TOTAL HOTEL

1. ENHANCED CLEANING
   Protocols for every space of the hotel, especially for high-traffic spaces and high-touch surfaces

2. HAND HYGIENE
   Hand washing requirements for Cast Members; sanitizer dispensers placed throughout the hotel

3. LESS CONTACT, MORE CONNECTION
   Utilization of the Marriott Bonvoy™ app for mobile check in; use of the Swan/Dolphin app for menus, dining, and resort information

4. PHYSICAL DISTANCING
   Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions

5. MINIMIZING REUSE
   Minimizing shared use items and appliances; using disposable and single-use items

6. TRAINING
   On-Property Cleanliness Champion; updated training and protocols for all Cast Members with daily reinforcement

7. EQUIPMENT
   HEPA/Ultra filtration in air units; innovative technologies like electrostatic spraying and UV light disinfection (under development)

8. PERSONAL PROTECTIVE EQUIPMENT
   Face coverings required for all Cast Members and appropriate PPE provided for Cast Members to wear

9. INDIVIDUAL HOTEL PLANS
   Hotel-specific Commitment to Clean Plan that outlines how the hotel cleans, disinfects, and mitigates transmission
ARRIVAL SPACES

1. PARKING
   Modified lots to promote self-parking; adjusted protocols for valet parking for guest and Cast Member safety

2. TRANSPORTATION
   Reduced seating capacities with transportation sanitized regularly

3. BELL CARTS
   Luggage sanitized after Cast Member touch; bell carts sanitized after each use

4. DOOR HANDLES + KNOBS
   Modified entry options including doors propped open, no-touch foot opening levers, or Cast Member-attended

5. CLEANING + DISINFECTING
   Deeper, more frequent cleaning of high-traffic and high-touch areas

6. HAND SANITIZER DISPENSERS
   Dispenser stationed throughout hotel, with focus in high-traffic areas

7. LOUNGE FURNITURE + QUEUES
   Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions

8. PUBLIC RESTROOMS
   Deeper, more frequent cleaning of public restrooms frequently and after high guest use

9. BUSINESS CENTERS
   Equipment sanitized between use; remote-printing options
OUR COMMITMENT TO CLEAN

FRONT DESK

1. MOBILE CHECK-IN
   Utilization of the Marriott Bonvoy™ app for mobile check-in

2. SELF-SERVICE KIOSKS
   Alternate check-in methods for non-mobile guests through self-service kiosks where available

3. QUEUES + STANCHIONS
   Queuing through floor decals and stanchions; signage to remind guests of social distancing requirements

4. CAST MEMBER CARE
   Physical barriers at front desk; Cast Member focus on hygiene and disinfection

5. HAND SANITIZER DISPENSERS
   Dispensers stationed throughout hotel, with focus in high-traffic areas

6. DISINFECTING KEY CARDS
   Disinfected between stays; keys sanitized prior to distributing to a guest

7. BELL CARTS
   Luggage sanitized after Cast Member touch; bell carts sanitized after each use

8. CONCIERGE
   Modified service with focus on digital and self-service options

9. RETAIL + MARKETS
   Personal Care items (masks, gloves, sanitizer, disinfectant wipes) available; modified operations including express checkout
OUR COMMITMENT TO CLEAN

GUEST ROOMS

1. ENHANCED CLEANING
   Deeper cleaning between guest stays; focused on using the right chemicals in every single part of the room

2. FURNITURE
   Deep clean of disinfection of all furniture and fixtures (head boards, night tables, etc.)

3. AMENITY KIT
   Disinfecting wipes provided in every room for every guest stay

4. HIGH-TOUCH ITEMS
   Deeper cleaning of high-touch items (handles, knobs, pulls, electronic and temperature controls)

5. REMOVAL OF NON-ESSENTIAL ITEMS
   Reducing or removing non-essential high-touch items (magazine or books, etc.)

6. EQUIPMENT
   HEPA/ULTA filtration in air units; innovative technologies like electrostatic spraying and UV light disinfection (under development)

7. REMOVAL OF SHARED USE
   Removing shared use items on guest floors (ice machine buckets, scoops, etc.)

8. CAST MEMBER ENTRY + PPE
   Modifying in-stay housekeeping frequency, in-room dining, and other Cast Member entry into guest room

9. DELIVERY
   Promoting use of mobile chat and requests via Marriott Bonvoy™ app for additional amenities, with contactless delivery
FOOD & BEVERAGE

1. REDUCED SEATING
   Modified floor plans and reduced seating to ensure social distancing; surfaces sanitized between guest use

