



October 8, 2024

Dear Rosen Plaza Guest,

In preparation for Hurricane Milton, please be advised of the following information to make your stay more comfortable. Your safety is our utmost priority. Please tune in to your local news channel for more information or visit the National Hurricane Center website at <http://www.nhc.noaa.gov/>. Hurricane Milton coordinates are updated every three hours. The National Hurricane Center will provide you with the most up-to-date information available.

Storm winds and rain can be dangerous, and we encourage you to shelter in your guest room through the storm with window drapes and/or curtains closed during high winds. Please know that local emergency responders can be delayed or unavailable because of sustained winds.

### **Hotel Services**

The hotel will have limited staff throughout the storm. However, we will be on hand to assist you.

### **Housekeeping Services**

During a hurricane, we will only offer limited housekeeping services. Upon request, we will remove and replace dirty towels with fresh towels and remove any trash from the room. Please have these items near your door to expedite services. Extra amenities will be available at the concierge desk in the front services area.

### **Power Outage**

In the event of a **power outage**, an onsite emergency generator will provide limited power. While in use, guest rooms will not have power. Please refrain from using candles or any other open flames in guest rooms and other interior areas. There will be no A/C throughout the property. Door locks and room safes are battery operated and are not affected by power loss. Lights in the hallways and public places will be on.

In the event of power disruption, **please utilize stairwells and not the elevators**. Our elevators will not be in service to avoid any guest entrapment. Updates will be provided to all via intercom.

### **Food and Beverage**

Please call the front desk from your guest room phone for current business hours. Times may change and services may suspend without notice.

### **Pets**

An indoor dog relief area will be set up. Please clean up after your pet(s).

### **Vehicles**

Remove any valuables from your vehicle and park in a spot away from low hanging trees. The hotel is not responsible for any damage caused by the hurricane.

If there is anything we can do to make your stay more comfortable or if you require special assistance, please contact us dial the front desk from your guest room phone. Thank you in advance for your patience and understanding as we weather the storm.

Sincerely,

Rosen Plaza Management