



Elevating Our Health & Safety Protocols Count on UsSM

We're committed to the health and safety of our guests and team members, so we're taking important steps to demonstrate you can Count on Us—whether you're planning to travel now or in the future.

When you stay at our U.S. and Canada hotels, you'll notice us putting new measures in place over the coming weeks to give you peace of mind. The following items are subject to product availability:

- **Disinfecting wipes with your key card at check-in**
- **Complimentary travel-size hand sanitizer for each room**
- **More frequent cleaning and disinfecting of high-touch areas**
- **Enhanced social distancing measures in public spaces**
- **Masks required in indoor public areas at all U.S. and Canada hotels**
- **Meeting spaces accommodate social distancing and virtual attendees**

Count on New Measures for Peace of Mind

We've implemented enhanced social distancing measures in public spaces and rolled out more frequent cleaning and disinfecting of high-touch areas along with sanitizing stations in our lobbies. In addition to new staff training and recommended health checks, we've reimaged breakfast with individually wrapped items at select hotels.

In our guest rooms, you can expect more thorough cleaning and disinfecting in between guest stays—with a recommended 24–72 hour rest period between guests checking out and new

guests checking in. Plus, non-essential items like pens and decorative pillows may be removed.

To minimize contact during your stay, housekeeping services in your room will be kept to a minimum unless otherwise requested and mobile check-in and checkout will be available at select hotels through the Wyndham Hotels & Resorts app. Additionally, many of our meeting spaces are set up to accommodate social distancing and virtual attendees.

Count on Our Commitment to Health & Safety

See how we're putting new measures in place to give you peace of mind: [Watch Video](#)

Count on Enhanced Cleaning & Disinfection with Ecolab

Count on the Promise to Put Safety First

As a member of the AHLA Safe Stay Advisory Council, we've joined other industry leaders and public health experts, scientists, and medical leaders to develop a series of industry best practices and guidelines focused on enhanced hotel cleaning practices, social interactions, and workplace protocols. We've also introduced new standards based on guidance from the U.S. Centers for Disease Control and Prevention (CDC) designed to have our hotels deliver a more consistent cleaning experience.

Your Safety Is a Top Priority

Here are answers to our most frequently asked questions about COVID-19.

Frequently Asked Questions

Updated September 17, 2020

TRAVEL ADVISORY

Local travel restrictions may impact your trip, including requirements that hotels accept [essential travelers](#) only and guests comply with self-quarantine guidelines. Be sure to

check the [specific restrictions](#) for your destination before traveling or contact the hotel directly with questions.

HEALTH & SAFETY

In light of COVID-19, what steps is Wyndham Hotels & Resorts taking to help protect guests?

In the U.S. and Canada, we've launched our Count on UsSM initiative to put safety first with elevated cleanliness standards, an expanded relationship with Ecolab for EPA-approved disinfectants, and more.

We have also provided the thousands of independently owned and operated franchised hotels in our network and our managed and owned properties worldwide with helpful guidelines and safety information provided by the U.S. Centers for Disease Control and Prevention (CDC) detailing how to identify COVID-19 symptoms and mitigate its transmission. In addition, we've made training available to support our franchisees and our managed and owned hotels in achieving the highest standards of cleanliness.

While our hotels are implementing new health and safety protocols, we cannot guarantee that you won't be exposed to COVID-19 during your visit. Exposure to COVID-19 is an inherent risk at any hotel where team members and guests are present.

Are masks or face coverings required at individual hotels?

Yes, effective August 10, 2020, our U.S. and Canada hotels require that guests and all other individuals entering the hotel wear a mask or face covering when in indoor public areas (including the lobby, elevators, guestroom hallways, meeting and event spaces, restaurant, bar, and fitness center) and additionally as required by applicable law. Guests are required to provide their own mask or face covering. Some guests may be exempt from this mandate, including, but not limited to, guests with medical conditions, guests consuming food or beverages in restaurants, guests smoking in designated smoking areas, guests engaged in vigorous physical exercise or using indoor swimming facilities, and children under the age of 2.

What measures are individual hotels taking to enhance cleanliness standards?

