Hilton

## Hilton News



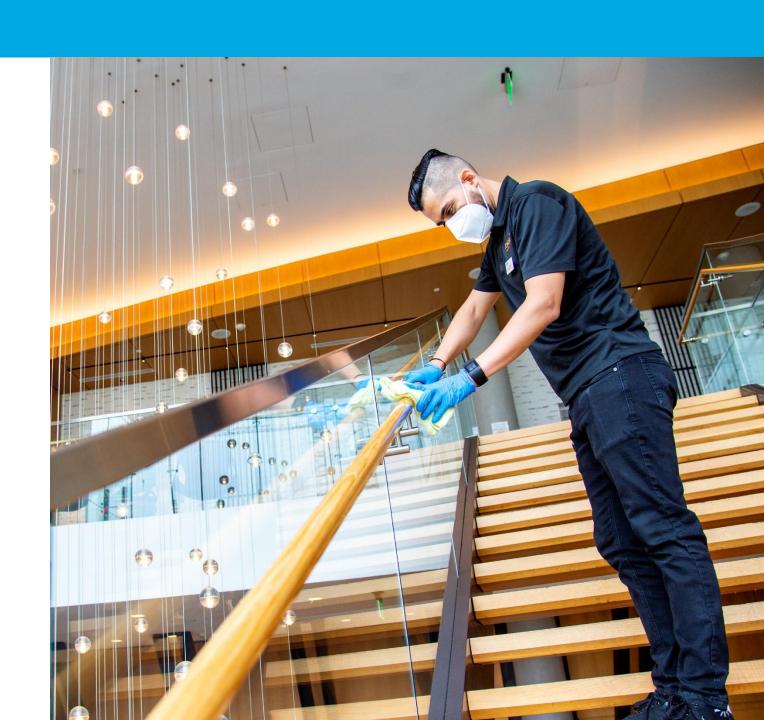




## **Pioneering**

a new standard of hotel clean.

The Hilton CleanStay program was developed to provide our guests with complete peace of mind during future stays at any of Hilton's 18 brands.



**PART OF** 

Hilton

CleanStay

with first protection

10 High-Touch, Deep Clean Areas in the Guest Room



1 SWITCHES & ELECTRONIC CONTROLS

Lights, lamps, switches and electronic controls.

- 2 HANDLES & KNOBS
  Doors, closets, drawers,
  furniture knobs and
  drapery pull handles.
- MAJOR BATHROOM SURFACES
  Toilet handles and seats, splash walls, shower/tub controls and sink faucets.
- 4 CLIMATE CONTROL PANELS
- TELEPHONES, REMOTE CONTROLS AND CLOCKS Handsets, dial pads and function buttons.
- 6 BED & BEDDING
  All bed linens including duvet covers, pillowcases and sheets.
- BATH AMENITIES
  Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.
- **8** HARD SURFACES Tables, desks and nightstands.
- **9 CLOSET GOODS** Iron, safe handle and keypad.
- 10 IN-ROOM FOOD & BEVERAGE
  Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.





#### PRE-ARRIVAL MESSAGING

Guests receive prearrival communications with their reservation details and an explanation of the CleanStay program.



#### **CONTACTLESS OR** STREAMLINED CHECK-IN

Honors members can use Digital Check-In and Digital Key through the Hilton Honors app to bypass the front desk and go straight to their room. Non-Honors members will experience a new streamlined check-in process at the front desk, minimizing contact.



#### & ENHANCED CLEANING

As guests walk through the lobby, they will notice that seating has been arranged to accommodate social distancing. They will see team members cleaning and disinfecting the lobby more frequently. Signage encouraging social distancing and explaining the CleanStay program will





#### **GESTURES OF HOSPITALITY**

Along the way, guests may encounter team members welcoming them and demonstrating their hospitality while staying respectful of social distance.

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#### **CLEANSTAY ROOM SEAL**

As guests approach their room, they'll see that it has been sealed by housekeeping after deep cleaning and disinfection. They will experience a room disinfected just for them.



#### **FITNESS CENTER**

When guests go to the fitness center, they will notice that the equipment has been arranged to accommodate social distancing. They will also see increased availability of disinfectant wipes with signage on proper use.



#### **CONTACTLESS CHECK-OUT**

When it's time to check-out. guests can do so either directly through the Hilton Honors app or simply by calling the front desk.



#### **HOTEL SHUTTLE**

If guests use the hotel shuttle, they will see disinfectant wipes and communications that outline the frequency of shuttle interior hotspot disinfection and cleaning by the driver.



#### **LOBBY SEATING, SIGNAGE**

also be placed throughout the lobby.



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As guests approach the elevator, they will see a hand sanitizing and disinfecting station for added peace of mind. Additionally, they will notice that elevators are being cleaned more frequently, with disinfecting wipes available for their use.

#### **DEEP-CLEANED ROOM**



As guests move through their room, they will see a clean top of bed that has been washed after every stay (a long established Hilton standard), messaging on mirror clings that outlines the use of Lysol for "high-touch areas," a TV remote control sealed in a protective sleeve, and Lysol disinfecting wipes. They will notice that printed collateral and materials have also been removed from the room.

