

Hotel Cleaning Procedures

Hotel	New Procedures and Protocols
AccorHotels	- Regular deep cleaning will be carried out. - Employees will be trained and educated on the new health safety measures. - Guests will be provided with individual sanitizer, wipes and masks. - Signage will be utilized through guest touchpoints to advise guests of the necessary restrictions. Click here for more information
Best Western	- Minimize guest contact with personnel through a streamlined check-in and check-out process by using their mobile concierge platform. - Enhanced sanitization procedures will be in place at the front desk, lobby and across guest touch points. - Decorative pillows, paper notepads and pens will be removed from guest rooms. - Guest rooms will not be entered for 24 to 72 hours after check-out, at which time the room, linens and all touch points will be cleaned with chemicals aimed at killing COVID-19. - Enhanced 'Grab & Go' will be available in most hotels providing guests with pre-packaged food and beverage options. - Fitness centers, swimming pools and meeting rooms will be cleaned on monitored scheduled with disinfecting chemicals. At night, these areas may also be sanitized with the use of electrostatic fogging, ozone generators or ultraviolet devices. Click here for more information
Choice Hotels	- Currently building on their longstanding cleanliness and protocols and enhancing the existing program. Including: deep cleaning, disinfecting, hygiene, and social distancing. - Heightened cleaning protocols for high-traffic areas as the front desk, fitness centers and pools, as well as other high-touch surfaces throughout the hotel. - Every hotel will designate a "Commitment to Clean Captain," each of whom will complete applicable best-in-class cleanliness training and will be responsible for incorporating new protocols into their hotel's operations. Click here for more information
Dusit	- Will offer flexible check-in times and allow you to enjoy breakfast at any time you wish. - Temperature scans on arrival, heightened cleaning and sanitation procedures, and new spacious layouts in restaurants. - New outdoor workout areas have been added. - Mobile payment options, digital menus in our restaurants, and other contactless services offer extra convenience. - Providing your very own Dusit Care Kit. Available in your room, each pack includes hand sanitizer, a face mask, and antibacterial wipes. Click here for more information
Four Seasons	- Sterilizer is placed at all entrances and throughout the hotel. - Guest check-in procedures are encouraged to be electronic. - All public areas are sanitized regularly. - All gym equipment, surfaces and gym areas are sanitized hourly and after each guest.

	Click here for more information
Hilton	• Adding a sticker seal that would show the guests that no one had entered the room since cleaning. • Guests are invited to tailor their housekeeping services to their comfort level. • Improved guidelines for disinfecting the hotel Fitness Center. Closing it multiple times daily and limiting the number of guests allowed in at one time. • Provide disinfecting wipes at primary entrances and key high traffic areas to allow guest to wipe down before touching. • Contactless check-in for those who desire to have a contactless arrival experience. • Face coverings are now required in all indoor public areas of the hotel. • Changes to the hotel's restaurant service include the spacing of tables and chairs to promote proper physical distancing between guests while maintain our increased hygiene standards. Click here for more information
Hyatt	• Global Care & Cleanliness Commitment focuses on the safety and wellbeing of our colleagues and guests and builds on existing rigorous safety and cleanliness protocols. • All hotels will require face coverings within indoor public areas. • Sanitizer stations placed throughout hotels. • Frequent cleaning of public spaces and guestroom surfaces. • Removal of certain high-touch items from guestrooms. • Enhanced digital amenities: mobile check-in and checkout, mobile entry, hotel stay bill and more! Click here for more information
IHG	• Reduced contact at check-in, touchless transactions, front desk screens, sanitizer stations, sanitized keycards, paperless check-out. • Additional deep cleaning of high touch surfaces, social distancing, guidance to implement 'last cleaned' charts, and best practices for pools, fitness centers and lounges. • Reduction of in-room furnishings/high-touch points items, new laundry protocols, use of electrostatic technology and the addition of in-room IHG Clean Promise cards with cleaning procedures. Click here for more information
Loews Hotels	• Guests will be asked to have face covering/mask, prior to entering the hotel. • Complimentary hand-sanitizer and a bottle of water waiting for you in your room. • Additional cleaning for high touch areas such as telephones, remotes, door handles, light switches, elevators and tabletops, among others. • In order to adhere to physical distancing, the number of passengers in each elevator will be limited. • Hand sanitizer stations have been added to our front desks, spas, fitness centers, elevator landings, meeting rooms and other high traffic guest areas. • Contactless experiences are available Click here for more information
Marriott	• Face coverings are now required for guest and associates in all indoor public areas in North America. • Increased frequency of cleaning public spaces and high-traffic areas.

