# we're ready for you



# TOTAL HOTEL





# ENHANCED CLEANING

Protocols for every space of the hotel; especially for high-traffic spaces and hightouch surfaces

# **9** HAND HYGIENE

Hand washing requirements for Cast Members; sanitizer dispensers placed throughout the hotel

#### ୟ LESS CONTACT, MORE CONNECTION

Utilization of the Marriott Bonvoy™ app for mobile check in; use of the Swan/Dolphin app for menus, dining, and resort information

# PHYSICAL DISTANCING

Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions

# **属 MINIMIZING REUSE**

Minimizing shared use items and appliances; using disposable and single-use items

# **A TRAINING**

On-Property Cleanliness Champion; updated training and protocols for all Cast Members with daily reinforcement

# 7 EQUIPMENT

HEPA/ULTA filtration in air units; innovative technologies like electrostatic spraying and UV light disinfection (under development)

# ® PERSONAL PROTECTIVE EQUIPMENT

Face coverings required for all Cast Members and appropriate PPE provided for Cast Members to wear

# INDIVIDUAL HOTEL PLANS

Hotel-specific Commitment to Clean Plan that outlines how the hotel cleans, disinfects, and mitigates transmission









# ARRIVAL SPACES

# ¶ PARKING

Modified lots to promote self-parking; adjusted protocols for valet parking for guest and Cast Member safety

### **9** TRANSPORTATION

Reduced seating capacities with transportation sanitized regularly

# প্র BELL CARTS

Luggage sanitized after Cast Member touch; bell carts sanitized after each use

# **A** DOOR HANDLES + KNOBS

Modified entry options including doors propped open, no-touch foot opening levers, or Cast Member-attended

### 気 CLEANING + DISINFECTING

Deeper, more frequent cleaning of hightraffic and high-touch areas

# **人 HAND SANITIZER DISPENSERS**

Dispenser stationed throughout hotel, with focus in high-traffic areas

#### **ア LOUNGE FURNITURE + QUEUES**

Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions

## **RESTROOMS**

Deeper, more frequent cleaning of public restrooms frequently and after high guest use

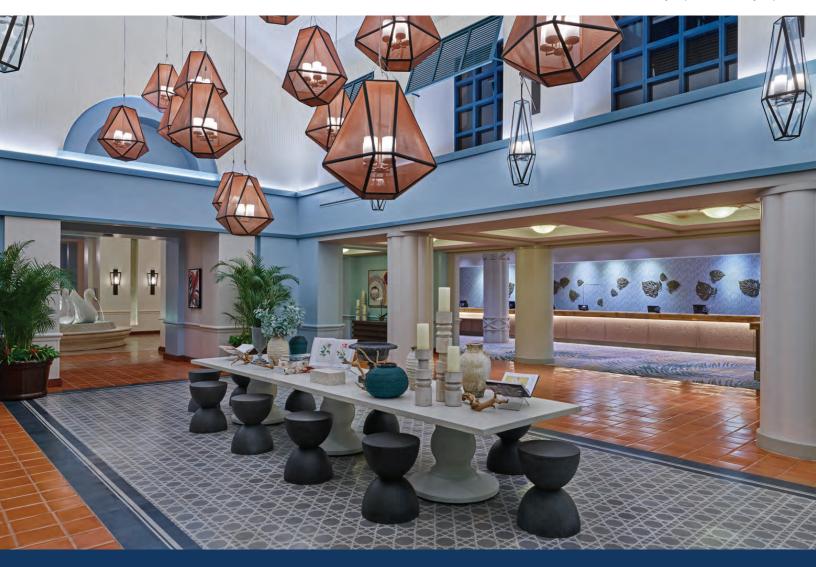
# BUSINESS CENTERS

Equipment sanitized between use; remote-printing options









# FRONT DESK

# 1 MOBILE CHECK-IN

Utilization of the Marriott Bonvoy™ app for mobile check in

# SELF-SERVICE KIOSKS

Alternate check-in methods for nonmobile guests through self-service kiosks where available

## থ্ৰ Queues + STANCHIONS

Queuing through floor decals and stanchions; signage to remind guests of social distancing requirements

