

Hilton News

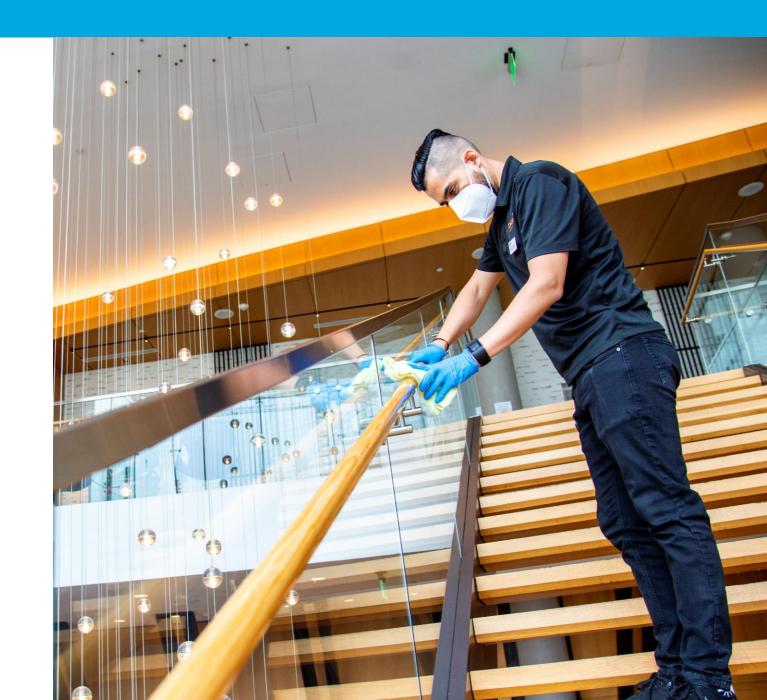




Pioneering

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** 2 4 3 2 4 5 5 8 6 3 6 7 9 PART OF 10 8 Hilton 9 CleanStay 10 with with protection

SWITCHES & ELECTRONIC CONTROLS Lights, lamps, switches and electronic controls.

HANDLES & KNOBS

Doors, closets, drawers, furniture knobs and drapery pull handles.

MAJOR BATHROOM SURFACES

Toilet handles and seats, splash walls, shower/tub controls and sink faucets.

CLIMATE CONTROL PANELS

TELEPHONES, REMOTE CONTROLS AND CLOCKS Handsets, dial pads and function buttons.

BED & BEDDING

All bed linens including duvet covers, pillowcases and sheets.

BATH AMENITIES

Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair drver.



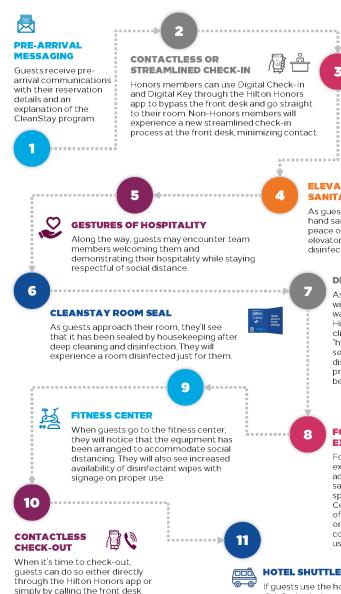
HARD SURFACES Tables, desks and nightstands.



CLOSET GOODS Iron, safe handle and keypad.



Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.



LOBBY SEATING, SIGNAGE **& ENHANCED CLEANING**

As guests walk through the lobby, they will notice that seating has been arranged to accommodate social distancing. They will see team members cleaning and disinfecting the lobby more frequently. Signage encouraging social distancing and explaining the CleanStay program will also be placed throughout the lobby.

ELEVATOR CLEANING & SANITATION STATION

As guests approach the elevator, they will see a hand sanitizing and disinfecting station for added peace of mind. Additionally, they will notice that elevators are being cleaned more frequently, with disinfecting wipes available for their use.

DEEP-CLEANED ROOM

As guests move through their room, they will see a clean top of bed that has been washed after every stay (a long established Hilton standard), messaging on mirror clinas that outlines the use of Lysol for "high-touch areas," a TV remote control sealed in a protective sleeve, and Lysol disinfecting wipes. They will notice that printed collateral and materials have also been removed from the room.

FOOD & BEVERAGE EXPERIENCE

For meals and beverages, guests will experience seating arranged to accommodate social distancing, order from sanitized (or single-use) menus, and notice special attention to cleanliness and hygiene. Certain brands will feature to-go breakfast offerings to minimize contact. Guests who order room service will experience contactless delivery, with orders and singleuse service ware placed outside their doors.

HOTEL SHUTTLE

7

8

If guests use the hotel shuttle, they will see disinfectant wipes and communications that outline the frequency of shuttle interior hotspot disinfection and cleaning by the driver.



The CleanStay Guest Experience

What travelers can expect during their stay.



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







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

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



Hilton CleanStay Standards



Flexible

Safe and Socially Responsible



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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



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- 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 t**o 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

Hilton Event Ready. with Clean Stay	10 High Touch, Clean Areas in Event Space
	 TABLES CHAIRS CHAIRS DOOR PULLS THERMOSTAT & LIGHTING CONTROLS THERMOSTAT & LIGHTING WINDOW SHADE & DRAPE CONTROLS ROOM PHONES
222 unon	 TATIONARY ROOM FURNITURE PODIUM & STAGE ITEMS AUDIO VISUAL EQUIPMENT SANITIZING STATIONS