

*we're ready for you*



# TOTAL HOTEL



## 1 ENHANCED CLEANING

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

## 4 PHYSICAL DISTANCING

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

## 7 EQUIPMENT

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

## 2 HAND HYGIENE

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

## 5 MINIMIZING REUSE

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

## 8 PERSONAL PROTECTIVE EQUIPMENT

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

## 3 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

## 6 TRAINING

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

## 9 INDIVIDUAL HOTEL PLANS

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



# ARRIVAL SPACES

## 1 PARKING

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

## 2 TRANSPORTATION

Reduced seating capacities with transportation sanitized regularly

## 3 BELL CARTS

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

## 4 DOOR HANDLES + KNOBS

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

## 5 CLEANING + DISINFECTING

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

## 6 HAND SANITIZER DISPENSERS

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

## 7 LOUNGE FURNITURE + QUEUES

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

## 8 PUBLIC RESTROOMS

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

## 9 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

## 2 SELF-SERVICE KIOSKS

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

## 3 QUEUES + STANCHIONS

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

## 4 CAST MEMBER CARE

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

## 5 HAND SANITIZER DISPENSERS

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

## 6 DISINFECTING KEY CARDS

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

## 7 BELL CARTS

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

## 8 CONCIERGE

Modified service with focus on digital and self-service options

## 9 RETAIL + MARKETS

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



# GUEST ROOMS

## 1 ENHANCED CLEANING

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

## 2 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

## 4 HIGH-TOUCH ITEMS

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

## 5 REMOVAL OF NON-ESSENTIAL ITEMS

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

## 6 EQUIPMENT

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

## 7 REMOVAL OF SHARED USE

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

## 8 CAST MEMBER ENTRY + PPE

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

## 9 DELIVERY

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



# FOOD & BEVERAGE

## 1 REDUCED SEATING

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

## 2 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

## 4 BAR SERVICE

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

## 5 DISPOSABLE MENUS

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

## 6 FOOD DISPLAYS

Elimination or strict modification of self-service 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

## 8 GRAB AND GO

Modified food delivery including grab-and-go, pick-up stations, and ready-to-eat options

## 9 PAY-AT-TABLE OPTIONS

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



# FITNESS CENTERS

## 1 ENHANCED CLEANING

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

## 3 PHYSICAL DISTANCING

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

## 5 LOCKER ROOMS

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

## 2 SANITATION STATIONS

Hand washing and hand sanitizer stations placed in common areas

## 4 SHARED USE ITEMS

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

## 6 FITNESS ALTERNATIVES

Promotion of resort and outdoor fitness alternatives



# POOL+ RESORT

## 1 ENHANCED CLEANING

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

## 2 FOOD + BEVERAGE

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

## 3 PHYSICAL DISTANCING

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

## 4 SELF-SERVICE STATIONS

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

## 5 CABANAS

Day beds, cabanas and interior furnishings sanitized between use

## 6 TOWEL STANDS

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

## 7 BEACH EQUIPMENT

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

## 8 KIDS CAMP + PLAYGROUND

Modified operations to disinfect toys, surfaces and equipment between use



# MEETINGS



## 1 REGISTRATION

Separate registration areas; options for signage and physical barriers

## 2 ROOM SETS

Customized floor plans with seating capacities reviewed for each individual event

## 3 AUDIO/VISUAL

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

## 4 GUEST FLOW

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

## 5 BREAKS

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

## 6 MEALS

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

## 7 TABLE SETTINGS

Minimized table settings, pre-packaged or disinfected between use

## 8 CLEANLINESS

More frequent cleaning in high traffic areas + during breaks

## 9 REQUESTS + BILLING

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





# BANQUET EVENTS



## 1 ARRIVAL

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

## 2 ROOM SETS

Customized floor plans with seating capacities reviewed for each individual event

## 3 GUEST FLOW

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

## 4 MEALS + FOOD DISPLAYS

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

## 5 BEVERAGE + BAR

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

## 6 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

## 8 AUDIO/VISUAL

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

## 9 OUTSIDE VENDORS

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