



Health & Safety

Committed to delivering a clean and safe environment through health and safety protocols

One of our highest priorities is the health, safety, and security of our guests, team members, and business partners. COVID-19 has fundamentally changed the way we live, and we are adjusting our daily operations to fit within the new normal. In response to this, we and a team of experts have reviewed our existing health and safety processes and developed a new safety protocol. This in-depth cleanliness and disinfection protocol was created in partnership with SGS and is designed to ensure your safety and peace of mind from check-in to check-out. To learn more, [watch our cleaning and safety protocol videos](#).

Face Coverings

To help protect the health and safety of our guests, employees and visitors, we require the use of face coverings in indoor public spaces (areas) in **all hotels throughout the U.S., Canada and Latin America**.

*For those children under the age of two or anyone who has trouble breathing, is unconscious, incapacitated, or otherwise unable to remove the mask without assistance, face masks are not mandated.

What are the new protocols?

A new 20-step protocol for hotels and 10-step protocol for meeting and event spaces is currently being introduced to our hotels. New cleaning and disinfection procedures, increased attention to safety in communal spaces, protective equipment, and updated training for team members are included in the new protocols. All our worldwide locations are being briefed on these protocols and strongly encouraged to implement them. These protocols describe specific processes and measures that are designed to make you feel confident when you visit us. Read the outlined steps below or [watch the video](#) with more details.

Our hotels' 20-step cleaning and safety protocol

During this challenging time, Radisson Hotels seeks to make each guest feel safe and secure. So we've partnered with SGS to create a 20-step cleaning and safety protocol to address the health issues that are

important to you while you travel. Our hotels are employing disinfection and cleaning procedures to keep guest rooms and public spaces to the highest standard of cleanliness.

1. Physical distancing

Implement physical distancing measures throughout the hotel.

2. Increase cleaning and disinfecting

Increase cleaning and disinfecting frequency throughout the hotel, paying attention to high-touch items.

3. Air circulation

Improve air circulation processes to increase air quality.

4. Protective barrier

Install protective screens at the front desk.

5. Sanitizing stations

Install alcohol-based hand sanitizing and glove stations near the front entrance and public areas.

6. Disinfect key cards

Provide clean and disinfected key cards upon check-in.

7. Door hangers

Display door hanger with cleaning and disinfecting information.

8. Travel-size hand sanitizer

Provide each guest room with a travel-size hand sanitizer.

9. TV remote

Provide a clean and disinfected TV remote in an individually sealed and protective bag.

10. Linens

Wash all linens at a high temperature for optimal disinfection.

11. Pool and other wellness areas

Provide sanitizer and disinfectant wipes in our fitness and wellness centers.

12. Express check-out

Provide an express check-out process to minimize contact with team members.

13. Methods of payment

Offer cash-free methods of payment.

14. Grab and go

Offer individually packaged and other grab-and-go food options.

15. Bars and restaurants

Space tables apart in restaurants and bars to provide physical distancing.

16. Food safety

Adhere to the strict safety procedures while serving all food and beverages.

17. Minibar

Lock or remove all minibars.

18. Team training

Provide team members with comprehensive hygiene and prevention training program.

19. Team member temperature checks

Administer temperature checks for team members and suppliers, when legally permitted or required.

20. Team member PPE

Provide team members with personal protective equipment.

Our hotels' 10-step cleaning and safety protocol for Meetings & Events

To provide a safe and clean environment for your next conference or social gathering, we've also implemented a 10-step process to thoroughly sanitize our hotel meeting spaces and to follow physical distancing protocols. Your well-being is our priority so that you can meet with peace of mind.

Who is SGS?

SGS is the world's leading inspection, verification, testing, and certification company, recognized as the global benchmark for quality and integrity. With more than 94,000 employees, SGS operates a network of over 2,600 offices and laboratories around the world. Partnering with SGS ensures that the new protocols are validated, adapted, and in accordance with local requirements and recommendations. Under this program, individual hotels that comply with protocols can receive an official label of cleanliness and disinfection, issued by SGS, upon completion of a comprehensive local audit.

Please check this page frequently for updated health and safety information or our [COVID-19 page](#) with the latest information about our extended cancellation policy.

