

# The CleanStay Guest Experience

What guests can expect during their stay

Book Using the ABC Rate Access Code



## PRE-ARRIVAL MESSAGING

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

1

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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 their room. Non-Honors guests will notice enhanced cleaning and hygiene standards at the front desk.



3



## LOBBY SEATING, SIGNAGE & ENHANCED CLEANING

As they walk through the lobby, they'll notice that seating has been arranged to accommodate social distancing. They 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.

4

## ELEVATOR CLEANING & SANITATION STATION

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



5

## GESTURES OF HOSPITALITY

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



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## CLEANSTAY ROOM SEAL

As they approach their room, they'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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## DEEP-CLEANED ROOM

As they move through their room, they 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. They will also notice that printed collateral and materials have been removed from the room.



9

## FITNESS CENTER

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



8

## FOOD & BEVERAGE EXPERIENCE

For meals and beverages, they 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 they order room service, they will experience contactless delivery, with orders and single-use serviceware placed outside their door.



10

## CONTACTLESS CHECK-OUT

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



11

## HOTEL SHUTTLE

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

