

Hilton

Hilton News

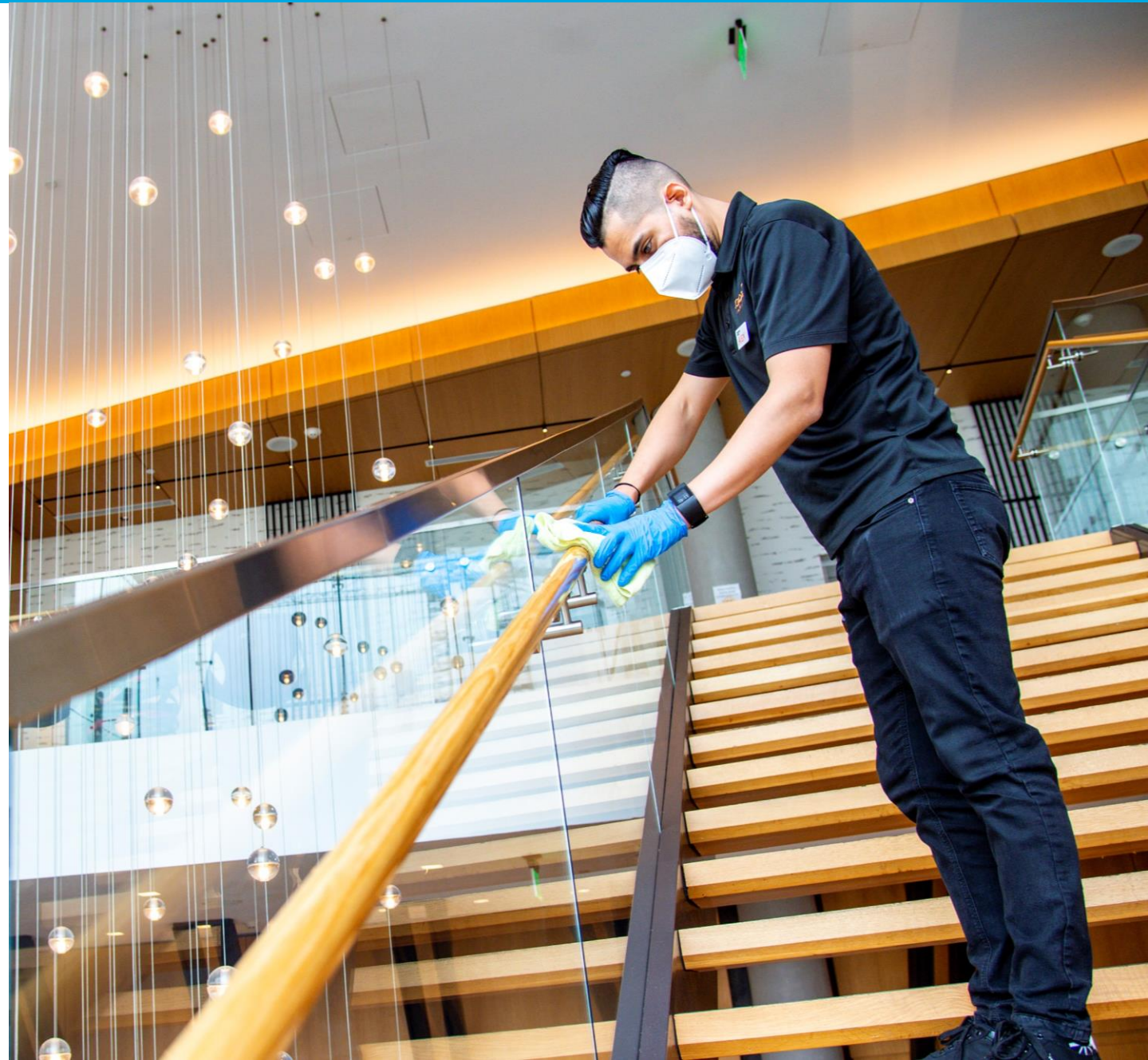




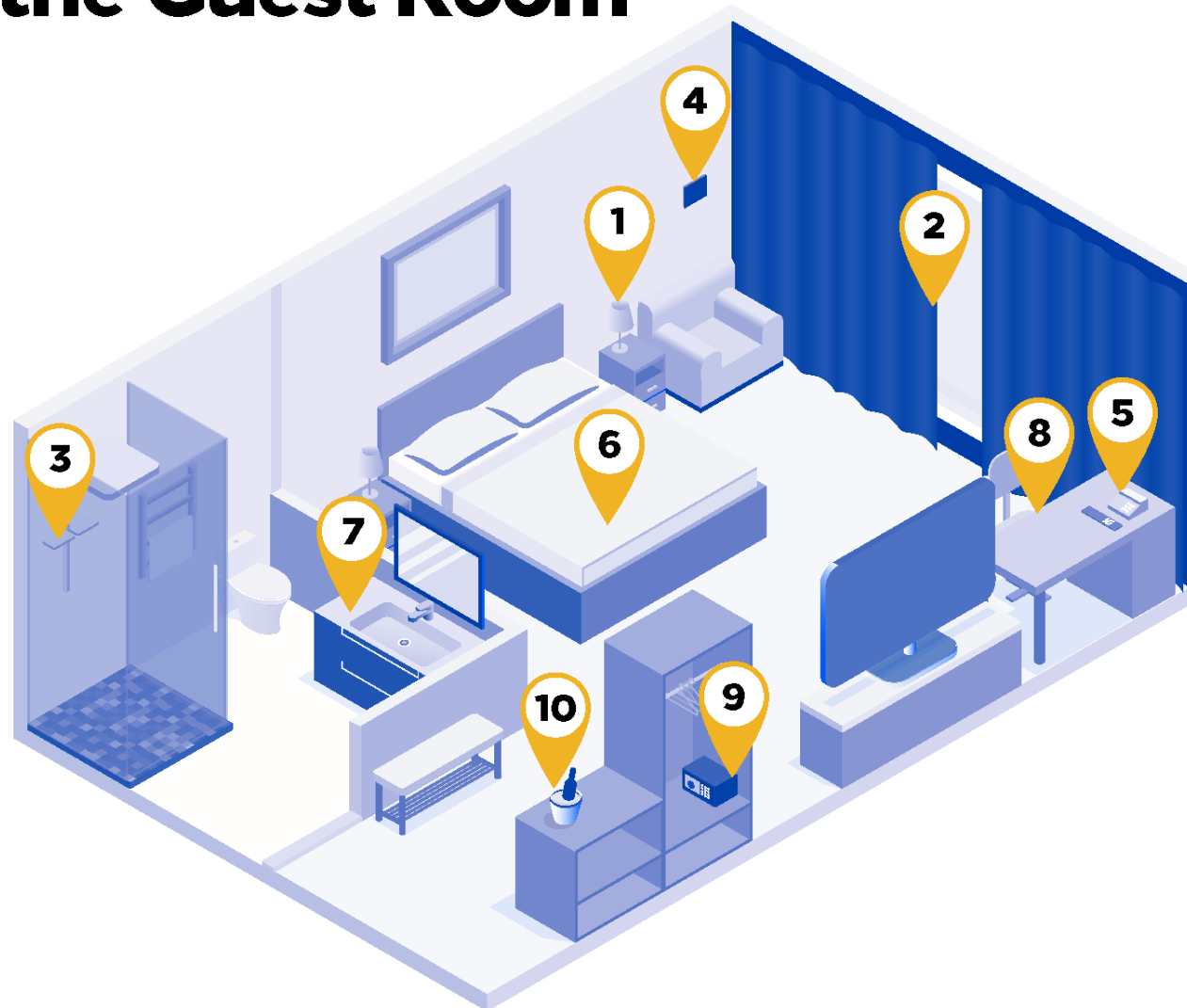
Pioneering

a new standard of hotel clean.

The Hilton CleanStay program was developed to provide our guests with complete peace of mind during future stays at any of Hilton's 18 brands.



