

Hotel Cleaning Procedures

Hotel	New Procedures and Protocols
Best Western	<ul style="list-style-type: none"> 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. <p>Click here for more information</p>
Choice Hotels	<ul style="list-style-type: none"> Most on-property food and beverage service are focused on pre-package offerings Activated response teams to provide around-the-clock guidance and support to their hotels. <p>Click here for more information</p>
Four Seasons	<ul style="list-style-type: none"> Check in and check out are done virtually Removed minibars, excess linens and excess pillows from rooms. Rooms are deep cleaned when guests check out. The room is left vacant for a full 24 hours after a guest checks out. Then a cleaning crew comes in and does deep cleaning, after which the room is left for additional 24 hours. <p>Click here for more information</p>
Hilton	<ul style="list-style-type: none"> Adding a sticker seal that would show the guests that no one had entered the room since cleaning. Removing pen, paper and guest directory from guest rooms. Perform extra disinfection of frequently touched items like light switches, tv remotes, and door handles. 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. <p>Click here for more information</p>
Hyatt	<ul style="list-style-type: none"> Developing new work procedures and mandatory trainings to ensure safety for guest and employees. By September 2020, every Hyatt hotel will have at least one person on property trained as Hygiene Manager who will be responsible for their hotel adhering to new operational guidance and protocols. Increased frequency of cleaning with hospital-grade disinfectant on all high-touch surfaces, guestrooms and shared spaces. Placing hand sanitizer stations throughout the hotel for both guests and employees.

	Click here for more information
IHG	<ul style="list-style-type: none"> Increased the frequency of hotel public areas (including hotel lobbies, elevators, door handles, public bathrooms) and high-touch points in guest rooms. Advised on cleaning products and protocols which are effective against the virus. Continue to review food and beverage service in accordance with current food safety recommendations. Click here for more information
Marriott	<ul style="list-style-type: none"> Enhancing Technology, including electrostatic sprayers with hospital-grade disinfectant to sanitize surfaces throughout the hotel. The sprayers would clean guest rooms, lobbies, gyms and other public areas. Installing more hand sanitizing stations, signs to remind guest to maintain social distancing protocols and providing extra level of precaution for their guests and employees. Allowing guests, the option to use their phones to check in, access their rooms, make special request and order room service that will be specially packaged and delivered right to the door without contact. Modifying its operational practices for in-room dining and designing new approaches to buffets. Click here for more information
Radisson Hotel Group	<ul style="list-style-type: none"> Increased cleaning and sanitizing frequency. Guests are warned to expect some disruption to food service, pools fitness centers and other amenities. Click here for more information
Wyndham	<ul style="list-style-type: none"> Partnered with third parties, so that all hotels can access cleaning and disinfecting supplies. Offering training to help hotels achieve the highest standards of cleanliness, disinfection and hygiene. Click here for more information