

OUR APPROACH

Since our founding over 90 years ago, taking care of guests and associates has been at the heart of Marriott's approach to hospitality. This commitment informs our decisions as we adapt to the challenges presented by COVID-19. We understand that people are thinking about travel differently now. We are, too. That's why we have further elevated our cleaning standards and protocols to address the unique challenges presented by the current environment and focus on the well-being of our guests and associates.

WE'LL BE READY TO WELCOME YOU

This 'new normal' may evolve and change over time to reflect government guidance and new societal expectations. What will not change, though, is our commitment to maintaining a clean environment for hotel associates, guests and customers. We recently launched the Marriott Global Cleanliness Council which includes both in-house and outside experts in hospitality, epidemiology, sanitation and protective health and hygiene technology. Working in close consultation with these experts, we've established a set of global standards as well as hundreds of specific cleaning protocols for the physical spaces in our hotels. At our hotels, these scientifically supported practices and innovations are overseen by a Cleanliness Champion – the on-property cleaning and hygiene expert accountable for the execution of the hotel's Commitment to Clean program.

OUR PROGRAM

DEEPER, MORE FREQUENT CLEANING

- Enhancing cleaning protocols to disinfect spaces regularly, especially during peak usage
- Consistently and frequently disinfecting high-touch items like elevator buttons and escalator handrails
- Adding hand sanitation stations throughout the hotel, especially in high-traffic areas

LESS CONTACT, MORE CONNECTION

- Using mobile technology where available, including: Mobile Key, Mobile Dining, eFolio delivery and Mobile Requests via the Marriott Bonvoy™ app
- Enabling social and physical distancing practices: reducing capacities in spaces, increasing distance between furniture, and managing queueing areas

YOUR ROOM, YOUR SANCTUARY

- Deep cleaning each guest room between stays
- Disinfecting high-touch items, including bathroom surfaces; buttons, knobs and switches; doors and handles; electronics and telephones; and luggage racks
- Removing nonessential high-touch items that can't be disinfected
- Providing disinfecting wipes in guest rooms
- Providing guests options for limiting in-stay housekeeping to reduce contact during their stay

NOURISHING THE 'NEW NORMAL'

- Replacing self-service buffets with individually prepared, plated, or packaged selections for contactless food + beverage service, where appropriate
- Redesigning food + beverage station set-ups and removing non-essential items
- Tailoring options for groups and enabling reserved spaces

TAILORED OPTIONS FOR MEETINGS & EVENTS

- Re-envisioning key elements of the attendee experience for meetings and events, from registration and queueing to meals and breaks and room sets
- Reducing person-to-person contact by tailoring food + beverage service for each event
- Creating General Session, breakout and meal room sets that support and reinforce physical distancing
- Smart scheduling to allowing ample time between meetings to reclean meeting rooms
- Supporting hybrid meetings via live-streaming capabilities