

Hilton

# Hilton News

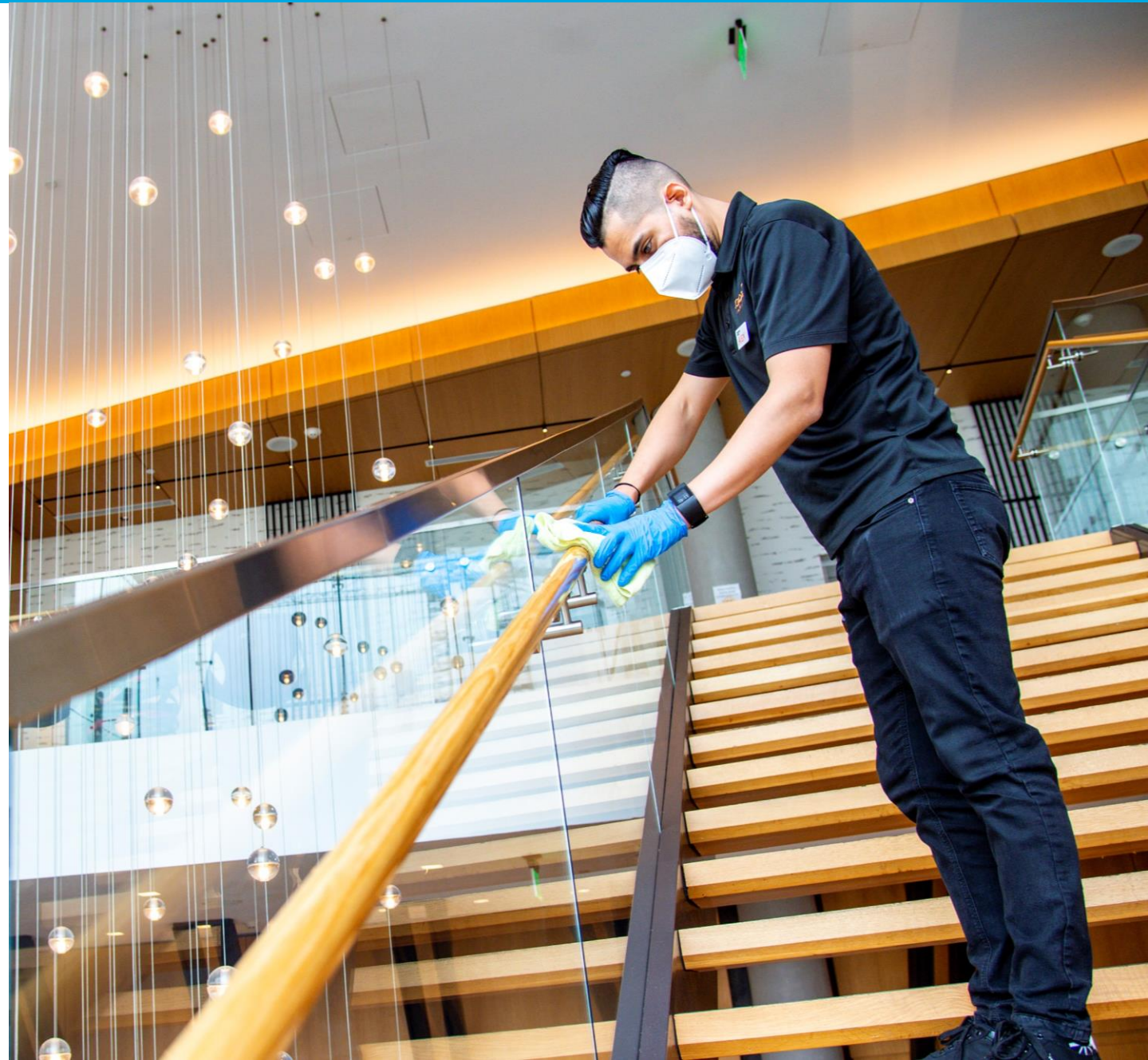




