INTRODUCING:

MARRIOTT’S
COMMUNITY TO
CLEAN

THE AMERICAS

UPDated: MAY 15, 2020
A LONGSTANDING COMMITMENT

Since our founding over 90 years ago, health and safety have been at the heart of Marriott’s approach to hospitality. This commitment to our guests and associates continues to anchor us and it informs our decisions as we adapt to new challenges presented by COVID-19.

We understand that people are thinking about travel differently now. We are too. That’s why we have elevated our exacting standards and rigorous protocols to create hospitality norms and behaviors to address the unique challenges presented by the current pandemic environment.

Because nothing is more important than the trust of our guests and associates, our Executive Chairman JW Marriott, JR. wanted to give you his word on our new processes.

Take a look.

GLOBAL GUIDANCE, LOCAL EXECUTION

We believe that travel and tourism is a celebration of diversity that connects cultures. Globally, we fly many flags over hotels in more than 130 countries and territories. It has never been more important for us to align with local authorities to fulfill the expectations of us in the communities of which we are a part.

Our new protocols work for all 30 brands. While elements of these new practices may vary based on differing geographies, travelers should know that our hotels will continue to follow local government and public health guidelines and operate with health and safety top of mind.

A SHARED RESPONSIBILITY

Through the decades, we have come together as partners. Never has that been more important than now. Responding effectively to this new environment is a shared responsibility. We are laser-focused on providing our teams with the tools, training and resources that are necessary in this environment.

Likewise, travelers must also take steps to protect everyone’s health, to avoid traveling if not well, practice good hand hygiene and social distancing in high-traffic areas throughout the hotel.

We believe success is never final, but it begins with listening. Please let us know if there is anything we could be doing differently or better. We always welcome guest feedback on the Marriott Bonvoy™ app, and we are grateful when our business partners share ideas or concerns directly with us.

You can count on us, and we know we can count on you.

WE’RE IN THIS TOGETHER.
Our Commitment

We believe that travel connects us to each other, widens our perspective, enriches us and inspires us. We will travel again soon. And, when you are ready to:

This ‘new normal’ may evolve and change over time to reflect government guidance and new societal expectations. What will never change, though, is our commitment to keeping hotel associates, guests and customers safe. This is our utmost priority.

We recently launched our Global Cleanliness Council, including experts from the field of medicine and public health to supplement our reputation of cleanliness and hospitality we’ve built throughout our history. Additionally, we’ve developed over 200 cleaning protocols over each step of our guests’ journey and through every physical space in the hotel. We are deploying scientifically supported practices and innovations, with specific focus on:

**Deeper, More Frequent Cleaning**
- Enhancing cleaning protocols to **disinfect every space**, ongoing and especially during peak usage
- Consistently and **frequently disinfecting** all high-touch items like elevator buttons and escalator handrails
- Hand **sanitation stations** added throughout the hotel, especially in high-traffic areas

**Your Sanctuary**
- **Deep cleaning** each guest room between stays
- Removing nonessential high-touch items that can’t be disinfected, and providing **disinfecting wipes** in every guest room
- Limit in-stay housekeeping frequency to reduce contact during each stay

**Less Contact, More Connection**
- Using **mobile technology**: Mobile Key, Mobile Dining, eFolio delivery and Mobile Requests via the Marriott Bonvoy™ app
- Enabling social and **physical distancing** practices: reducing allowable capacities in spaces, increasing distance between furniture, and managing queueing areas
- Supporting hybrid meetings via **live-streaming capabilities**

**Nourishing the ‘New Normal’**
- Replacing self-service buffets with a variety of ‘grab and go’ contactless food + beverage options
- Redesigning **food + beverage** station set-ups to include protective barriers; removing non-essential items
- Tailoring **options** for groups and enabling reserved spaces
CLEANING PRODUCTS + PROTOCOLS

To minimize risk and enhance safety for guests, customers, and associates, we use disinfectant products that have been approved and certified by the U.S. Environmental Protection Agency (EPA), and other international government environmental agencies, as applicable, for use against emerging viruses, bacteria, and other pathogens. Our enhanced cleaning protocols adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and sanitization. Public spaces, including high-touch areas, are cleaned and disinfected more frequently. In guest rooms, we focus on cleaning deeply between guest stays, and limiting in-room services during the stay. Hand sanitizer stations are installed throughout high-traffic areas across the hotel.

We have provided the guidance below to all our Americas hotels to enable a consistent approach to addressing COVID-19. While individual hotel practices may vary based on locales and surrounding circumstances, this framework illustrates the seriousness with which we approach our responsibilities as stewards of the travel industry.

