



The well-being of Hilton's guests and team members is our highest priority. We remain diligent in our commitment to provide a safe, hospitable environment for all who visit our properties.

This plan presents what we will do to keep our guests, employees and our community safe. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. It relies on the best available science on sanitization methods in consultation with professional infectious disease experts from the best academic institutions in the country. We will continue to refine and update the plan as our experts provide us more advice.



**All public space and back-of-house surfaces** are sanitized every 2 hours with antiviral disinfectant, including (but not limited to):

- Door handles & door plates
- Stair banisters
- Reception desk, pens, touchpads
- Light switches
- Elevator buttons
- Escalator hand rails
- Trash receptacles
- Coffee & beverage stations
- Vending & ice machines
- Card keys on check-out
- All kitchen equipment
- Towel dispensers
- Cleaning equipment
- Computer terminals



**Hand sanitizing stations** are placed at guest and team member entrances and contact areas:

- Each front desk station
- Each cashier station
- Main entrance
- Side entrances
- Entrance to outlets
- Elevator lobbies
- Main meeting space
- Each occupied meeting zone
- All public and back-of-house restrooms

**Health Club** protocols include reduced capacity, use of every other machine to support social distancing and amplified sanitization of high-contact surfaces.

**All public and team member restrooms** are sanitized on a schedule including:

- Toilet flushing handles
- Toilet paper holders
- Toilet seat coverings holders
- Sink faucet handles
- Soap dispensers
- Hand dryers
- Trash receptacles
- Door handles and plates
- Towel dispensers
- Baby changing station



**Front desk set-up and processes modified** to provide for social distancing and enhanced sanitizing.

- Increased advocacy for utilization of Digital Key and Hilton Honors app providing contact-free check-in process
- Increase use of Kipsu (text messaging system) for pre-arrival and on-site communication to limit front desk visitation
- All team members and guests are required to wear a face covering
- Plexiglass screens at front desk to provide protection for guests and team members
- Social distancing floor decals will assist with queue management
- Phone sanitizing to prevent cross-contamination between agents
- Hand sanitizer will be provided at each front desk station

**Elevators** are limited to 4 people per elevator with directional signage





**Housekeeping services will be provided on an opt-in basis.**

- Guest rooms will be sealed by housekeeping after each deep cleaning and disinfection. The Hilton CleanStay seal confirms no one has accessed the room since being cleaned.
- Guest rooms will only be serviced after check-out or upon request
- Additional linen available upon request
- Upon check-out, rooms will be left vacant for 3-5 days and then deep cleaned

**Industry leading cleaning and sanitizing protocols** are used to clean guest rooms with particular attention paid to high-touch areas including:

- Door handles & door plates
- Safety latch & peep hole
- Desk, table, chairs, lamp
- Dresser drawer handles
- Light switches & electrical outlets
- Thermostats
- In-room collateral
- Telephone keypad
- Remote control
- Alarm clock
- Television
- Trash receptacle
- Drapery pull handles
- Hangers, luggage rack

Our hotel will be taking a **phased approach to reopening our food and beverage outlets** starting with grab-and-go first.

**Counter Offer**

- Re-worked displays
- Less bulk, less content
- Revised menu
- Line queue management through floor decals
- Plexiglass screens at cashier station

**Media Bar + Grill**

- Reduced seating capacity to meet current state requirements of 10 people per 300 square feet
- Revised menu
- Revised sanitation process:
  - Tables, bar tops, stools and chairs sanitized after each use
  - Single-serve condiments
  - Check presenters, pens and all other reusable items to be sanitized after each use (or single use)
  - All straws wrapped



**New protocols for cleaning/sanitizing and social distancing** will be put into place for all meetings.

- Respecting physical distancing with creative and customized meeting sets and customized menus; example floor plans available upon request
- All food and beverage items will be individually plated and served
- Coffee and other break items to be attended and served by a server
- Rolled silverware and disposable utensils will be utilized
- Condiments to be single serve or served in sanitized individual containers
- Enhanced cleaning and sanitizing protocols will be implemented
- Use of linenless tables whenever possible. If linen is used it will be changed, including underlays, after each use
- Eliminate bulk water stations; bottled water available for purchase
- Removal of pen, pads and candy in meeting rooms
- New technology packages to allow for smaller group meetings in multiple rooms with same presenter, and hybrid meetings with attendees onsite as well as remote [PSAV Virtual Events - Click Here](#)
- Increased hand sanitizer stations on meeting room floors
- Signage in common areas encouraging social distancing
- Utilize multiple entry points to ballroom to avoid crowding