## Pioneering

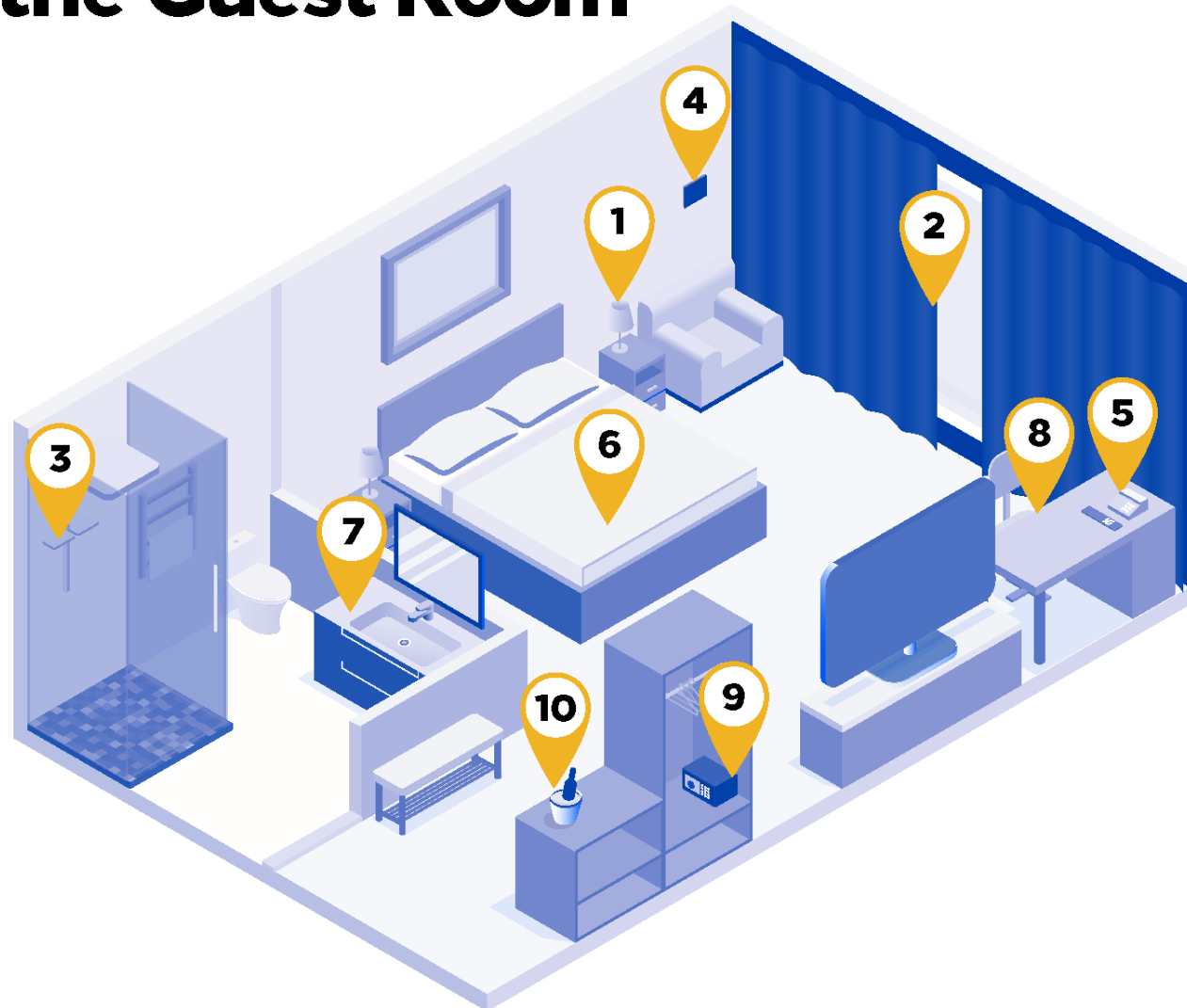
a new standard of hotel clean.

