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 hospitability 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 quest 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