CREATING TRANSMISSION BARRIERS

Less Contact, More Connection
Hotels will implement touchless or low-touch solutions and adopt contactless technologies including:
- Mobile Key
- Mobile Dining
- Mobile Chat
- guest requests via the Marriott Bonvoy™ app.
Guest greetings will be modified to a nod, wave, or a bow, while continuing to ensure guest needs are met.

Providing Personal Protective Equipment (PPE)
All associates that wear a Marriott badge will wear a face covering as a part of their uniforms.
Guests should wear personal face masks or coverings and should abide by local regulations.
Personal face masks and additional amenity items such as hand sanitizer, disinfecting wipes and gloves, may be offered where available.

Physical Distancing
Guests and associates should practice physical distancing by standing at least 6 feet (2 meters) away from other people not traveling with them. Certain areas, such as arrival queues or gathering areas will be marked with signage and, if necessary, one-way guest traffic flow will be indicated.
Where applicable, lobby furniture, restaurant layouts, and other public seating areas will be reconfigured. We are happy to work to customize seating capacities and room sets to meet individual distancing needs of group customers.

INSTALLING PHYSICAL BARRIERS

Transparent screens, plexiglass shields or other physical barriers may be installed in areas such as desks, booths, fitness centers or food stations.

ENHANCING SANITATION

Emphasis on Hygiene & Cleanliness
Each hotel will be required to have a hygiene plan; associates will be required to be aware of and follow for personal hygiene, social distancing and PPE, in compliance with all federal, state and local public health guidance.
Hand sanitizing stations for guest use will be placed in all high-traffic areas and public spaces.

Deeper, More Frequent Cleaning
Enhanced cleaning protocols will require frequently disinfecting high-touch items and sanitizing restrooms frequently and after high-guest use, with focus on using the right chemicals and procedures to kill COVID-19.

Cleanliness Training
We’re building on our reputation for high standards of hotel cleanliness with well-established cleaning processes. In addition, each property is required to have a Cleanliness Champion to help lead the hotel in how it can ensure guest and associate safety. Additionally, associates will be required to take training on COVID-19 and safety and sanitation protocols.

Leveraging Technological Innovations
We have initiated plans to roll out enhanced technologies at our properties over the next few months, including electrostatic sprayers and the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention and World Health Organization to sanitize surfaces throughout hotels. While guests may not see these technologies immediately, these sprayers can rapidly clean and disinfect entire areas and can be used in a hotel setting to clean and disinfect guest rooms, lobbies, gyms and other public areas.
In addition, we are testing ultraviolet light technology for sanitizing guest room and shared devices.
We have additional guidelines in place in the event that a hotel is alerted to a case of COVID-19, including:

**Case Notification.** If a guest starts to feel ill, they will be encouraged to contact health authorities. Extensive crisis communications plans are in place, so that appropriate quarantine procedures and cleaning protocols may be implemented.

**Occupied Guest Room Recovery Protocol.** In the event of a guest with a confirmed or suspected case of COVID-19, their guest room will be removed from service to undergo a specific cleaning protocol. The guest room will not be returned to service until the room has been disinfected, and consistent with the guidance issued by local health authorities. Similar recovery protocols address public spaces, associate offices and work areas.
The following infographics demonstrate a look inside each physical space in the hotel, which correspond to the guidelines and protocols that hotels must follow to enhance their cleanliness practices and behaviors.

Topics are organized by the main physical spaces in the hotel: Total Hotel, Arrival Spaces, Front Desk + Lobby, Restaurants + Bars, Meetings, Events, Guest Rooms, Pools + Resorts, and Golf.
TOTAL HOTEL

1. ENHANCED CLEANING
   Protocols for every space of the hotel; especially for high-traffic spaces and high-touch surfaces

2. HAND HYGIENE
   Hand washing requirements for associates; sanitizer dispensers placed throughout the hotel

3. LESS CONTACT, MORE CONNECTION
   Utilization of the Marriott Bonvoy™ app: check-in, access your room, or order room service in over 3200+ hotels

4. PHYSICAL DISTANCING
   Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions

5. MINIMIZING REUSE
   Minimizing shared use items and appliances; using disposable and single-use items

6. TRAINING
   On-Property Cleanliness Champion; updated training and protocols for all associates with daily reinforcement

7. EQUIPMENT
   HEPA/ULTA filtration in air units and vacuums; innovative technologies like electrostatic spraying and UV light disinfection

8. PERSONAL PROTECTIVE EQUIPMENT
   Face coverings required for all associates and appropriate PPE provided for associates to wear

9. INDIVIDUAL HOTEL PLANS
   Hotel-specific Commitment to Clean Plan that outlines how the hotel cleans, disinfects, and mitigates transmission
ARRIVAL SPACES

