

# The CleanStay Guest Experience

## What you can expect during your stay



### PRE-ARRIVAL MESSAGING

You will receive pre-arrival communications with your reservation details and an explanation of the CleanStay program.

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### CONTACTLESS & ENHANCED CHECK-IN



Honors members can use Digital Check-In and Digital Key through the Hilton Honors app to bypass the front desk and go straight to your room. Non-Honors guests will notice enhanced cleaning and hygiene standards at the front desk.



### LOBBY SEATING, SIGNAGE & ENHANCED CLEANING

As you walk through the lobby, you'll notice that seating has been arranged to accommodate social distancing. You will see our team members cleaning and disinfecting the lobby more frequently. Signage encouraging social distancing and explaining the CleanStay program will also be placed throughout the lobby.

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### GESTURES OF HOSPITALITY



Along the way, you may encounter team members welcoming you and demonstrating hospitality while staying respectful of social distancing.

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### CLEANSTAY ROOM SEAL

As you approach your room, you'll see that it has been sealed by housekeeping after deep cleaning and disinfection. The seal confirms no one has accessed the room since being cleaned.



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### ELEVATOR CLEANING & SANITATION STATION



As you approach the elevator, you will see a hand sanitizing and disinfecting station for added peace of mind. Additionally, you'll notice that elevators are being cleaned more frequently, with disinfecting wipes available for your use.

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### DEEP-CLEANED ROOM



As you move through your room, you will see a clean top of bed that has been washed at high temperature after every stay (a long established Hilton standard), messaging on mirror clings that outlines the use of Lysol for "high-touch areas," a sealed TV remote control and Lysol disinfecting wipes. You will also notice that printed collateral and materials have been removed from the room.

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### FITNESS CENTER



When you visit the fitness center, you will notice that the equipment has been arranged to accommodate social distancing. You'll also see increased availability of disinfectant wipes with signage on proper use.

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### FOOD & BEVERAGE EXPERIENCE



For meals and beverages, you will experience seating arranged to accommodate social distancing, order from sanitized (or single-use) menus, and notice special attention to cleanliness and hygiene. Certain of our hotel brands will feature to-go breakfast offerings to minimize contact. If you order room service, you will experience contactless delivery, with orders and single-use serveware placed outside your door.

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### CONTACTLESS CHECK-OUT



When it's time to check-out, you can do so either directly through the Hilton Honors app or simply by calling the front desk.

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### HOTEL SHUTTLE



If you use the hotel shuttle, you will see disinfectant wipes and communications that outline the frequency of shuttle interior hot-spot disinfection and cleaning by the driver.