

## **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