The Hilton CleanStay program was developed to provide our guests with complete peace of mind during future stays at any of Hilton's 18 brands.





# 10 High-Touch, Deep Clean Areas in the Guest Room

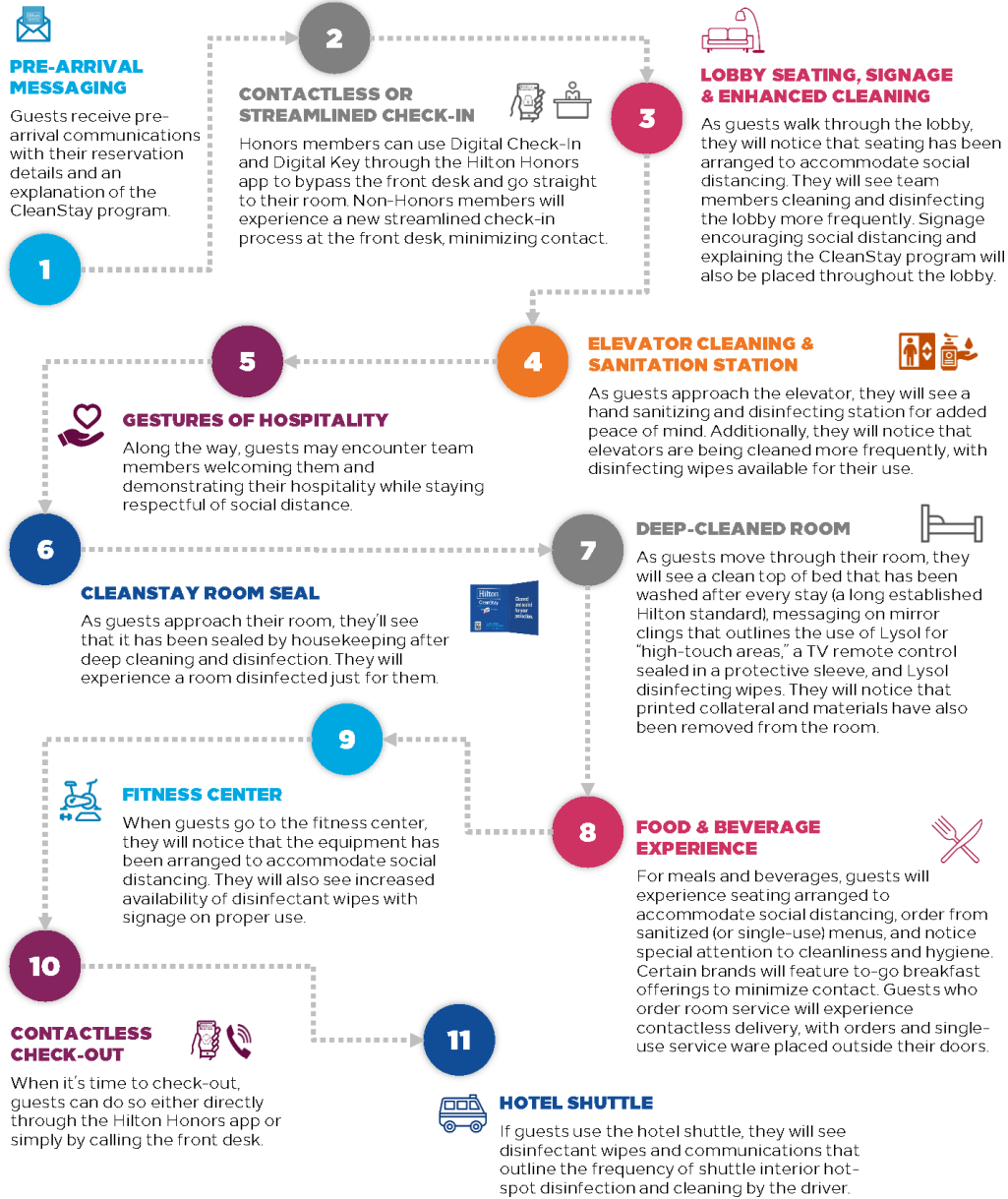


PART OF

**Hilton**  
**CleanStay**

with  protection

- 1 SWITCHES & ELECTRONIC CONTROLS**  
Lights, lamps, switches and electronic controls.
- 2 HANDLES & KNOBS**  
Doors, closets, drawers, furniture knobs and drapery pull handles.
- 3 MAJOR BATHROOM SURFACES**  
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.
- 4 CLIMATE CONTROL PANELS**
- 5 TELEPHONES, REMOTE CONTROLS AND CLOCKS**  
Handsets, dial pads and function buttons.
- 6 BED & BEDDING**  
All bed linens including duvet covers, pillowcases and sheets.
- 7 BATH AMENITIES**  
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.
- 8 HARD SURFACES**  
Tables, desks and nightstands.
- 9 CLOSET GOODS**  
Iron, safe handle and keypad.
- 10 IN-ROOM FOOD & BEVERAGE**  
Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.



**Hilton**  
**CleanStay**



The CleanStay Guest Experience

What travelers can expect during their stay.

