



### **What is being done to promote the safety and well-being of employees and guests?**

- The health and safety of our employees and our guests is our top priority, and we have adjusted our operation in compliance with guidelines from health and government authorities. Several changes have been implemented including:
  - Capacity reduced/controlled to minimize guests' time in queues and to promote social distancing
  - Face masks worn by all ambassadors and guests over 2 yrs of age
  - Enhanced cleaning routines throughout the retail store
  - Floor decals and signage used to promote social distancing
  - Physical contact reduced during transactions
  - Coca-Cola Polar Bear experience suspended periodically
  - Beverage Bar and Freestyle service altered to comply with FDA guidelines regarding self-serve beverages
- Our website and onsite signage encourage guests to act responsibly when deciding whether or not to visit our store. We ask anyone who is not feeling well or who has a member of their party who is not feeling well for any reason to visit us at another time so as not to expose our employees and their fellow guests to illness of any kind.
- In the spirit of being agile, we will continue to adjust and improve these changes to our operation as needed over time.

### **What if a guest refuses to wear a face mask?**

- At this time, requiring our ambassadors and guests over 2 yrs of age to wear face masks is a significant step toward protecting the health and safety of our team.
- We hope our guests will see the value and importance of taking this precaution to protect the health of our team and their fellow guests.
- If guests choose not to wear a face mask, we respectfully ask that they not visit our store at this time, and they may shop at [www.cokestore.com](http://www.cokestore.com).
- In the spirit of being agile, we will continue to adjust and improve these changes to our operation as we return to retail in this new environment.

### **What if a guest has a medical condition preventing them from wearing a face mask?**

- Given the unprecedented global COVID-19 pandemic and guidance from the CDC, federal, state and local governments, we are requiring all employees and guests over the age of 2 to wear a mask while in our retail and attraction locations at this time.
- These measures, along with social distancing protocols are just some of the efforts we are taking to mitigate the spread of COVID-19 and allow us to return to normal operations.

- If you have questions or would like to provide additional information about your specific circumstances, please ask to speak to a manager when you arrive. While we cannot guarantee that we will be able to provide an accommodation that will allow you to enter the location, we are committed to understanding your unique circumstances and providing an accommodation where we can that maintains the health and safety of all of our guests and employees.

We thank you for your patience and understanding. In the meantime, we request that you visit our [website](http://www.cokestore.com/stores/orlando/) at [www.cokestore.com/stores/orlando/](http://www.cokestore.com/stores/orlando/)

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