



Hartford Cromwell
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Operated under a license agreement from Marriott International, Inc.

In the wake of the COVID-19 we have enhanced our already stringent cleaning protocols in order to exceed our guest's expectations of staying in a clean safe environment.

Enhancements protocols include:

- We have always and will continue to use an EPA Registered Hospital Grade Peroxide chemical for the cleaning of the guest rooms, public areas as well as all high touch points.
- We have placed signage throughout our hotels reminding our guest to follow safe social distancing, as well as proper personal hygiene protocols. This includes floor distance markers where lines form, including registration counter as well as elevator landings.
- We encourage the use of Digital key to facilitate as minimal interaction for our guests.
- We have placed signage at our elevator requesting that our guests be mindful of physical distancing and that they limit elevator occupancy to no more than two people not travelling together or staying in the same room.
- All high touch area and public areas are sanitized on a more frequent basis and our associates are continual participants in this process.
- Procedures are in place to clean and sanitize all guest room keys and equipment
- The registration desk is cleaned and sanitized every hour and as needed
- Contact information for local health and medical care is available 24/7
- Our guest rooms will continue to be cleaned to the high standard we have always cleaned with an increased focus on high touch areas.
- We are limiting the stayover service of guest rooms to ensure that our guests' health and safety is our priority by limiting the access to the guest rooms for guests only.
- We provide a bag of clean linen / terry and refreshed amenities to each guest at their request or every 3rd day as well as a bag for disposal of trash and used linens that can be left outside the door.
- All bed linen / terry / amenities, regardless of previous use, are changed with each guest's departure.
- Our associates are required to affirm that they are symptom free and have been for the past 14 days.
- Our associates wear face masks and gloves which they change after each guest interaction.
- Guest lobby, dining, and meeting areas are cleaned and sanitized frequently

- Seating in dining and meeting rooms have been arranged to allow for social distancing
- All 'high touch' equipment, furniture and surfaces are cleaned and disinfected after each use and as needed
- Table settings, flatware, and condiments are all single service and are covered and stored.