



## **COMMITMENT TO YOU, OUR GUESTS, AS WE NAVIGATE THROUGH CORONAVIRUS (COVID-19)**

As it has always been, the safety and security of our guests and team members remains our highest priority. We are doing everything we can to ensure your travel safety and provide maximum flexibility as the situation around novel coronavirus (COVID-19) continues to evolve. We take great pride in maintaining the highest standards of cleanliness and hygiene. Given the effects of COVID-19, we have taken additional measures in our hotel, developed in consultation with global and local public health authorities to make our cleaning and hygiene protocols even more rigorous:

- We have increased the frequency of cleaning our public areas (including lobby, common areas, stairwell railings, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant.
- Extra disinfection high touch areas in guest rooms including light switches and door handles
- All linens in the rooms are replaced between guest stays.
- All paper amenities are replaced after each guest leave, which includes, Kleenex, toilet tissue, note pads and guest directories in rooms
- Stay over service has been redesigned for the safety of our guests and team members.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations.

Associate Health, Safety and Knowledge: Hotel associates – and their own health, safety and knowledge – are essential to an effective cleaning program. Here are some ways we are supporting them:

- **Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings, our teams are reminded that cleanliness starts with this simple act. It is important for their health and that of our guests.
- **Ongoing Training:** In addition to training on housekeeping and hygiene protocols, hotel associates are also completing enhanced COVID-19 awareness training.
- **Back of House:** In the spaces where associates work “behind the scenes,” we are increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, laundry rooms and staff offices.