A LOOK INSIDE:

HOTEL SPACES

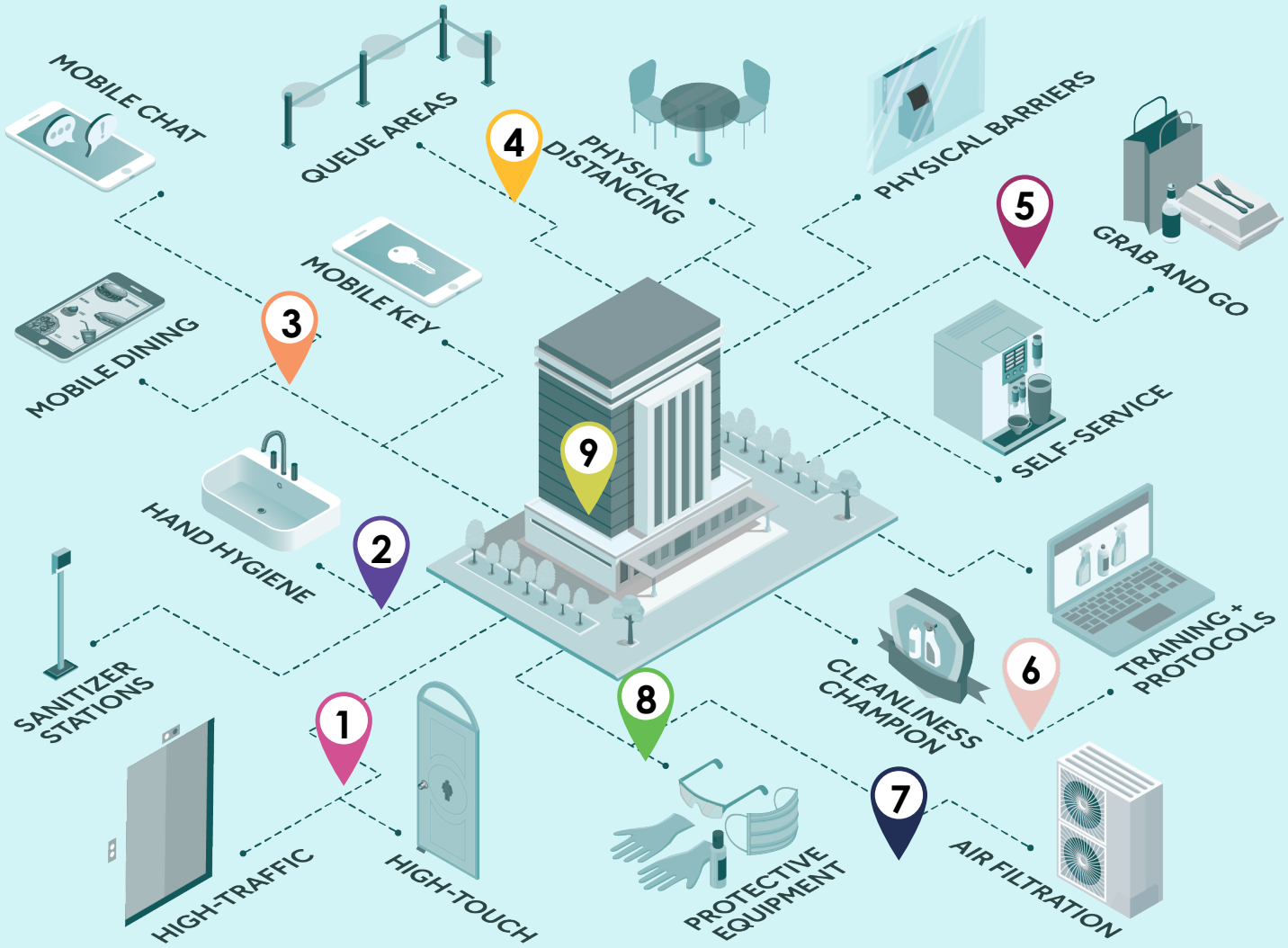
The following infographics demonstrate a look inside each physical space in the hotel, which correspond to the guidelines and protocols that hotels must follow to enhance their cleanliness practices and behaviors.

Topics are organized by the main physical spaces in the hotel: Total Hotel, Arrival Spaces, Front Desk + Lobby, Restaurants+ Bars, Meetings, Events, Guest Rooms, Pools + Resorts, and Golf.