1. PARKING
   Modified lots to promote self-parking; adjusted protocols for valet parking for guest and associate safety

2. SHUTTLES + TRANSPORTATION
   Reduced seating capacity; modified or removal of non-airport shuttles; all transportation sanitized between trips

3. BELL CARTS
   Luggage sanitized after associate touch; bell carts sanitized after each use

4. DOOR HANDLES + KNOBS
   Modified entry options including doors propped open, no-touch foot opening levers, or associate-attended

5. CLEANING + DISINFECTING
   Deeper, more frequent cleaning of high-traffic and high-touch areas

6. HAND SANITIZER DISPENSERS
   Dispenser stationed throughout hotel, with focus in high-traffic areas

7. LOUNGE FURNITURE + QUEUES
   Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions

8. PUBLIC RESTROOMS
   Deeper, more frequent cleaning of public restrooms frequently and after high guest use

9. BUSINESS CENTERS
   Equipment sanitized between use; remote-printing options
MOBILE CHECK-IN & MOBILE KEY
Utilization of the Marriott Bonvoy™ app: check in, access your room, or order room service in over 3200+ hotels

SELF-SERVICE KIOSKS
Alternate check-in methods for non-mobile guests through self-service kiosks where available

QUEUES + STANCHIONS
Queuing through floor decals and stanchions; signage to remind guests of social distancing requirements

ASSOCIATE CARE
Physical barriers at front desk; associate focus on hygiene and disinfection

HAND SANITIZER DISPENSERS
Dispensers stationed throughout hotel, with focus in high-traffic areas

DISINFECTING KEY CARDS
Disinfected between stays; keys sanitized prior to distributing to a guest

BELL CARTS
Luggage sanitized after associate touch; bell carts sanitized after each use

CONCIERGE
Modified service with focus on digital and self-service options

RETAIL + MARKETS
Personal Care items (masks, gloves, sanitizer, disinfectant wipes) available; modified operations like self-checkout
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R+B OUTLETS

1. REDUCED SEATING
   Modified floor plans and reduced seating to ensure social distancing; surfaces sanitized between guest use

2. RESERVATIONS
   Defined occupancy and seating times; require reservations to control flow when busy

3. FOOD SAFETY
   Appropriate PPE use for food handling; compliance with all Marriott and industry food safety protocols

4. BAR SERVICE
   Cocktail equipment sanitized between use; modified procedures for garnishes and glassware

5. DISPOSABLE MENUS
   Alternate menu options including paper disposable, digital, and chalk boards

6. FOOD DISPLAYS
   Elimination or strict modification of self-service food stations; physical barriers in place for most displays

7. SELF-SERVICE APPLIANCES
   Sanitization of self-service appliances between use; elimination of shared items at guest tables

8. GRAB AND GO
   Modified food delivery including grab-and-go, pick-up stations, and ready-to-eat options

9. PAY-AT-TABLE OPTIONS
   Reduced handling of guest personal property; alternate payment options including contactless self-checkout
MEETINGS

1. REGISTRATION
   Separate registration areas; options for signage and physical barriers

2. ROOM SETS
   Linenless table options; customized floor plans with seating capacities reviewed for each individual event

3. AUDIO/VISUAL
   Sanitized equipment; live-streaming support to facilitate hybrid meetings with virtual attendees

4. GUEST FLOW
   Clearly marked meeting entrances/ exits and one-way directional signage

5. BREAKS
   Single-serve and pre-packaged condiments, food and beverages; breaks coordinated across groups to manage guest traffic

6. MEALS
   Pre-packaged, grab-and-go, or plated meals; modified buffets with servers, shields, hand sanitization and queue management

7. TABLE SETTINGS
   Minimized table settings, pre-packaged or disinfected between use

8. CLEANLINESS
   More frequent cleaning in high traffic areas + during breaks

9. REQUESTS + BILLING
   Touchless options via Marriott’s Meeting Services App, and reduced handling of planner’s personal meeting materials
**ARRIVAL**
Doors propped open; one-way directional signage for entry/exit stations for queuing

**ROOM SETS**
Customized floor plans with seating capacities reviewed for each individual event

**GUEST FLOW**
Management of guest flow for special event activities, events, or food and beverage delivery

**MEALS + FOOD DISPLAYS**
Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, shields, hand sanitation and queue management

**BEVERAGE + BAR**
Sanitized cocktail equipment between use; modified operations for garnishes and glassware

**TABLE SETTINGS + CUTLERY**
Centerpieces, cutlery, china, glassware and linens sanitized between each use

**CLEANLINESS**
Surfaces including tables, chairs, and all high-touch items sanitized between events

**AUDIO / VISUAL**
Sanitized equipment following each use and associate management of A/V equipment

**OUTSIDE VENDORS**
Updated policies to include temperature checks, cleanliness, PPE, and sanitation requirements
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**GUEST ROOMS**

1. **ENHANCED CLEANING**
   - Deeper cleaning between guest stays, focused on using the right chemicals in every single part of the room

2. **FURNITURE**
   - Deep clean of disinfection of all furniture and fixtures (headboards, night tables, etc.)