# A CAST MEMBER CARE

Physical barriers at front desk; Cast Member focus on hygiene and disinfection

### **尽 HAND SANITIZER DISPENSERS**

Dispensers stationed throughout hotel, with focus in high-traffic areas

# A DISINFECTING KEY CARDS

Disinfected between stays; keys sanitized prior to distributing to a quest

# 

Luggage sanitized after Cast Member touch; bell carts sanitized after each use

### (RECONCIERGE

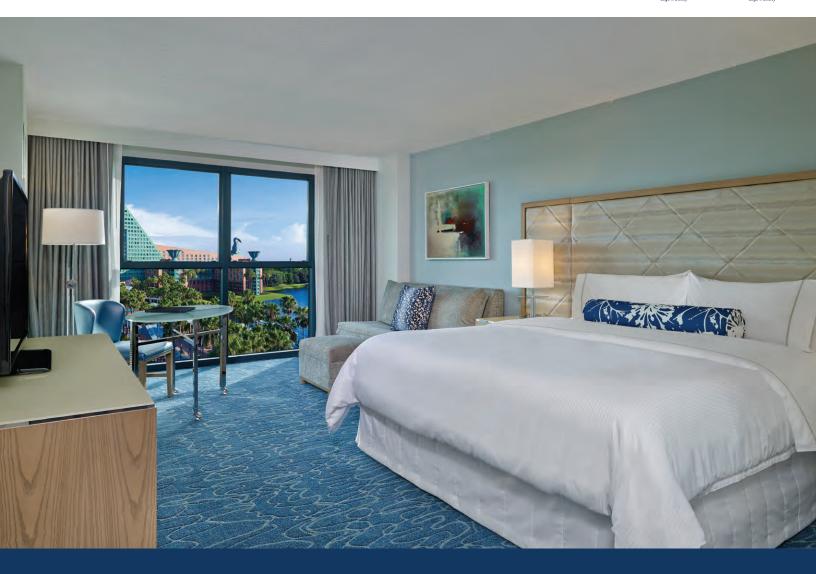
Modified service with focus on digital and self-service options

# RETAIL + MARKETS

Personal Care items (masks, gloves, sanitizer, disinfectant wipes) available; modified operations including express checkout







# GUEST ROOMS

# 们 ENHANCED CLEANING

Deeper cleaning between guest stays; focused on using the right chemicals in every single part of the room

# **⋒ FURNITURE**

Deep clean of disinfection of all furniture and fixtures (head boards, night tables, etc.)

# 3 AMENITY KIT

Disinfecting wipes provided in every room for every guest stay

# A HIGH-TOUCH ITEMS

Deeper cleaning of high-touch items (handles, knobs, pulls, electronic and temperature controls)

# 层 REMOVAL OF NON-ESSENTIAL ITEMS

Reducing or removing non-essential high-touch items (magazine or books, etc.)

## **為 EQUIPMENT**

HEPA/ULTA filtration in air units; innovative technologies like electrostatic spraying and UV light disinfection (under development)

# **ア REMOVAL OF SHARED USE**

Removing shared use items on guest floors (ice machine buckets, scoops, etc.)

# 

Modifying in-stay housekeeping frequency, in-room dining, and other Cast Member entry into guest room

## 

Promoting use of mobile chat and requests via Marriott Bonvoy™ app for additional amenities, with contactless delivery







# FOOD & BEVERAGE

# 们 REDUCED SEATING

Modified floor plans and reduced seating to ensure social distancing; surfaces sanitized between guest use

## **の RESERVATIONS**

Defined occupancy and seating times; require reservations to control flow when busy

# 3 FOOD SAFETY

Appropriate PPE use for food handling; compliance with all Marriott and industry food safety protocols

# A, BAR SERVICE

Cocktail equipment sanitized between use; modified procedures for garnishes and glassware

# **属 DISPOSABLE MENUS**

Alternate menu options including paper disposable, digital, and chalk boards

# 名 FOOD DISPLAYS

Elimination or strict modification of selfservice food stations; physical barriers in place for most displays

#### 7 SELF-SERVICE APPLIANCES

Sanitization of self-service appliances between use; elimination of shared items at guest tables

## @ GRAB AND GO

Modified food delivery including graband-go, pick-up stations, and ready-toeat options