Marriott INTERNATIONAL

COMMITMENT TO CLEAN

UPDATED:
MAY 18, 2020



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 associates; sanitizer dispensers placed throughout the hotel

3 LESS CONTACT, MORE CONNECTION

Utilization of the Marriott Bonvoy™ app: check in, access your room, or order room service in over 3200+ hotels

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 associates with daily reinforcement

7 EQUIPMENT

HEPA/ULTA filtration in air units and vacuums; innovative technologies like electrostatic spraying and UV light disinfection

8 PERSONAL PROTECTIVE EQUIPMENT

Face coverings required for all associates and appropriate PPE provided for associates to wear

9 INDIVIDUAL HOTEL PLANS

Hotel-specific Commitment to Clean Plan that outlines how the hotel cleans, disinfects, and mitigates transmission

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ARRIVAL SPACES

1 PARKING

Modified lots to promote self-parking; adjusted protocols for valet parking for guest and associate safety

2 SHUTTLES + TRANSPORTATION

Reduced seating capacity; modified or removal of non-airport shuttles; all transportation sanitized between trips

3 BELL CARTS

Luggage sanitized after associate touch; bell carts sanitized after each use

4 DOOR HANDLES + KNOBS

Modified entry options including doors propped open, no-touch foot opening levers, or associate-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

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FRONT DESK

1 MOBILE CHECK-IN & MOBILE KEY

Utilization of the Marriott Bonvoy™ app: check in, access your room, or order room service in over 3200+ hotels

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 physical distancing requirements

4 ASSOCIATE CARE

Physical barriers at front desk; associate 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 associate 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 like self-checkout

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RESTAURANTS + BARS

1 REDUCED SEATING

Modified floor plans and reduced seating to ensure physical 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 ALTERNATE MENU OPTIONS

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

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MEETINGS

1 REGISTRATION

Separate registration areas; options for signage and physical barriers

2 ROOM SETS

Linenless table options; 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 sanitization and queue management

7 TABLE SETTINGS

Minimized table settings, pre-packaged or disinfected between use

8 CLEANLINESS

More frequent cleaning in high traffic areas and during breaks

9 REQUESTS AND BILLING

Touchless options via Marriott's Meeting Services App, and reduced handling of planner's personal meeting materials

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BANQUET **EVENTS**

1 ARRIVAL

Doors may be 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 associate management of A/V equipment

9 OUTSIDE VENDORS

Updated policies to include temperature checks, cleanliness, PPE, and sanitization requirements

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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 cleaning and disinfection of all furniture, fixtures, and surfaces (head boards, end tables, etc.)

3 AMENITY KIT

Disinfecting wipes provided in guest rooms

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 and vacuums; 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 ASSOCIATE ENTRY + PPE

Modifying in-stay housekeeping frequency, in-room dining, and other associate entry into guest room

9 DELIVERY

Promoting use of mobile chat and requests via Marriott Bonvoy™ app for additional amenities, with contactless delivery

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SPA + FITNESS

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 rental gear, 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 in-room and outdoor fitness alternatives

7 MENU OF SERVICES

Proactive communications on all service adjustments; added low- or non-touch treatments

8 APPOINTMENT SCHEDULE

Staggered arrival times; longer appointment lengths to allow for deeper cleaning between each

9 PAYMENT

Relocation of credit card payment devices; reduced handling of guest personal property

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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 pool, beach, golf and resort areas

4 SELF-SERVICE STATIONS

Self-service stations (water, sun screen, etc.) may be replaced with single-use alternatives

5 CABANAS

Day beds, cabanas and interior furnishings sanitized between use

6 TOWEL STATIONS

Towel desks, hutches, or stands should be sanitized hourly

7 BEACH EQUIPMENT

Surf boards, paddles, sports equipment, and all shared use items sanitized between use

8 KIDS CAMP + PLAYGROUND

Modified operations to disinfect toys, surfaces and equipment between use

9 TENNIS

Modified operations to singles play only, not switching sides of court; use of own numbered tennis balls

