



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 areas 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

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.

Best Rate Guarantee

Here's how it works:

1.

Make a reservation using any official Marriott reservation channel (Marriott.com, Marriott Bonvoy App, Customer Engagements Centers, or directly with a hotel).

2.

If you find a lower rate for the same hotel, same room type, and same reservation dates on a non-Marriott website or non-Marriott Bonvoy app ("Comparison Rate") you may submit a Best Rate claim.

3.

If we approve your claim, we'll match the Comparison rate AND give you your choice of either an extra 25% discount on the room (20% discount on Design Hotels) OR give you 5,000 Marriott Bonvoy Points.

Flexible Cancellation

For all Marriott International hotels worldwide, we are extending our flexible reservation policies as follows:

- In general, for guests with **existing reservations made before July 6, 2020, for any future arrival date**, the policies that were in place at the time of reservation, or as previously communicated, will continue to be honored.
- For guests with **reservations made on or after July 6, 2020, for arrival dates through March 31, 2021**, we will allow the reservation to be changed or cancelled at no charge up to 24 hours before the scheduled arrival date. Reservations with pre-paid rates and other limited exclusions* will be subject to the rate offer rules communicated at the time of reservation. Please note that changes to the reservation will be subject to availability and any rate differences.
- For guests making **new reservations for arrival dates on or after April 1, 2021**, individual hotel cancellation policies in place at the time of reservation will apply.

Please note that this policy does not apply to travel associated with a Group booking. For guests with Group reservations (e.g., for meetings, events or conferences), please review the booking rate rules and contact the group organizer for more information.

Guests who booked via online travel agents or other third-party travel professionals are advised to contact their booking provider directly for further information.

***Important Information:**

- Some exclusions may apply. May exclude certain resort properties, periods with special event restrictions and peak demand nights. Please refer to the property's Rate Details for applicable terms or exceptions, if any, when booking or changing reservations.
- Individual (transient) guestroom reservation refunds of any kind (e.g., cash or credit voucher) may take up to 90 days from the date of cancellation to be processed. The form and timing of refund may be subject to applicable laws where each hotel is located.
- Design Hotels and Homes & Villas by Marriott International (HVMI) are excluded from this policy. HVMI-specific cancellation guidance is available [here](#) .
- Marriott Vacations Worldwide (e.g., Marriott, Sheraton and Westin Vacation Ownership resorts) is included in this policy for transient reservations only. For owner occupancy reservations, or if you received a rental cancellation notice, please visit <https://hub.vacationclub.com> .
- For group organizer questions on terms or conditions of group contracts, please contact the hotel.

For Our Members

For 2020 Elite status earners: To help you get to the next Elite level faster, we will deposit 50% of the required Elite Night Credits for your 2020 Elite status into your account by February 5, 2021. We have also reduced the required spend for Ambassador Elite to \$14K annual qualifying spend in 2021 only. In 2022, the spend requirement will return to \$20K annually.

Status Extension

We want you to be able to enjoy the status that you earned in 2019. With that in mind, the status you earned in 2019 will be extended to February 1, 2022.

Points Expiration

To provide you ample time to redeem points, the expiration of points will be paused until August 1, 2021. At that time, your points will only expire if your account has been inactive for at least 24 months.

Suite Night Awards (SNAs)

We have extended the expiration of suite night awards by one year from December 31, 2020 to December 31, 2021.

Free Night Awards (FNA)

Effective December 11, 2020, members who currently have a Free Night Award (FNA) that had an original expiration date in 2020, or which will expire before July 31, 2021 as part of their credit card benefit, annual choice benefit, promotions or travel package will be able to redeem it through August 1, 2021. Free Night Awards with an original expiration date prior to 2020 will not be eligible for the additional extension.

In Our Community

As we all watch the news unfold about this unprecedented event, it's clear that there is a need to assist and bolster healthcare workers and community caregivers who are on the frontlines working to contain this disease. To that end, we have established the following programs to aid in the urgent fight against the pandemic:

Rooms for Responders

With support from our credit card partners, American Express and JPMorgan Chase, we are committed to providing \$10 million worth of hotel stays for healthcare professionals leading the fight against COVID-19 in the United States. We are partnering with the American College of Emergency Physicians, the Emergency Nurses Association, and the American Hospital Association to match front line doctors and nurses with free accommodations in some of the areas most impacted, including New York City, Newark (NJ), Baltimore, Washington DC, Detroit, Chicago, New Orleans, Las Vegas, and Los Angeles.

Community Caregiver Program

This initiative, available in the United States, Canada, the Caribbean and Latin America, provides significantly discounted rates for first responders and healthcare professionals who want to book rooms at hotels in close proximity to the hospitals where they're working. The rate is available on [Marriott.com](https://www.marriott.com) at nearly 2,500 hotels.

Donate Your Points

Through Marriott Bonvoy's [Giving Platform](#), you can donate your Marriott Bonvoy points to relief organizations that are active in COVID-19 responses around the world and that Marriott is also supporting, including the American Red Cross, International Federation of Red Cross and Red Crescent Societies, UNICEF and World Central Kitchen.