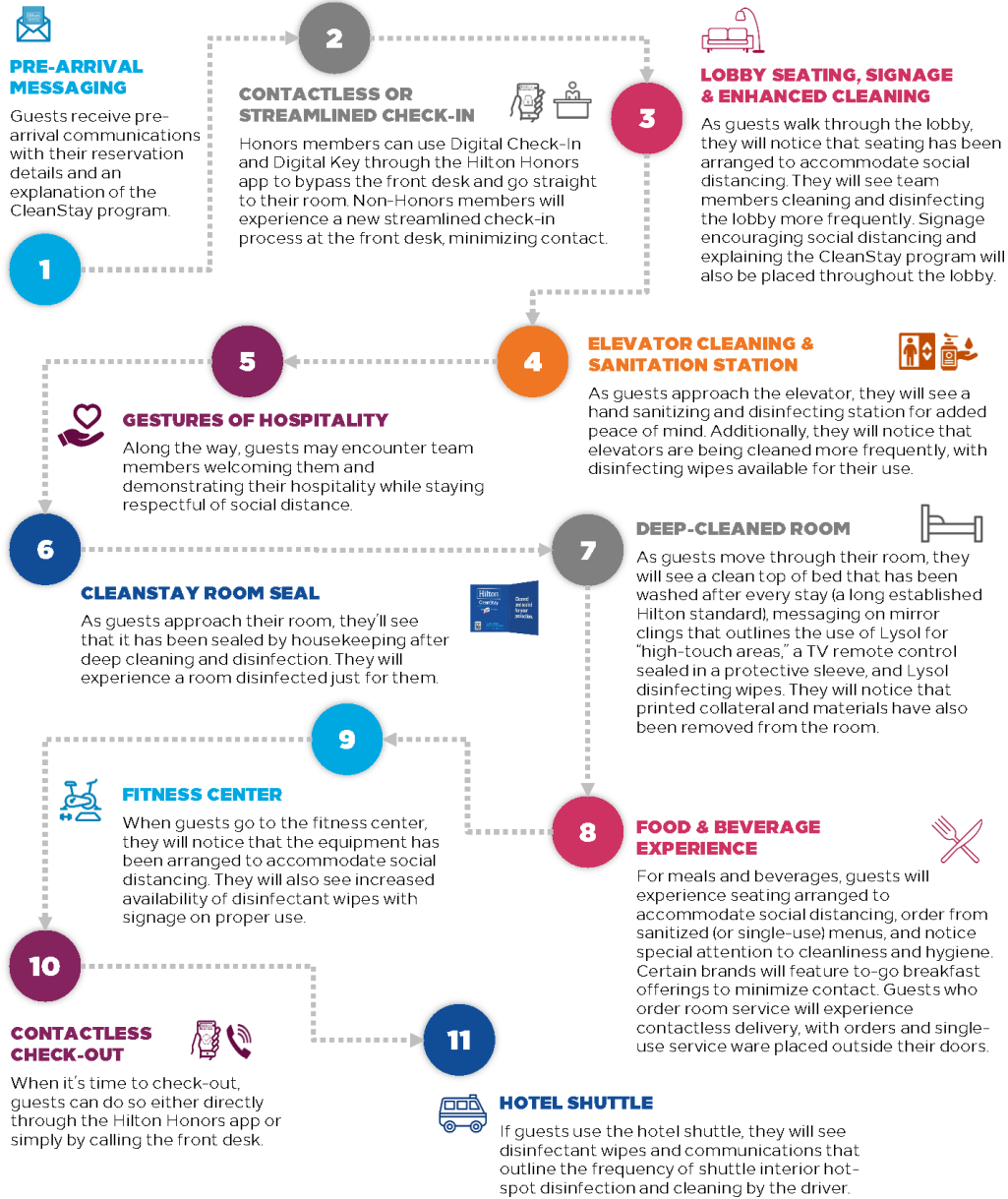
10 High-Touch, Deep Clean Areas in the Guest Room