3. **AMENITY KIT**
   - Disinfecting wipes provided in every room for every guest stay

4. **HIGH-TOUCH ITEMS**
   - Deeper cleaning of high-touch items (handles, knobs, pulls, electronic and temperature controls)

5. **REMOVAL OF NON-ESSENTIAL ITEMS**
   - Reducing or removing non-essential high-touch items (magazines or books, etc.)

6. **EQUIPMENT**
   - HEPA/ULTA filtration in air units and vacuums; innovative technologies like electrostatic spraying and UV light disinfection (under development)

7. **REMOVAL OF SHARED USE**
   - Removing shared use items on guest floors (ice machine buckets, scoops, etc.)

8. **ASSOCIATE ENTRY + PPE**
   - Modifying in-stay housekeeping frequency, in-room dining, and other associate entry into guest room

9. **DELIVERY**
   - Promoting use of mobile chat and requests via Marriott Bonvoy™ app for additional amenities, with contactless delivery
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**SPA + FITNESS**

1. **Enhanced Cleaning**
   - Sanitization of equipment, treatment rooms, and lounge areas between use; high-touch surfaces cleaned hourly.

2. **Sanitation Stations**
   - Hand washing and hand sanitizer stations placed in common areas.

3. **Physical Distancing**
   - Modified floor plans to increase space between equipment, furniture, etc.

4. **Shared Use Items**
   - Sanitization of rental gear, hair dryers, beverage vending, etc., between use, or replaced with single-use alternative.

5. **Locker Rooms**
   - Lockers and keys sanitized between use; assigned lockers staggered to increase physical distancing.

6. **Fitness Alternatives**
   - Promotion of in-room and outdoor fitness alternatives.

7. **Treatment Menu**
   - Proactive communications on all service adjustments; added low- or non-touch treatments.

8. **Appointment Schedule**
   - Staggered arrival times; longer appointment lengths to allow for deeper cleaning between guests.

9. **Payment**
   - Relocation of credit card payment devices; reduced handling of guest personal property.
POOL+ RESORT

1. ENHANCED CLEANING
   Focused on using the right chemicals in every area; sanitizing equipment, surfaces, and furniture between use.

2. FOOD + BEVERAGE
   Grab-and-go food delivery options; pre-packaged and single-use cutlery condiments, etc.

3. PHYSICAL DISTANCING
   Increase in space between tables, chairs, and equipment in all pool, beach, golf, and resort areas.

4. SELF-SERVICE STATIONS
   Self-service stations (water, sunscreen, etc.) may be replaced with single-use alternatives.

5. CABANAS
   Day beds, cabanas, and interior furnishings sanitized between use.

6. TOWEL STANDS
   Towel desks, hutches, or stands should be sanitized at a minimum of hourly.

7. BEACH EQUIPMENT
   Surf boards, paddles, sports equipment, and all shared use items sanitized between use.

8. KIDS CAMP + PLAYGROUND
   Modified operations to disinfect toys, surfaces, and equipment between use.

9. TENNIS
   Modified operations to singles play only, not switching sides of court; use of own numbered balls.
**CLUBHOUSE + CLEANING**
Deeper more frequent cleaning of locker rooms, golf shop, high traffic and high touch areas

**CLUBHOUSE FOOD + BEVERAGE**
Grab-and-go food delivery options; pre-packaged and single-use cutlery condiments, etc.

**GOLF CAR STAGING**
Modified golf cart staging; single-rider use only unless riding with member of the same household

**GOLF CAR CLEANING**
Deep cleaning and sanitation of every golf car before and after guest usage

**GUIDELINES FOR PLAY**
Intervals modified to 10-12 minutes; congregating discouraged before/after the round is completed

**COURSE SET-UP**
Removal of water coolers and self-serve stations, ball washers, rakes; modified no-touch flagstick protocols

**GOLF INSTRUCTION + FITTING**
Instruction or fitting may be conducted on individual basis

**PRACTICE FACILITY**
Will remain open but limited to 50% capacity. Hitting stations spaced to enhance social distancing protocol

**ASSOCIATE CARE**
Focus on hygiene and disinfection; face masks worn as part of uniform