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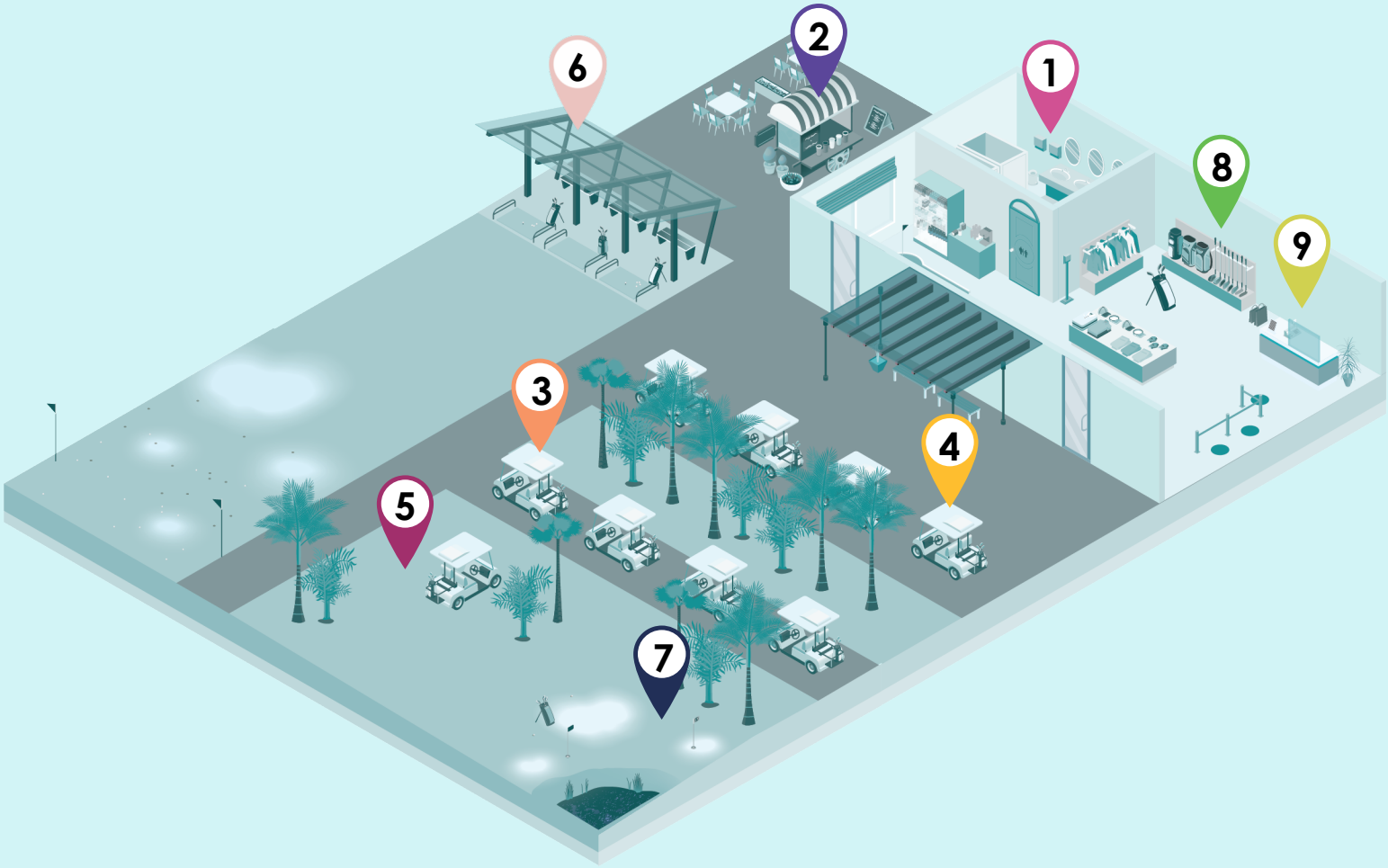

GOLF

1 CLUBHOUSE CLEANING

Deeper more frequent cleaning of locker rooms, golf shop, high traffic and high touch areas

2 CLUBHOUSE FOOD + BEVERAGE

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

3 GOLF CAR STAGING

Modified golf car staging; single-rider use only unless riding with member of the same household

4 GOLF CAR CLEANING

Deep cleaning and sanitation of every golf car before and after guest usage

5 GUIDELINES FOR PLAY

Intervals modified to 10-12 minutes; congregating discouraged before/after the round is completed

6 PRACTICE FACILITY

Will remain open but limited to 50% capacity, with increased spacing between hitting stations

7 COURSE SET-UP

Removal of water coolers and self-serve stations, ball washers, rakes; modified no-touch flagstick protocols

8 GOLF INSTRUCTION + FITTING

Instruction or fitting may be conducted on individual basis

9 ASSOCIATE CARE

Focus on hygiene and disinfection; face masks worn as part of uniform

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