PART OF

Hilton
CleanStaywith  protection

- 1 SWITCHES & ELECTRONIC CONTROLS**
Lights, lamps, switches and electronic controls.
- 2 HANDLES & KNOBS**
Doors, closets, drawers, furniture knobs and drapery pull handles.
- 3 MAJOR BATHROOM SURFACES**
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.
- 4 CLIMATE CONTROL PANELS**
- 5 TELEPHONES, REMOTE CONTROLS AND CLOCKS**
Handsets, dial pads and function buttons.
- 6 BED & BEDDING**
All bed linens including duvet covers, pillowcases and sheets.
- 7 BATH AMENITIES**
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.
- 8 HARD SURFACES**
Tables, desks and nightstands.
- 9 CLOSET GOODS**
Iron, safe handle and keypad.
- 10 IN-ROOM FOOD & BEVERAGE**
Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.



Hilton
CleanStay



The CleanStay Guest Experience

What travelers can expect during their stay.

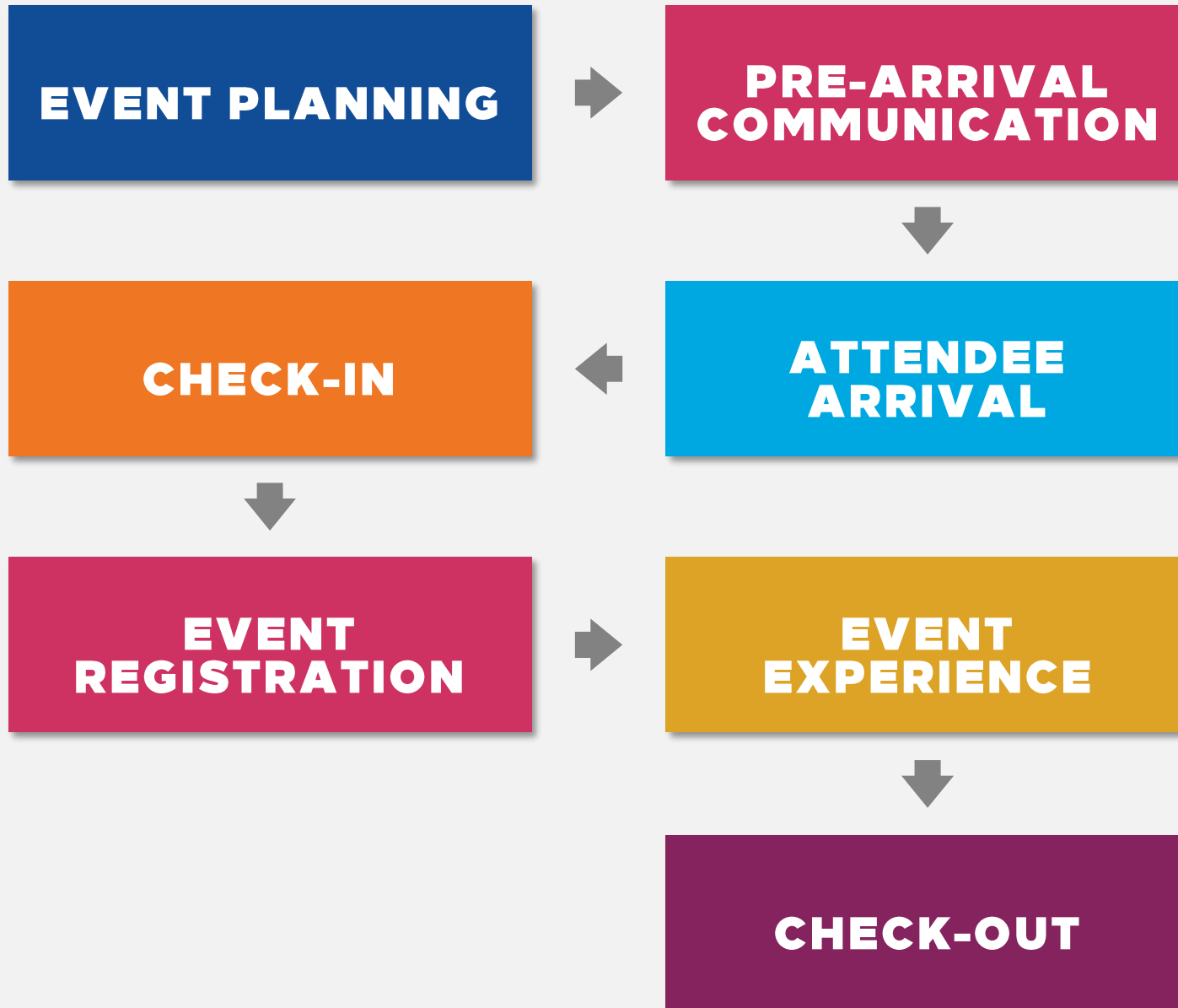
**TO DELIVER A HIGHER STANDARD
OF MEETINGS AND EVENTS
HILTON HAS LAUNCHED**

Hilton

®

EventReady™

with CleanStay



Through the entire event journey, **EventReady with CleanStay** will create a safe and comfortable environment for you and your attendees.

Introducing...



Partnering with customers
to deliver an elevated
standard for events across
the attendee journey.



Hilton CleanStay Standards



Flexible



Safe and Socially Responsible



Delivering Hilton Hospitality



HILTON CLEANSTAY STANDARDS

- **Hilton CleanStay Standards** provide elevated cleanliness and sanitation across the entire attendee journey. A cleaning protocol is completed to verify an event space is sanitized and disinfected thirty minutes prior to event start
- **Sanitizing stations** will have prominence in primary entryways as well as key high traffic areas including inside and outside event space(s), meal and beverage service areas, public restrooms and congregating areas.
- **Vendor compliance to all standards** and floor plans submitted to hotel for approval in advance of event.
- **Completed EventReady Room Checklist** is provided to planners.
- **Hilton CleanStay Event Room Seal** is applied once the room is properly cleaned, set and EventReady.



