

March 9, 2020

Dear Ken,

As you may know from the news, the novel coronavirus (COVID-19) has resulted in small number of cases occurring in the United States. According to the [Centers for Disease Control and Prevention](https://www.cdc.gov) (CDC), the immediate risk for the general American public, who are currently unlikely to be exposed to the virus, is considered to be low.

As part of our commitment to the health and well-being of our cast, guests and the larger community, we are carefully monitoring the situation and are in close contact with health agencies for information and guidance. The CDC always recommends everyday good hygiene measures, such as handwashing and covering the nose and mouth when coughing or sneezing, to help prevent the spread of respiratory viruses.

We continue to implement appropriate preventive measures in line with the recommendations of health agencies. We have high standards of cleanliness and sanitation, and we have rigorous protocols in place, such as:

- Training for cast members, with ongoing reinforcement on a regular basis
- Defined cycles for frequent cleaning and disinfection of targeted areas
- Easy access to handwashing facilities and hand sanitizers
- Quick response to spills, trash and other situations
- End of day sanitation procedures for restroom, kitchen, and other facilities
- Frequent cleaning and “wash down” of outdoor locations, including walkways and queues

Additionally, our onsite health teams and leaders routinely communicate with our cast members about illness prevention.

For the most accurate and up-to-date information on COVID-19, you should visit the Centers for Disease Control and Prevention (CDC) website, [www.cdc.gov](https://www.cdc.gov).

Millions of guests visit the Walt Disney World Resort each year and nothing is more important than ensuring our guests enjoy the magic of a Disney Parks experience in a safe and welcoming environment. We look forward to welcoming your clients to the Walt Disney World Resort. If you have any general questions, please feel free to contact us at 407-824-2149.

Sincerely,

*Lorena Fuentes*

Lorena Fuentes, CMP  
Senior Event Services Manager