2. RESERVATIONS
   Defined occupancy and seating times; require reservations to control flow when busy

3. FOOD SAFETY
   Appropriate PPE use for food handling; compliance with all Marriott and industry food safety protocols

4. BAR SERVICE
   Cocktail equipment sanitized between use; modified procedures for garnishes and glassware

5. DISPOSABLE MENUS
   Alternate menu options including paper disposable, digital, and chalk boards

6. FOOD DISPLAYS
   Elimination or strict modification of self-service food stations; physical barriers in place for most displays

7. SELF-SERVICE APPLIANCES
   Sanitization of self-service appliances between use; elimination of shared items at guest tables

8. GRAB AND GO
   Modified food delivery including grab-and-go, pick-up stations, and ready-to-eat options

9. PAY-AT-TABLE OPTIONS
   Reduced handling of guest personal property; alternate payment options including contactless self-checkout
FITNESS CENTERS

1. ENHANCED CLEANING
Sanitization of equipment, treatment rooms, and lounge areas between use; high-touch surfaces cleaned hourly

2. SANITATION STATIONS
Hand washing and hand sanitizer stations placed in common areas

3. PHYSICAL DISTANCING
Modified floor plans to increase space between equipment, furniture, etc.

4. SHARED USE ITEMS
Sanitization of hair dryers, beverage vending, etc., between use, or replaced with single-use alternative

5. LOCKER ROOMS
Lockers and keys sanitized between use; assigned lockers staggered to increase physical distancing

6. FITNESS ALTERNATIVES
Promotion of resort and outdoor fitness alternatives
POOL+ RESORT

1. ENHANCED CLEANING
   Focused on using the right chemicals in every area; sanitizing equipment, surfaces and furniture between use

2. FOOD + BEVERAGE
   Grab-and-go food delivery options; pre-packaged and single-use cutlery, condiments, etc.

3. PHYSICAL DISTANCING
   Increase in space between tables, chairs, and equipment in all pools, beach, and resort areas

4. SELF-SERVICE STATIONS
   Self-service stations may be replaced with single-use alternatives

5. CABANAS
   Day beds, cabanas and interior furnishings sanitized between use

6. TOWEL STANDS
   Towel desks, hutches, or stands should be sanitized at a minimum of hourly

7. BEACH EQUIPMENT
   Sports equipment and all shared use items and equipment sanitized between use

8. KIDS CAMP + PLAYGROUND
   Modified operations to disinfect toys, surfaces and equipment between use

*Procedures and information is subject to change. As recommendations are revised, we will update these procedures accordingly.
MEETINGS

1. **REGISTRATION**
   Separate registration areas; options for signage and physical barriers

2. **ROOM SETS**
   Customized floor plans with seating capacities reviewed for each individual event

3. **AUDIO/VISUAL**
   Sanitized equipment; live-streaming support to facilitate hybrid meetings with virtual attendees

4. **GUEST FLOW**
   Clearly marked meeting entrances/exits and one-way directional signage

5. **BREAKS**
   Single-serve and pre-packaged condiments, food and beverages; breaks coordinated across groups to manage guest traffic

6. **MEALS**
   Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, shields, hand sanitation and queue management

7. **TABLE SETTINGS**
   Minimized table settings, pre-packaged or disinfected between use

8. **CLEANLINESS**
   More frequent cleaning in high traffic areas + during breaks

9. **REQUESTS + BILLING**
   Touchless options via Marriott’s Meeting Services App, and reduced handling of planner’s personal meeting materials
OUR COMMITMENT TO CLEAN

BANQUET EVENTS

1. ARRIVAL
   Doors propped open; one-way directional signage for entry/exits; stations for queuing

2. ROOM SETS
   Customized floor plans with seating capacities reviewed for each individual event

3. GUEST FLOW
   Management of guest flow for special event activities, events, or food and beverage delivery

4. MEALS + FOOD DISPLAYS
   Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, shields, hand sanitization and queue management

5. BEVERAGE + BAR
   Sanitized cocktail equipment between use: modified operations for garnishes and glassware

6. TABLE SETTINGS + CUTLERY
   Centerpieces, cutlery, china, glassware and linens sanitized between each use

7. CLEANLINESS
   Surfaces including tables, chairs, and all high-touch items sanitized between events

8. AUDIO/VISUAL
   Sanitized equipment following each use and Cost Member management of A/V equipment

9. OUTSIDE VENDORS
   Updated policies to include temperature checks, cleanliness, PPE, and sanitization requirements