in Orlando, where the conference and sleeping rooms are located, has their own protocols showing what they do to facilitate the safety and wellness of its guests. This would include their commitment to cleanliness, mask policy, housekeeping, and how they handle a guest should they test positive. Their protocols are at the end of this document for your review.

Entry to the conference: For the health and safety of everyone at the conference:

- If you are not feeling well, do not attend the conference.
- Should you not feel well once at the conference or suspect that you may have COVID, you must quarantine in your hotel room and not attend the conference. If you wish to obtain a test kit, you can check the local Walgreens (407-238-0600) which has a drive thru COVID test, or CVS (407-550-9716).
- It is recommended to be vaccinated and, if possible, boosted before traveling to Orlando.

While at the conference:

1. Meals will be held in large open areas both indoors and outdoors (weather permitting).
2. As much as can be done hands-free will be done as such, meaning water bottles, hands-free badge printing, etc.
3. Our welcome bags will contain items such as hand sanitizer.
4. The hotel has many nice walking paths throughout the grounds for daily exercise and fresh air.
5. Handshakes and high-fives are discouraged, social distancing is recommended. While social distancing is not a current requirement in the state of Florida, we are planning the event in such a way that we will include a lot of distance wherever possible.

Although there is an inherent risk in traveling regardless of whether you are going to your local grocery or a conference, the Hyatt and DocuWare will do their parts to mitigate this risk while you are at DocuWorld.



WELCOME

The safety and wellbeing of our guests and colleagues is always a top priority. In light of COVID-19 and for precautionary measures, the following services and facilities will be impacted. For inquiries, please contact the hotel directly.



SOCIAL DISTANCING

Guests and Associates are recommended to practice social distancing by standing at least 3' away from each other. Hotel has placed signs in areas for reminders

COMMITMENT TO CLEAN

Hyatt has increased the cleaning and disinfecting of high-touch surfaces, such as elevator buttons, door handles, public restrooms, escalators and stairs handrails, including wiping down all surfaces



MASK POLICY

As part of Hyatt's Global Care and Cleanliness Commitment guidelines, face coverings are recommended for all guests, including fully vaccinated guests, in indoor areas.

HOUSEKEEPING

Daily housekeeping service will be provided to your guest room. If you wish not to receive service please let our front desk team know and we will remove your room from our service list. Additional towels, water and amenities can be delivered anytime by texting 407-543-1859

OUTLETS

During this time, we have the following outlets available for you: Lobby Bar, Lakehouse Restaurant, Four Flamingos a Richard Blais Florida Kitchen, On the Rocks Pool Restaurant and The Market. In-Room Dining is not available, however Lakehouse Restaurant offers To-Go Services as well as Delivery.

LIMITED SERVICE AVAILABLE

- Shuttle
- Food and Bar service (View Details Below)
- Business Center
- Spa (Marilyn Monroe Spas Thursday, Friday, Saturday from 10am to 5pm. Appointments recommended)
- Pool area (Open 7am to 10pm, Activities open 9:30am to 5pm (excluding the Rock Climbing Wall - temporary closure)
- Golf (Tee Times will be booked through the Villas Directly)

WHAT TO DO AFTER A POSITIVE TEST

No hotel staff will enter the room. Housekeeping will not service the room. They can bring extra towels, supplies, etc to the outside of guests room. You will be able to order food from the QR code for delivery to the room.



HYATT'S GLOBAL CARE & CLEANLINESS COMMITMENT

- **GBAC STAR™ cleanliness and training accreditation process** through the Global Biorisk Advisory Council (GBAC) at all Hyatt hotels
- **Trained Hygiene & Wellbeing Leader or team at all locations**, responsible for their hotel adhering to new operational protocols and training
- **Cross-functional panel of trusted medical and industry advisors**—including experts from Cleveland Clinic—to help us fine-tune safety protocols and consider various aspects of the entire hotel experience.

UNAVAILABLE UNTIL FURTHER NOTICE

Regency Club & Kids Club