	• Hand sanitizing stations are being installed at hotel entrances, at the front desks, elevator banks, and meeting spaces. • Elevated rigorous protocols to thoroughly clean all surfaces with hospital-grade disinfectants. In each room, disinfecting wipes are available for you to use. • Currently rolling out enhanced technologies including electrostatic sprayers to sanitizer surfaces throughout the hotel. • Testing ultraviolet light technology for sanitizing guest keys and devices shared by associates. • Encouraging guest to use the mobile app to check-in, access rooms, and order room service. Click here for more information
Millennium Hotels & Resorts	• Temperature check for all guests and employees. • Frequent and regular sanitization of high-contact points. • Disinfection kits easily available to guest and employees • Use of technology to enhance guest experience and safety. (e.g. E-payment, contactless check-on/check-out). • Ensure higher cleanliness and hygiene standards during guest stay (e.g. bedding, room furniture, TV remote). • Enforce safe distancing measures as precaution. • Enhanced food safety protocols, deep cleaning and meals served individually. Click here for more information
MGM Resorts	• Screening, Temperature checks for employees. • Masks are required for all guests inside public spaces and outdoors on the pool deck with limited exceptions. • Guests will find easy access to custom-built handwashing stations and hand sanitizer throughout the property. • Increased the amount of routine cleaning, with a focus on high-touch surfaces. • Rigorous measures have been taken to provide as much outside air circulation as we can throughout the hotel. • Reimagining several aspects of the guest experience through technology to transition current processes into contactless options for guests. Click here for more information
Omni Hotels & Resorts	• Associates will increase the frequency of cleaning, disinfecting and sanitizing of high-touch surfaces. • New practices will be implemented for associates welcoming guests into our hotels to ensure their experience is friendly and safe. • Online Check-In will be encouraged prior to arrival. • High-foot traffic areas will be designated as one-way passages to include wider aisles, wherever possible. • Upon arrival, sanitation amenities including single-use sanitation wipes and face masks will be added to each guest room. • Extra linen and pillows previously placed in guest room closets will be removed and only provided upon request. Click here for more information
Radisson Hotel Group	• Implement physical distancing measures throughout the hotel. • Increase cleaning and disinfecting frequency throughout the hotel, paying attention to high-touch items.

	• Improve air circulation processes to increase air quality. • Install protective screens at the front desk. • Sanitizing stations throughout the hotel. • Display door hanger with cleaning and disinfecting information. • Clean and disinfect high-touch items in guest rooms. • Provide an express check-out process to minimize contact with team members. Click here for more information
Red Roof	• Enhancing cleaning protocols in common areas. Up to four times a day, housekeepers are sanitizing exterior and corridor touch points as well as common areas including elevators, front desks, stairwell handrails, etc. • The staff is being extra diligent in sanitizing guests' rooms including TVs, remotes, tables, light switches, doorknobs, etc. • Requiring staff and guests to wear a face covering in public spaces. Click here for more information
Sandals	• Hand-sanitizing stations will be located throughout the resorts, at all dining locations and within each guest room. • Housekeeping measures for guest's room include use of hospital-grade disinfectants. • Social distancing measures include more airport transfers with fewer guests per vehicle, extending check-in times between visitors, and setting up safe distances across restaurants, bars and beaches. Click here for more information
Sonesta	• Arrival experience will be contactless with assistance from the Front Desk available upon request. • 70% alcohol-based sanitizer will be available at Entrance, Front Desk Fitness Center, and all high traffic touch points. • Public areas will be sanitized at least once every 3 hours. • Non-essential high touch items will be removed from Guest Rooms when practical, including ice buckets, pens and pads, extra linens and laundry bags. • Rooms will be cleaned, sanitized and sealed for new arrivals. Click here for more information
Wyndham	• Disinfecting wipes with your keycard at check-in. • Complimentary travel-size hand sanitizer for each room. • More frequent cleaning and disinfecting of high-touch areas. • Masks required in indoor public areas at all hotels. Click here for more information