



PRE-ARRIVAL MESSAGING

Guests receive pre-arrival communications with their reservation details and an explanation of the CleanStay program.

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CONTACTLESS & ENHANCED 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 guests will notice enhanced cleaning and hygiene standards at the front desk.

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LOBBY SEATING, SIGNAGE & 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 also be placed throughout the lobby.

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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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ELEVATOR CLEANING & SANITATION STATION



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.

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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.



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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.

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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.

8

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 single-use service ware placed outside their doors.

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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.

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HOTEL SHUTTLE

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