Hilton CleanStay Standards

Flexible

Safe and Socially Responsible

Delivering Hilton Hospitality



FLEXIBLE

- **Sales and Customer Partnerships** grounded in transparency and the importance of shared objectives. Providing flexible pricing, space options and contract terms.
- **Responsive** to meet the evolving needs of our customers.
- **Small Meetings** offer with simplified EXPRESS agreements at participating hotels.
- **Hilton EventReady with CleanStay Playbook** delivering expert guidance and curated resources for topics such as:
 - Hybrid Events
 - Technology
 - Wellness
 - Creative Networking
 - Transportation/Logistics
 - Community Service



Hilton CleanStay Standards

Flexible

Safe and Socially Responsible

Delivering Hilton Hospitality



SAFE AND SOCIALLY RESPONSIBLE

- **Respecting physical distancing** with creative and customized event sets and meal services.
- **Inspiring food and beverage menus: thoughtfully served, timely and flexible.** Meals, services and operational procedures adhering to regional physical distancing regulations, amplified hygiene & sanitation requirements, additional space to accommodate attendee flow.
- **Contactless experiences** with digital check-in and check-out, digital key for guestrooms and contactless communication.
- **Environmental impact solutions** measured by LightStay, Hilton's award-winning corporate responsibility measurement platform.
- **Community service experiences** to support and uplift the local community.
- **Team Members** are educated on the symptoms of COVID-19 and are prohibited from coming to work if they are ill or symptomatic following local ordinances.



Hilton CleanStay Standards

Flexible

Safe and Socially Responsible

Delivering Hilton Hospitality

**DELIVERING
HILTON
HOSPITALITY**



10 High Touch, Clean Areas in Event Space

- 1 TABLES
- 2 CHAIRS
- 3 DOOR PULLS
- 4 THERMOSTAT & LIGHTING CONTROLS
- 5 WINDOW SHADE & DRAPE CONTROLS
- 6 ROOM PHONES
- 7 STATIONARY ROOM FURNITURE
- 8 PODIUM & STAGE ITEMS
- 9 AUDIO VISUAL EQUIPMENT
- 10 SANITIZING STATIONS