

KNOW BEFORE YOU GO



COVID-19 SAFETY & HEALTH ACKNOWLEDGEMENT

Orlando Winterfest participants can expect enhanced health and safety measures throughout the venue and event. Guidelines set forth by the Centers for Disease Control and Prevention (CDC) and local authorities will be followed as it pertains to COVID-19. Participants must adhere to all posted protocol and instructions while in attendance at Orlando Winterfest.

While an inherent risk of exposure exists in any public space, the following practices and precautions can be expected.

- Face Coverings, required for all guests, vendors, and staff (ages 2 and up)
- Temperature Screening
- Enhanced Cleaning of All Public Space & High Traffic Areas
- Social Distancing
- Hand Sanitizer Stations
- Reduced Contact Points
- Directional, Safety, and Distancing Signage

By attending Orlando Winterfest, participants voluntarily assume all risks related to exposure to COVID-19 for themselves and dependents, and acknowledge that health and safety requirements are understood and will be adhered to.

Guests and accompanying parties must not attend and will not be admitted if any of the following criteria apply:

- Contact with someone confirmed or suspected COVID-19 symptoms, recently testing positive and/or with pending COVID-19 test results
- Under 14-day self-quarantine orders
- Experiencing COVID-19 symptoms as identified by the CDC:
 - Fever or chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Muscle or body aches
 - Headache
 - Loss of taste and/or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea

Updates to safety measures are subject to change at any time and will be updated based on current CDC and local guidelines.

* [Link to Information about COVID-19 symptoms](#)

* [Link to additional details regarding Orange County Convention Center Recovery Practices](#)

TICKETS

Advance purchase and Walk Up tickets are available. Online purchase via Ticketmaster is highly encouraged in order to minimize contact points and expedite entry.

* [Link to Ticket Information and Pricing](#)

* [Link to Ticket Sales](#)

Onsite tickets will also be available during event hours in West Concourse, Lobby C. Cashless or contactless forms of payment are recommended.

VENUE & PARKING

The event will be held at the Orange County Convention Center, West Concourse, Hall C, located at 9800 International Drive.

Parking is \$10 per vehicle in the West Parking Lot. Overflow parking will be available in the South Parking Lot with complimentary shuttle service to/from the event.

* [Link to OCC website](#)

* [Link to Parking Information](#)

FOOD & BEVERAGE

Outside food and beverage is not permitted. A variety of dining and beverage outlets will be available within the event space during event hours. Enhanced food safety, sanitization, and distancing practices have been implemented by the exclusive in-house provider. While contactless forms of payment are preferred and highly encouraged, including Apple Pay and Android Pay, cash is also accepted.

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HOTELS & LODGING

Discounted rates for Orlando Winterfest guests and vendors are offered by several hotels in close proximity to the Convention Center. To take advantage of exclusive rates, please use the booking links provided by the hotel of your choice.

* Link to [Hotel Info & Booking](#)

ACCESSIBILITY

The Orange County Convention Center (OCCC) is equipped with wheelchair ramps, automatic doors, passenger elevators and accessible restrooms. Scooter and wheelchair rental is available through a third party by advance reservation.

* Link to [Accessibility Info](#)

ANIMALS

Animals are not permitted on the premises unless deemed a qualified service animal in accordance with the American with Disabilities Act. Service animals are defined as any dog or miniature horse trained to do work or perform tasks for the benefit of an individual with a disability. It is the owner/handler's responsibility to retain control of the animal at all times. Service animals must be kept on a leash or harness.

FIRST AID, MEDICAL & SAFETY

The First Aid station will be located in the West Concourse Central Lobby, at the entrance to Hall C and will be staffed during event hours. The nearest hospital for medical emergencies is Dr. P. Phillips Hospital located at 9400 Turkey Lake Road, Orlando, FL 32819. Ph 407.351.8500.

* Link to [Security and Emergency Procedures](#)

ATM

Cashless transactions are highly encouraged in light of COVID-19 to reduce contact points. Limited outlets and vendors will be accepting cash. Please plan accordingly. ATMs and money change machines are located in the West Concourse lobby and Hall C.

WIFI

Complimentary wifi access is available to all guests within the public space, lobbies, and common areas. Complimentary wifi is not supported inside the event space, Hall C. Vendors and exhibitors in need of internet service may order through the exclusive in-house telecom partner, SmartCity.

LOST & FOUND

Lost and found during events hours is located at the Onsite Ticket Sales desk in Lobby C of the West Concourse. The Security Division of the Orange County Convention Center should be contacted outside of event dates/hours. OCCC Security Command Center, Ph 407.685.1119.

NURSING MOTHERS/WELLNESS ROOMS

Private Wellness Rooms are available and located in the West Concourse Level 2, Hall C Lobby.

WEAPONS

Weapons, or items that can be construed as weapons by event management, are not permitted on the premises or within the event space. Orlando Winterfest and its authorized affiliates reserve the right to require any party violating this policy to immediately leave the premises.

SMOKING & VAPING

Smoking and vaping are not permitted within the Orange County Convention Center. Orlando Winterfest and its authorized affiliates reserve the right to require any party violating this policy to immediately leave the premises.