MARRIOTT’S COMMITMENT TO CLEAN
Since our founding over 90 years ago, health and safety have been at the heart of Marriott’s approach to hospitality.

This commitment informs our decisions as we adapt to new challenges presented by COVID-19.

We have elevated our exacting standards and rigorous protocols to address the unique challenges presented by the current pandemic environment.

Our Executive Chairman JW Marriott, JR. wanted to give you his word on our new processes. Take a look.

Globally, we fly many flags over hotels in more than 130 countries and territories.

Our new protocols work for all 30 brands.

While elements of these new practices may vary based on differing geographies, our hotels will continue to follow local government and public health guidelines and operate with health and safety top of mind.

Through the decades, we have come together as partners.

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 physical distancing in high-traffic areas throughout the hotel.

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

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 200+ cleaning protocols throughout each step of our guests’ journey and every physical space in the hotel. We are deploying scientifically supported practices and innovations, with focus on these specific details:

**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

**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

**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

**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

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 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 and 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, physical 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 CDC and WHO 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.
Guests and Hotels: A Shared Responsibility

- Guests are critical in preventing the spread of COVID-19 and other infectious diseases. To fulfill this responsibility, hotels will provide COVID-19 related signage and materials describing good health practices.
- Signage will be posted to remind guests of physical distancing guidelines and hygiene practices to prevent the spread of disease.
- Associates are educated on the proper way to wear, handle, and dispose of PPE, as well as the appropriate way to wash hands, sneeze, and to avoid touching their faces.

Thermal Screening

- Where allowable by law, hotels may have a place at entry points for discreet and non-invasive temperature checks for associates and vendors. Where required by law, guests may also be required for screening.
- Those with a temperature at or over 100.4°F (38°C) will have a secondary screening. Those confirmed to have a temperature at or over 100.4°F (38°C) will be denied entry and directed to appropriate medical care.

Associate & Guest Health Concerns

- Hotels will respond swiftly to associate and guest health concerns and follow all current public health guidelines. Associates feeling sick are encouraged to stay home. Those exhibiting symptoms will be required to self-isolate from the onset of symptoms and meet applicable public health criteria before returning to work. Additional protocols specific to COVID-19 are in place and summarized below.

Guidance to Local Public Health Resources

- Hotels continually monitor and become educated on requirements and guidance from local health authorities and practice those requirements throughout the hotel.
- Where testing or treatment of guests or associates is needed, hotels will provide appropriate resources to the available local public health options.

COVID-19 CASE PROTOCOLS

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.

Supplementing our Food Safety Protocols with ServSafe Guidelines

- When serving food and beverages, hotels will continue to follow guidelines from the U.S. Food & Drug Administration (FDA), as well as the National Restaurant Association’s longstanding ServSafe program, and other international government agencies, as applicable.
- Marriott’s food and beverage operations are required to conduct self-inspection using the company’s food safety standards.

Tailored Options for Meetings & Events

- Modifications to food and beverage service will aim to reduce person to person contact.
- Traditional self-service buffet service should be suspended, or when offered, be served by an associate wearing appropriate PPE, with physical protective barriers in place, as appropriate, for food displays.
- Locations of meals, breaks, and food displays may be modified or restricted to spaces specifically reserved for each meeting or event, with physical distancing designed into every meeting set.

Eliminate or Modifying Shared Use / Reuse Items

- In restaurants and bars, items such as condiments, silverware, glassware, napkins, etc. should not be pre-set on tables, to allow for effective disinfection in between each guest. Sealed, packaged, or single-use silverware, disposable or digital menus may be offered as alternatives.
- Self-service items that can't be disinfected after guest use, such as ice scoops, candy/fruit bowls, must be removed and replaced with alternative options, such as pre-packaged or associate-attended.
- Payment methods may be modified to reduce handling of guest personal property, including use of trays to pass items, QR codes, or offering self-service pay-at-table options where possible.

Grab & Go and Pre-Packaged Items

- Traditional in-room dining may be modified to either no-contact delivery methods or pick-up / grab and go. All packaging and products should be single-use and disposable.
- We will continue to source responsibly while working to reduce our environmental impact.
HOTEL SPACES

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.
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
1. MOBILE CHECK-IN & MOBILE KEY
   Utilization of the Marriott Bonvoy™ app: check in, access your room, or order room service in over 3200+ hotels

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

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

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

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

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

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

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

9. RETAIL + MARKETS
   Personal care items (masks, gloves, sanitizer, disinfectant wipes) available; modified operations like self-checkout
RESTAURANTS & BARS

1. REDUCED SEATING
   Modified floor plans and reduced seating to ensure physical 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. ALTERNATE MENU OPTIONS
   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 and during breaks

9. REQUESTS AND BILLING
   Touchless options via Marriott’s Meeting Services App, and reduced handling of planner’s personal meeting materials
BANQUET EVENTS

1. ARRIVAL
Doors may be propped open; one-way directional signage for entry/exits; stations for queuing

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

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

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

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

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

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

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

9. OUTSIDE VENDORS
Updated policies to include temperature checks, cleanliness, PPE, and sanitization requirements
1. ENHANCED CLEANING
   Deeper cleaning between guest stays; focused on using the right chemicals in every single part of the room

2. FURNITURE
   Deep cleaning and disinfection of all furniture, fixtures, and surfaces (head boards, end tables, etc.)

3. AMENITY KIT
   Disinfecting wipes provided in guest rooms

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 (magazine 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