



### 1 PRE-ARRIVAL MESSAGING

You will receive pre-arrival communications with your reservation details and an explanation of the CleanStay program.

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### 2 ENHANCED CHECK-IN

Guests will notice enhanced cleaning and hygiene standards at the front desk. Card or contactless payment will be encouraged



### 3 LOBBY SEATING, SIGNAGE & ENHANCED CLEANING

As you walk through the lobby, you'll notice that seating has been arranged to accommodate social distancing. You will see our team members cleaning and disinfecting the lobby more frequently. Signage encouraging social distancing and explaining the CleanStay program will also be placed throughout the lobby.

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### 5 GESTURES OF HOSPITALITY

Along the way, you may encounter team members welcoming you and demonstrating hospitality while staying respectful of social distancing. Face masks or coverings are required for all team members



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### 4 SANITATION STATION



As you approach public areas, you will see a hand sanitizing and disinfecting station for added peace of mind. Additionally, you'll notice that lobbies, door handles, public bathrooms are being cleaned more frequently, with disinfecting wipes available for your use.

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### 6 CLEANSTAY ROOM SEAL

As you approach your room, you'll see that it has been sealed by housekeeping after deep cleaning and disinfection. The seal confirms no one has accessed the room since being cleaned.



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### 7 DEEP-CLEANED ROOM



As you move through your room, you will see messaging on mirror clings that outlines the use of disinfectant for "high-touch areas," a sealed TV remote control. You will also notice that printed collateral and materials have been reduced.

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### 9 FITNESS CENTER

When you visit the fitness center, you will notice that the equipment has been arranged to accommodate social distancing. You'll also see increased availability of disinfectant wipes with signage on proper use.



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### 8 FOOD & BEVERAGE EXPERIENCE



For meals and beverages, you will experience seating arranged to accommodate social distancing, order from sanitized (or single-use) menus, and notice special attention to cleanliness and hygiene. The hotel will feature to-go breakfast offerings to minimize contact. If you order room service, you will experience contactless delivery, with orders and single-use service ware placed outside your door.

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### 10 CONTACTLESS CHECK-OUT

When it's time to check-out, you can do so by simply calling the front desk.



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### 11 HOTEL VEHICLE

If you use the hotel shuttle service, you will see communications that outline the frequency of interior hot-spot disinfection and cleaning.