#### **FOOD & BEVERAGE EXPERIENCE**



For meals and beverages, guests will experience seating arranged to accommodate social distancing, order from sanitized (or single-use) menus, and notice special attention to cleanliness and hygiene Certain brands will feature to-go breakfast offerings to minimize contact. Guests who order room service will experience contactless delivery, with orders and singleuse service ware placed outside their doors.



## The CleanStay Guest Experience

What travelers can expect during their stay.

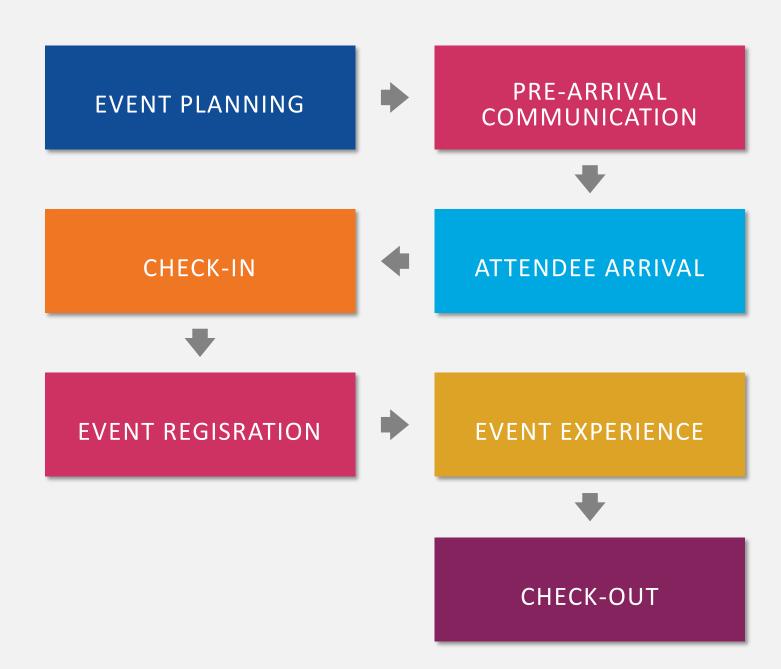


## TO DELIVER A HIGHER STANDARD OF MEETINGS AND EVENTS HILTON HAS LAUNCHED

# Hilton

EventReady

with CleanStay





Through the entire event journey, EventReady with CleanStay will create a safe and comfortable environment for you and your attendees.

## Introducing...



Partnering with customers to deliver an elevated standard for events across the attendee journey.



**Hilton CleanStay Standards** 



**Flexible** 



**Safe and Socially Responsible** 





#### **HILTON CLEANSTAY STANDARDS**



- Hilton CleanStay Standards provide elevated cleanliness and sanitation across the entire attendee
  journey. A cleaning protocol is completed to verify an event space is sanitized and disinfected thirty
  minutes prior to event start
- Sanitizing stations will have prominence in primary entryways as well as key high traffic areas including inside and outside event space(s), meal and beverage service areas, public restrooms and congregating areas.
- Vendor compliance to all standards and floor plans submitted to hotel for approval in advance of event.
- Completed EventReady Room Checklist is provided to planners.
- **Hilton CleanStay Event Room Seal** is applied once the room is properly cleaned, set and EventReady.

**Hilton CleanStay Standards** 

**Flexible** 

**Safe and Socially Responsible** 





- Sales and Customer Partnerships grounded in transparency and the importance of shared objectives.
   Providing flexible pricing, space options and contract terms.
- Responsive to meet the evolving needs of our customers.
- Small Meetings offer with simplified EXPRESS agreements at participating hotels.
- Hilton EventReady with CleanStay Playbook delivering expert guidance and curated resources for topics such as:
  - Hybrid Events
  - Technology
  - Wellness
  - Creative Networking
  - Transportation/Logistics
  - Community Service

**Hilton CleanStay Standards** 

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### SAFE AND SOCIALLY RESPONSIBLE



- Respecting physical distancing with creative and customized event sets and meal services.
- Inspiring food and beverage menus: thoughtfully served, timely and flexible. Meals, services and operational procedures adhering to regional physical distancing regulations, amplified hygiene & sanitation requirements, additional space to accommodate attendee flow.
- Contactless experiences with digital check-in and check-out, digital key for guestrooms and contactless communication.
- **Environmental impact solutions** measured by LightStay, Hilton's award-winning corporate responsibility measurement platform.
- Community service experiences to support and uplift the local community.
- **Team Members** are educated on the symptoms of COVID-19 and are prohibited from coming to work if they are ill or symptomatic following local ordinances.

**Hilton CleanStay Standards** 

**Flexible** 

**Safe and Socially Responsible** 







### 10 High Touch, Clean Areas in Event Space

- 1 TABLES
- 2 CHAIRS
- 3 DOOR PULLS
- 4 THERMOSTAT & LIGHTING CONTROLS
- 5 WINDOW SHADE & DRAPE CONTROLS
- 6 ROOM PHONES
- 7 STATIONARY ROOM FURNITURE
- 8 PODIUM & STAGE ITEMS
- 9 AUDIO VISUAL EQUIPMENT
- (10) SANITIZING STATIONS