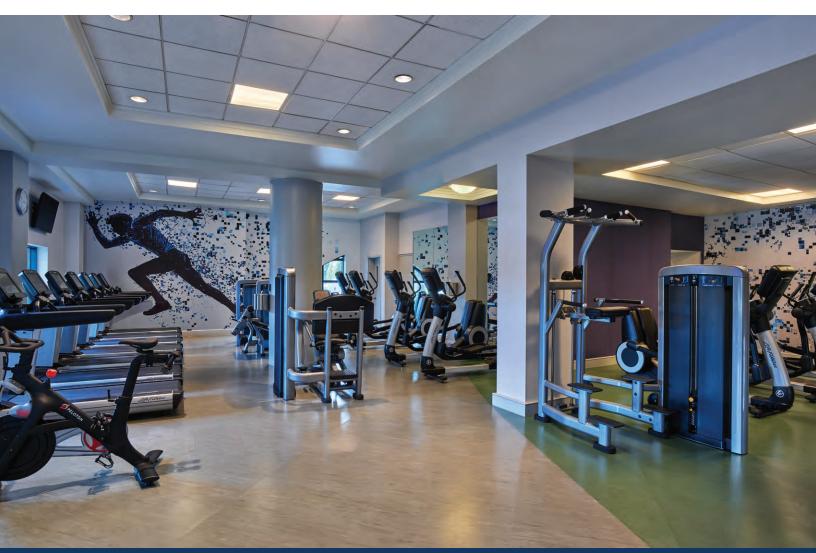
# PAY-AT-TABLE OPTIONS

Reduced handling of guest personal property; alternate payment options including contactless self-checkout









# FITNESS CENTERS

# ¶ ENHANCED CLEANING

Sanitization of equipment, treatment rooms, and lounge areas between use; high-touch surfaces cleaned hourly

## **9 SANITATION STATIONS**

Hand washing and hand sanitizer stations placed in common areas

# থ্র PHYSICAL DISTANCING

Modified floor plans to increase space between equipment, furniture, etc.

#### 

Sanitization of hair dryers, beverage vending, etc. between use, or replaced with single-use alternative

# 5 LOCKER ROOMS

Lockers and keys sanitized between use; assigned lockers staggered to increase physical distancing

#### **及 FITNESS ALTERNATIVES**

Promotion of resort and outdoor fitness alternatives









# POOL+ RESORT

#### **ENHANCED CLEANING**

Focused on using the right chemicals in every area; sanitizing equipment, surfaces and furniture between use

# **FOOD + BEVERAGE**

Grab-and-go food delivery options; pre-packaged and single-use cutlery condiments, etc.

# PHYSICAL DISTANCING

Increase in space between tables, chairs, and equipment in all pool, beach, and resort areas

# **SELF-SERVICE STATIONS**

Self-service stations may be replaced with single-use alternatives

### **CABANAS**

Day beds, cabanas and interior furnishings sanitized between use

# **TOWEL STANDS**

Towel desks, hutches, or stands should be sanitized at a minimum of hourly

# BEACH EQUIPMENT

Sports equipment and all shared use items and equipment sanitized between use

#### **KIDS CAMP + PLAYGROUND**

Modified operations to disinfect toys, surfaces and equipment between use



# **MEETINGS**





### **REGISTRATION**

Separate registration areas; options for signage and physical barriers

# 

Customized floor plans with seating capacities reviewed for each individual event

# രൂ AUDIO/VISUAL

Sanitized equipment; live-streaming support to facilitate hybrid meetings with virtual attendees

# A GUEST FLOW

Clearly marked meeting entrances/ exits and one-way directional signage

# **属 BREAKS**

Single-serve and pre-packaged condiments, food and beverages; breaks coordinated across groups to manage guest traffic

### **Д MEALS**

Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, shields, hand sanitization and queue management

# **ア TABLE SETTINGS**

Minimized table settings, prepackaged or disinfected between use

# **@ CLEANLINESS**

More frequent cleaning in high traffic areas + during breaks

# © REQUESTS + BILLING

Touchless options via Marriott's Meeting Services App, and reduced handling of planner's personal meeting materials



# BANQUET EVENTS





#### ARRIVAL

Doors propped open; one-way directional signage for entry/exits; stations for queuing

# **夕 ROOM SETS**

Customized floor plans with seating capacities reviewed for each individual event

# <u>ମ୍ବ୍ର</u> GUEST FLOW

Management of guest flow for special event activities, events, or food and beverage delivery

# MEALS + FOOD DISPLAYS

Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, shields, hand sanitization and queue management

#### **尽 BEVERAGE + BAR**

Sanitized cocktail equipment between use; modified operations for garnishes and glassware

# 名 TABLE SETTINGS + CUTLERY

Centerpieces, cutlery, china, glassware and linens sanitized between each use

# **⑦ CLEANLINESS**

Surfaces including tables, chairs, and all high-touch items sanitized between events

#### 

Sanitized equipment following each use and Cast Member management of A/V equipment

# © OUTSIDE VENDORS

Updated policies to include temperature checks, cleanliness, PPE, and sanitization requirements