

# MEET WITH Confidence



As it has always been, the safety, health and security of our guests and Team Members remain our highest priority. We are focused on putting protocols and programs in place to ensure the safest possible environment, while also providing the warm hospitality our guests expect from Hilton. We are pleased to present what we have done to prepare to safely welcome your next group.

## Public SPACE

Cleaning and disinfection of public areas **every 1-2 hours**, to include high touch points including but not limited to:

- Door handles
- Door plates
- Elevator buttons
- Escalator hand rails
- Front desk
- Kitchen Equipment
- Lazy river tubes
- Light switches
- Pool chairs
- Restrooms
- Trash receptacles
- Vending/Ice machines

Additionally, **hand sanitizing stations** are placed at key contact areas, including:

- All entrances
- Elevator lobby
- Entrance to outlets
- Front Desk
- Main meeting space
- Meeting rooms
- Parking Garage
- Restrooms

## Guest ROOMS

Each guest room has a 24-hour hold after check-out for deep clean sanitation.

There is increased focused disinfection of the **top 10 high touch areas** in guest rooms like light switches and door handles. A Hilton CleanStay Room Seal is placed on the door to indicate that the room has not been accessed since cleaned.

Guest rooms are serviced after check-out, or upon request.

## Front OFFICE

Providing social distancing but still maintaining an excellence in service.

- Advocate for the usage of Digital Key and the Hilton Honors App to provide a contact-free check-in process
- Utilize Kitpsu, a text messaging system, for on-site communication with the Front Desk team
- All Team Members required to wear face masks
- Plexiglass screens at each Front Desk station

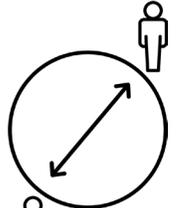


## SAFE AND SOCIALLY RESPONSIBLE

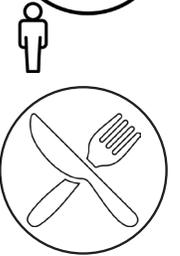


### Common area sanitizing stations & protocol.

Throughout the hotel and event spaces, physical distancing markings and CleanStay signage will be visible. Sanitizing stations will be prominently displayed in all event areas and team members will be cleaning and disinfecting on a frequent basis.



**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 physical distancing regional regulations, amplified hygiene & sanitation requirements, additional space to accommodate attendee flow.

## Highlights

- Event rooms will be inspected & sealed to maintain a high level of sanitization.
- Customized room sets event to support physical distancing guidelines.
- No pads or pens on tables
- Hand sanitizing stations
- Food prepared to order
- Attended food & beverage stations
- Individually portioned
- Single service meal solutions



## 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

