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.

COMMITMENT TO CLEAN

UPDATED: JULY 22, 2020
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/ULPA filtration in air units and vacuums; innovative technologies like electrostatic spraying and UV light disinfection

8. **Personal Protective Equipment**
   - Face coverings required for all guests, visitors, vendors and associates within all indoor public spaces

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 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
COMMITMENT TO CLEAN

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, disinfecting wipes) available; modified operations like self-checkout

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COMMITMENT TO CLEAN

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

3. AMENITY KIT
   Surface 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/ULPA 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
COMMITMENT TO CLEAN

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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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, sunscreen, 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.
COMMITMENT TO CLEAN

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**
   - Social distancing guidelines must be followed when conducting individual and/or group instruction

9. **ASSOCIATE CARE**
   - Focus on hygiene and disinfection; face masks worn as part of uniform