

A. Seasonal Changes - Orlando ResortStay

Document ID: GSH-OPS-ORL-001

Property: GSH ResortStay Orlando

Last Updated: March 20, 2024

2024 SEASONAL SCHEDULE:

1. Peak Season (June 1 - August 15):

- Extended pool hours: 7:00 AM - 11:00 PM
- Additional lifeguard staffing
- Kids club extended hours: 8:00 AM - 8:00 PM
- Shuttle service to parks every 30 minutes

2. Holiday Periods:

- Thanksgiving: Minimum 4-night stay required
- Christmas/New Year: Special events programming
- July 4th: Fireworks viewing party

3. Off-Season (September - November):

- Reduced dining hours
- Some amenities under renovation
- Enhanced value packages available

WEATHER ADVISORIES:

- Hurricane season: June 1 - November 30
- Refund policy activated for official warnings
- Emergency kits in all rooms

B. Renovation Notice - New York UrbanStay

Document ID: GSH-OPS-NYC-001

Property: GSH UrbanStay Times Square

Last Updated: March 1, 2024

Renovation Period: April 1 - June 30, 2024

RENOVATION DETAILS:

1. Affected Areas:

- Floors 10-15: Complete room refurbishment
- Lobby: Partial renovation (remains operational)
- Fitness center: Closed April 15 - May 31
- Alternative arrangements at nearby facility

2. Guest Impact:

- Construction hours: 9:00 AM - 5:00 PM weekdays
- Noise expected on renovation floors
- \$50/night discount for affected rooms
- Complimentary earplugs upon request

3. Alternative Amenities:

- Temporary business center in meeting room B
- Expanded in-room dining menu
- Enhanced turndown service as compensation

COMPENSATION POLICY:

- Guests may cancel without penalty if notified
- Room moves available upon request
- Loyalty members receive additional points bonus

C. City Guide - San Francisco GrandStay Premier

Document ID: GSH-GUIDE-SFO-001

Last Updated: March 15, 2024

LOCAL RECOMMENDATIONS:

1. Transportation:

- Cable car stop: 2 blocks from hotel
- BART station: Powell Street (5-minute walk)
- Uber/Lyft pickup: Designated area at main entrance

2. Dining Recommendations:

- Fine dining: Gary Danko (reservations 60 days in advance)
- Local favorite: Tartine Bakery (opens 8:00 AM)
- Chinatown: R&G Lounge (best salt & pepper crab)

3. Attractions:

- Alcatraz: Book 3 months in advance
- Golden Gate Bridge: Best views from Presidio
- Ferry Building: Farmers market Tuesday/Thursday/Saturday

SAFETY NOTES:

- Avoid certain areas after dark (noted on map)

- Car break-ins common: Never leave valuables in vehicle
- Emergency contact: Hotel security extension 555