



Clean and Ready for You

A CLEANER STAY FROM CHECK-IN TO CHECK-OUT

We know that you are as excited as we are to welcome back travel, even if it looks a little different these days. We also understand that our guests' expectations for cleaning and disinfection have changed. That's why Hilton has partnered with RB, makers of Lysol® & Dettol®*, to help deliver an even cleaner stay for our guests with the creation of the Hilton CleanStay program.

Using the same quality brands you trust in your home, Hilton CleanStay builds on our already rigorous cleaning standards to provide complete peace of mind when you stay with any of Hilton's 18 brands.

Our promise to you is to deliver the same level of reliable and friendly service you'd expect from Hilton, but with the added confidence of industry-leading hygiene practices created to keep you safe.

For details on the Hilton CleanStay program, visit the relevant section below.

OUR PARTNER - RB

With over 200 years in the field of human health and hygiene product development, RB is driven by its purpose to protect, heal and nurture in a relentless pursuit of a cleaner and healthier world. Creators of the highest quality

cleaning and wellness solutions, RB has a stable of the most trusted brands in over 190 countries, including trusted disinfectants like Lysol, Dettol, Sagrotan, Napisan, Muse and more.

RB is proud to build partnerships that put people first, and as part of the Hilton CleanStay Program, their premium products and health expertise help ensure a safe hotel experience for every guest.

For more information and how to use RB's trusted brands and products to disinfect: <http://www.rb.com/>

HOW WE CLEAN YOUR GUEST ROOM

Our housekeeping room protocol begins with our team removing all used items from the room such as bedding and towels. Next, the team performs a full clean of the room and bathroom including vacuuming the carpet, mopping floors and wiping down all surfaces with hospital-grade cleaners.

Then, using trusted products from Lysol*, Dettol*, Sagrotan*, or Napisan*, we do an additional disinfecting step for several surfaces in the room, including: all switches and electronic controls, handles and knobs, major bathroom surfaces and the remote control.

After the room is thoroughly cleaned, we replace the towels and make up the bed with freshly laundered linens. Finally, our housekeeping inspector verifies the room meets the CleanStay standards and places the Hilton CleanStay Room Seal with Lysol* protection over the door. Upon your arrival, you'll have complete peace of mind that the room is clean and ready for your stay.

CONTACTLESS ARRIVAL

Travel on your terms with the Hilton Honors app. Check in, choose your room & skip the front desk with Digital Key, which provides access to your room key directly from your phone.

Join Hilton Honors today for a Contactless Arrival experience.

We encourage guests to use digital check-in and key for a Contactless Arrival experience. With the Hilton Honors app, you can check-in, choose your room, access your room with a Digital Key and check-out using your phone! This option is available at over 4,800 Hilton properties mainly in the US, UK, and Canada, with availability in other countries where local regulations allow. For those guests who do not have access to the digital technology, 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.

CHANGES TO OUR HOUSEKEEPING SERVICES

For your comfort, we want your stay to be as undisturbed as possible. Guests are invited to tailor their housekeeping services to their comfort level. To schedule, simply call the front desk. Additional amenities such as linens and toiletries are available upon request, delivered in protective packaging and placed at the guest room door.

Of course, all guest rooms will be thoroughly cleaned and disinfected between guests.

Please note, our Waldorf Astoria, Conrad, and LXR hotels outside the Americas, and all hotels in China will still have daily housekeeping. However, guests can adjust their frequency or opt-out of housekeeping by contacting the front desk.

HOW WE KEEP OUR PUBLIC AREAS CLEAN

Guests will find disinfecting stations with wipes and hand sanitizer available throughout our properties. Additionally, both public and Team Member areas are cleaned at scheduled intervals, including hourly maintenance of high-touch areas like elevators and bathrooms.

Each area is cleaned using approved commercial-grade products followed by additional disinfection using the approved Lysol*, Dettol*, Sagrotan*, or Napisan* products.

FACE COVERINGS ARE NOW REQUIRED

In accordance with CDC guidelines, we are requiring face coverings in all indoor public areas of all our hotels throughout the U.S. for guests and Team Members. Additionally, we continue to encourage the use of face coverings at our hotels throughout the rest of the world. We appreciate your understanding and look forward to serving you.

Due to the unique offerings of each of our hotels and resorts, please visit the local property's website or call the front desk during your stay for specifics regarding the available amenities and updates to their scheduled hours. If an amenity is currently unavailable, we'll make every effort to assist you in making other arrangements.

CHANGES TO OUR FOOD AND BEVERAGE

Relaxing over a meal or drink is an important part of your stay with us and ensuring that you can do so safely is our priority. You will notice some changes to our services, but we're committed to offering the same great menus and social atmosphere you have come to expect from Hilton.

Changes to our hotel restaurant service include the spacing of tables and chairs to promote proper physical distancing between guests while maintaining our increased hygiene standards. Also, we'll offer biodegradable, disposable dishware and flatware upon request. Grab & Go, pre-plated and individually portioned options may be offered as alternatives to open breakfast and buffet service. Where in-room dining is provided, contactless deliveries may replace rolling cart deliveries.

Also, we're encouraging guests to take advantage of contactless food delivery by providing designated pick-up spots at each property.

*Different RB brand names are available in different areas. For more information, visit:

- Lysol <https://www.lysol.com>
- Dettol <https://www.dettol.co.uk>
- Sagrotan <https://www.sagrotan.de>
- Napisan <https://www.napisan.it>

In countries where Lysol, Dettol or other RB-branded products are not available, alternative disinfecting products are used.

A HIGHER STANDARD FOR MEETINGS AND EVENTS

To address safe group travel practices and evolve today's event experience, Hilton EventReady with CleanStay is the next phase of Hilton CleanStay. The program expands on the elevated sanitation standards of the Hilton CleanStay program, addressing every touch point of the meeting experience.

Understanding the importance of flexibility, Hilton will work hand-in-hand with you to align on shared event objectives, providing flexible pricing, space options and contract terms, and the Hilton EventReady Playbook, which delivers expert guidance and curated resources for solutions.

To responsibly host meetings and events, Hilton Team Members will partner with you to achieve your event objectives while addressing both health and environmental concerns.

Each meeting and event experience is backed by Hilton hospitality from dedicated Team Members who aim to overdeliver on expectations from both the event professional and the attendees.

For more information on Hilton EventReady with CleanStay contact Local Hotel Team Member or your Hilton Worldwide Sales Representative.