



Commitment to Clean

As we welcome you back to our hotels around the world, we are committed to providing you with a safe environment that aligns with expert protocols for working to defeat COVID-19. Consisting of in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations, our Marriott Cleanliness Council is redefining our cleaning and safety standards. We will actively monitor and evolve our solutions to ensure a continued focus on the health and safety of our guests and associates.

When guests check into Marriott's hotels over the next few months, they will notice a number of additions to the company's regimen designed to set an even higher standard of cleanliness for the hotels. Specific area of focus include:

Face Coverings

To promote the health and safety of our communities, face coverings are required for guests and associates in all indoor public areas in North America, the Caribbean and Latin America.

Surface Areas and Public Spaces

In public spaces, the company has added to its already rigorous cleaning protocols, requiring that surfaces are treated with hospital-grade disinfectants and that this cleaning is done with increased frequency. In guest rooms, Marriott has added to its detailed cleaning practices, requiring all surfaces to be thoroughly cleaned with hospital-grade disinfectants. The company will also be placing disinfecting wipes in each room for guests' personal use.

These new enhanced cleaning technologies including electrostatic sprayers to sanitize surfaces throughout the hotel. We are using air purifying systems that are effective against viruses in the air and on surfaces. Learn more about our partnership with Ecolab and their products.

Guest Contact

To help alleviate the risk of COVID-19 transmission through person-to-person contact, Marriott will be using signage in its lobbies to remind guests to maintain social distancing protocols and will remove or re-arrange furniture to allow more space for distancing. The company is planning to add partitions at front desks to provide an extra level of precaution for its guests and associates and is working with supply chain partners to make masks and gloves available to associates. You'll see more hand sanitizing stations around Marriott's hotels - near the entrances and front desks, elevator banks and fitness and meeting spaces.

Food Safety

At Marriott, food handlers and supervisors are trained on safe food preparation and service practices. The company's food and beverage operations are required to conduct self-inspection using its food safety standards as guidelines, and compliance is validated by independent audits. Marriott is also enhancing sanitation guidelines and training videos for associates that include hygiene and disinfecting practices. In addition, the company is modifying its operational practices for in-room dining and designing new approaches to buffets.

Contactless Services

Less Contact. More Convenience.

These are unprecedented times, so we're going to unprecedented lengths to welcome you safely. From check-in to check out, we've reimagined your stay with us to reduce contact and increase your comfort. These services are made easy through the Marriott Mobile App.

Mobile Check-in

Exclusively for Marriott Bonvoy members. Precheck-in through the app for an expedited arrival. You'll get a notification when your room is ready. Then quickly stop at the front desk to pick-up your keys and swipe your credit card.

Web Check-in

This perk is for members and nonmembers. With Web Check-in, you'll get a room ready notification delivered via sms or email. Then just stop at the desk to pick-up your keys and swipe your credit card.

Mobile Key

Exclusively for Marriott Bonvoy members. The app can act as your room key, allowing you to go straight to your room without stopping at the desk. (Available at an increasing number of hotels.)

Other Contact Lite Services

As a Marriott Bonvoy member, you can use the app to order dinner to your room, LIVE chat with associates, and get amenities brought to your door.