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

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.

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

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.

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.

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.

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 serviceware placed outside your door.

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.