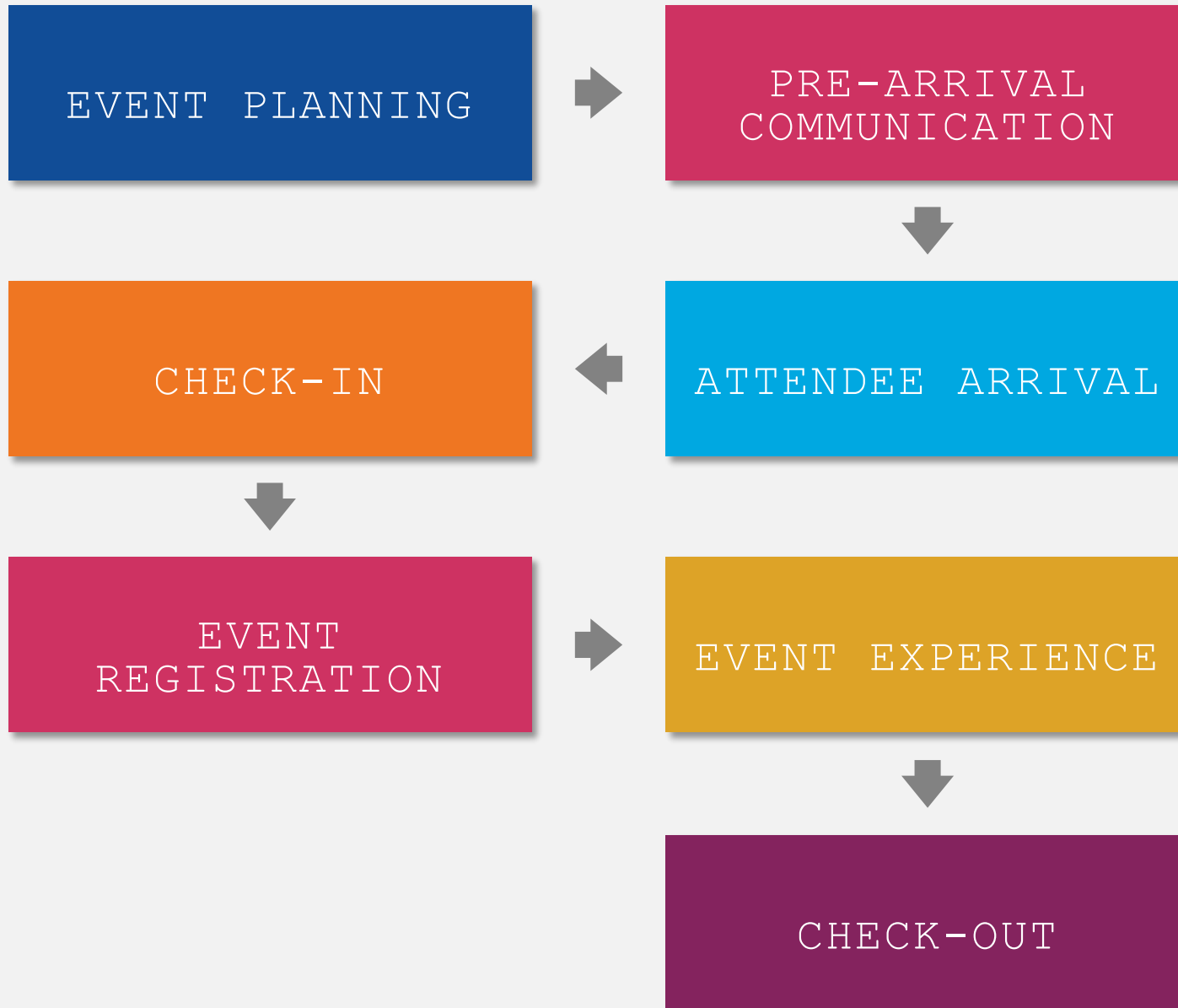
TO DELIVER A HIGHER STANDARD OF  
MEETINGS AND EVENTS  
HILTON HAS LAUNCHED

Hilton

®

EventReady™

with CleanStay



Through the entire event journey, **EventReady with CleanStay** will create a safe and comfortable environment for you and your attendees.

## Introducing...



Partnering with customers to deliver an elevated standard for events across the attendee journey.



**Hilton CleanStay Standards**



**Flexible**



**Safe and Socially Responsible**



**Delivering Hilton Hospitality**





## HILTON CLEANSTAY STANDARDS

- **Hilton CleanStay Standards** provide elevated cleanliness and sanitation across the entire attendee journey. A cleaning protocol is completed to verify an event space is sanitized and disinfected thirty minutes prior to event start
- **Sanitizing stations** will have prominence in primary entryways as well as key high traffic areas including inside and outside event space(s), meal and beverage service areas, public restrooms and congregating areas.
- **Vendor compliance to all standards** and floor plans submitted to hotel for approval in advance of event.
- **Completed EventReady Room Checklist** is provided to planners.
- **Hilton CleanStay Event Room Seal** is applied once the room is properly cleaned, set, and EventReady.



**Hilton CleanStay Standards**

**Flexible**

**Safe and Socially Responsible**

**Delivering Hilton Hospitality**



## FLEXIBLE

- **Sales and Customer Partnerships** grounded in transparency and the importance of shared objectives. Providing flexible pricing, space options and contract terms.
- **Responsive** to meet the evolving needs of our customers.
- **Small Meetings** offer with simplified EXPRESS agreements at participating hotels.
- **Hilton EventReady with CleanStay Playbook** delivering expert guidance and curated resources for topics such as:
  - Hybrid Events
  - Technology
  - Wellness
  - Creative Networking
  - Transportation/Logistics
  - Community Service



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## SAFE AND SOCIALLY RESPONSIBLE

- **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 regional physical distancing regulations, amplified hygiene & sanitation requirements, additional space to accommodate attendee flow.
- **Contactless experiences** with digital check-in and check-out, digital key for guestrooms and contactless communication.
- **Environmental impact solutions** measured by LightStay, Hilton's award-winning corporate responsibility measurement platform.
- **Community service experiences** to support and uplift the local community.
- **Team Members** are educated on the symptoms of COVID-19 and are prohibited from coming to work if they are ill or symptomatic following local ordinances.



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**Delivering Hilton Hospitality**

DELIVERING  
HILTON  
**HOSPITALITY**



## 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