Throughout your stay, you'll observe more frequent cleaning and disinfecting of high-touch areas like lobbies and elevators, as well as enhanced social distancing measures in public spaces. Plus, over the coming weeks, you'll be offered disinfecting wipes with your key card at check-in and complimentary travel-size hand sanitizer for each room at our U.S. and Canada hotels. Both are subject to product availability.

What are Ecolab EPA-approved disinfectants and what does Wyndham's expanded relationship with Ecolab mean for guests?

Ecolab is a global leader in water, hygiene, and infection prevention technologies and services, and through its science-based approach, it helps enable hotels to consistently achieve the highest cleaning standards. Through the expansion of our relationship with Ecolab, we will require use of its EPA-approved disinfectants in guest rooms and public spaces at all U.S. and Canada hotels.

Are there any travel restrictions I should be aware of during this time?

For the most up-to-date information, please consult travel advisories and information made available by the [World Health Organization \(WHO\)](#), [U.S. Centers for Disease Control and Prevention \(CDC\)](#), and the [U.S. Department of State](#). We will continue to closely monitor the situation and adapt our policies accordingly. To reach out to any of the above organizations, please use the contact numbers below:

WHO: [202-974-3000](tel:202-974-3000)

CDC: 800-CDC-INFO ([800-232-4636](tel:800-232-4636))

U.S. Department of State: [202-647-6575](tel:202-647-6575)

Will individual hotels be implementing new safety protocols?

Yes, due to the current situation with COVID-19, our hotels are implementing new processes to help protect the safety of guests and team members. This may result in a change in certain services and amenities that are normally available at our hotels. Those traveling to hotels located in areas that are allowing only "essential travelers" are required to comply with all guidelines and restrictions and may be required to provide identification establishing that they are "essential travelers."

We kindly ask all guests to refrain from traveling if they are experiencing any COVID-19 symptoms, such as fever, cough, or shortness of breath, and to advise hotel management immediately if they begin to experience any symptoms while on property. In public areas of the hotel, all hotel guests in the U.S. and Canada are required to wear a mask or face covering when in indoor public areas, and we ask that you maintain social distancing of 6 feet from other guests.

Who should I contact if I have questions or concerns about a specific hotel?

Please contact the hotel directly. Telephone numbers can be found on each hotel's detail page and in booking confirmation messages.

RESERVATIONS

Can I cancel or change my reservation without a penalty?

- For direct bookings made on or after June 6, 2020, with stays after June 30, 2020, please check the "Additional Rate Details" link on the Rooms & Rates page or "Cancellation & Rate Details" link on the Booking page for applicable terms and/or exclusions. While many rates have flexible cancellation policies, there are some rates which are non-cancellable.
- For direct bookings made before June 6, 2020, for stays after June 30, 2020, all of our properties are required to accommodate non-cancellable rate reservation changes if the request is received at least 48 hours prior to arrival and the same number of room nights or more are booked for a future stay.
- Guests who are prohibited from traveling to their booked hotel under applicable law will have their cancellation or change penalties waived on direct bookings.
- If your reservation was made as part of a group booking—such as a conference, meeting, or event—the cancellation policies outlined above do not apply. If you have a group reservation, please review the terms and conditions for the booking and/or contact the group planner for more information.

What if I made my reservation through a travel agent or online booking platform?

For bookings made by a travel agent or online booking platform, guests are advised to contact the agent or booking platform directly.

WYNDHAM REWARDS POINTS & MEMBERSHIP

What will happen to my Wyndham Rewards points that are set to expire?

We are pausing the expiration of any Wyndham Rewards points until December 31, 2020.

Will my Wyndham Rewards member level be extended?

Yes. We are extending current Wyndham Rewards Member Levels (status) for all members globally through the end of 2021.

Can I unlock new member levels faster in 2020?

Yes. We've made it easier to reach new member levels in 2020 by lowering the qualifying night requirements. From January 1, 2020 through December 31, 2020, stay 3 qualifying nights to unlock GOLD level, 9 qualifying nights for PLATINUM, or 24 qualifying nights for DIAMOND. For more information and to see whether this offer can help you reach the next member level, click [here](#).