

Hotel Procedures and Changes Due to Covid-19

Holiday Inn Norwich

The following changes to the hotel will be implemented for the safety of all guests and employees.

Currently

HHM COVID-19 Protocols

- Our hotel teams are receiving ongoing briefings and enhanced operating protocols.
- We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant.
- Hotel used Medical Grade disinfectant / cleaners throughout property
- **Extra disinfection of top 10 high touch areas in guest rooms** including light switches and door handles
- We will continue to adjust food and beverage service in accordance with current food safety recommendations.
- We have increased the deployment of hand sanitizers.
- Enhanced cleaning for fitness centers
- Each room thoroughly disinfected between guests with use of hospital grade disinfectants..
- Hotel does not enter any rooms for multiple night reservations unless requested, including cleaning.
- Contactless check-in and check-out with Digital Key for all honor members
- **Enhanced Team Member safety and well-being** with personal protective equipment and enhanced training and protocols
- Regular monitoring of all staff through multiple testing means in building to ensure their health before any guest interactions.
- **Hilton CleanStay partnering with Lysol** - Company roll out July 1 2020 - (Additional Details to Follow)