

## Hilton CleanStay from Check-in to Check-out

- **Online:** Even before they travel, guests will find a new landing page at [Hilton.com/CleanStay](https://www.hilton.com/CleanStay) which will detail what they can expect during their stay. In addition, property websites will be updated to indicate that the new cleaning protocols and procedures have been implemented.
- **The Lobby:** Guests who desire a contactless arrival experience can check-in, choose their room, unlock their door with a Digital Key and check-out using their mobile devices through the free Hilton Honors mobile app. This option is available at more than 4,700 participating Hilton properties worldwide for guests who book direct via the Honors app or at [Hilton.com](https://www.hilton.com). For guests who prefer a traditional check-in, physical distancing measures will be in place directing guests on how to move through the in-person check-in and check-out process in a safe way.
- **The Guest Room:** The first point of contact with the guest room will be with the Hilton CleanStay room seal, placed on the door upon being thoroughly cleaned. The room will have extra disinfection of the most frequently touched guests room areas – light switches, door handles, TV remotes, thermostats and more. It will be de-cluttered, with items like pens and paper removed. Disinfecting wipes will be provided in every room for guest use.
- **Housekeeping Service:** Guest rooms will be thoroughly cleaned and disinfected between guests. Housekeeping service during a guest stay will be based upon guest preference, recognizing that some guests may not want staff entering their room. Additional amenities such as linens and toiletries will be available upon request, delivered in protective packaging and placed at the guest room door.
- **The Public Spaces:** There will be increased frequency of cleaning public areas. For instance, fitness centers may be closed for cleaning multiple times daily. Equipment will be properly adjusted and placed to enable physical distancing, and the number of guests in the center may be limited. Pool and pool areas will be cleaned frequently throughout the day, and physical distancing measures will be in place. Stations with hand sanitizer and disinfecting wipes will be available throughout the property at primary entrances and in key high traffic areas.
- **Food and Beverage:** In hotel restaurants, tables and chairs will be spaced to ensure proper physical distancing. Biodegradable, disposable dishes/utensils will be available upon request. During breakfast, restaurants will offer a range of options including grab & go, pre-plated covered items, à la carte and assisted service. When ordering room service where it is provided, guests will experience contactless delivery, with orders and single-use serviceware placed outside their guestroom door.