A MESSAGE FOR OUR GUESTS

From the Desk of our General Manager:

We are honored to welcome you to our hotel and look forward to serving you.

Our team is working diligently to provide essential services in the current environment while observing guidelines on social distancing, wearing face covering and more. Given these WHO and CDC recommendations, some typical hotel services are currently limited or unavailable.

Please refer to the guest services section of this guide for more details on available housekeeping and Food and Beverage services.

At Marriott International we take standards for hygiene and cleanliness very seriously and are taking steps to protect the safety of our guests and associates.

Our hotels’ health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene, to cleaning product specifications for guest rooms and common area cleaning procedures. We continue to closely monitor the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) statements regarding the Coronavirus (COVID-19) and are following the latest guidance from these agencies as well as local health authorities.

Please call on us for any questions you may have.

We wish you a pleasant and comfortable stay,

_________________________
(Place Hotel General Manager name here)

HOW TO SLOW THE SPREAD

To help prevent the spread of COVID-19, the following four measures are the most effective, especially if all of us adhere to them:

SANITIZE YOUR HANDS FREQUENTLY
Please wash your hands often with hot, soapy water. The WHO and CDC recommend that you wash for 20 seconds. For your convenience and to help keep hands sanitized when hand washing is not possible, we have placed hand sanitizer in predominant spaces around the hotel’s public spaces.

MAINTAIN SOCIAL DISTANCING
Please practice social distancing and keep at least 6ft (2 meters) space between yourself and other guests and associates. This is especially important in common areas where guests typically gather, such as the lobby, front desk, elevators and restaurants.

HAND SANITIZER
For your convenience, and to help keep our hands well sanitized, we have placed hand sanitizer in predominant places around the hotels public space. We encourage you to use regularly.

PRACTICE RESPIRATORY HYGIENE
Follow good respiratory hygiene, which means covering your mouth and nose with your bent elbow or a tissue when coughing or sneezing.
GUEST AND ASSOCIATES SAFETY

The following measures have been put in place to help control the spread of COVID-19 and make our hotel a safer place.

USE OF FACEMASKS AND GLOVES
For the protection of guests and associates, all our associates are wearing facemasks and gloves. This will provide them with added confidence to serve our guests to Marriott standards. We encourage you to cover your face and hands, as well, to slow the spread of the virus.

ELEVATOR ETIQUETTE
To assist with the social distancing protocol when using elevators, we have set 6ft distance markers on the floors. We ask that only one person or family at a time enter the elevator. Thank you for your patience!

FRONT DESK PROTECTIVE GUARDS
A simple plexiglass protective guard has been put in place at the front desk to help prevent the spread of droplets from one individual to another.

SHOWING SYMPTOMS?

According to the WHO and CDC, COVID-19 symptoms typically included fever, cough and shortness of breath. If you experience symptoms, please get medical attention immediately:

- Contact a local healthcare provider for guidance
- Contact the front desk to inform hotel

Please remain in your room to help keep the possible infections contained. Do not go to the hotel front desk – we will work with you while you remain in your room.

Consult the WHO and CDC for additional information and guidance.

CDC (Center for Disease Control) - www.cdc.gov
WHO (World Health Organization) - www.who.int

GUEST SERVICES

Social distancing has disrupted many public services, including certain services at hotels. Despite these new and important guidelines, it is our goal to make your stay as welcoming and comfortable as possible.

Scheduled Housekeeping
Housekeeping services are in operation, however, to ensure that social distancing is maintained, and guests have vacated the room before housekeeping personnel enters, the Front Office team will schedule a time at your convenience to perform the cleaning upon check-in.

Please inform the Front Desk during your stay should this time need to be changed.

Restaurant and Room Service
Hours of service have been reduced at the hotel to follow guidelines set by the local authorities. We are open during the hours below and looking forward to serving you.

Restaurant
- Breakfast
- All Day Hours

Room Service
- 7am – 9pm

Please Note - To follow cleaning and social distancing protocol during these times, Room Service will be retail packaged and dropped off at your door. If you prefer, you may pick up your order at a location to be determined at the front desk.

“WE WILL TRAVEL AGAIN”

MARRIOTT
BONVOY™
For [Hotel Name] the focus is the wellbeing of guests and associates.

Given the spread of Covid-19, we have taken a series of measures so that our hotel is a safe and sanitary place.
GUEST CHECK-IN
• Sanitary footbath for shoe disinfection.
• Front door is constantly disinfected.
• Checking the temperature of all people entering.
• Distribution of masks to those who do not already have one.

CHECK-IN
• Signage with general prevention measures and waiting times.
• Acrylic barrier in concierge and reception counters.
• Hand sanitizer dispensers.
• Distribution of printed materials with prevention measures.
• Disinfection of the counter after every check-in.

ELEVATORS
• Signage outside the elevator for individual or family group use.
• Signage with social distancing policies before entering.
• Prevention measures posted inside the elevator.
• Constant cleaning and disinfection.
• Hand sanitizer dispensers at the entrance to the elevators.
PERSONAL PROTECTION
EQUIPMENT
• The use of masks and gloves is mandatory.
• Masks made by the hotel and labeled with the name of each employee.
• PPE replaced during the shift depending on tasks performed.
• Hand sanitizer available in various locations.
• All offices equipped with sanitizing peroxide for constant disinfection.
• Informative signage with prevention measures and correct use of PPE.

SERVICE ELEVATORS
• Restricted usage to one person at a time.
• Constant cleaning and disinfection.
• Hand sanitizer dispenser outside each elevator.

EMPLOYEE DINING ROOM
• One chair per table to ensure social distancing.
• Dispenser with sanitizing peroxide to disinfect the table once you finish eating.
• Hand sanitizer dispenser at the entrance of the dining room.
• Individual trays with cutlery and glasses instead of self-service cutlery buffet.
**FOOD AND DRINKS**
- Menu available through QR code that is provided at check-in and in the restaurant.
- Terrace and restaurant have fewer tables to ensure social distancing.
- No buffet service, only menu items available.
- Room service orders are left at the door of the room.
- Disinfection of tables and chairs after use.

**BANQUET HALLS**
- New layout established to ensure social distance of 2 meters.
- Tables set with new maximum seating capacity according to guidelines.

**EMPLOYEE ENTRY**
- Sanitary footbath for shoe disinfection.
- Checking the temperature of all employees entering.
- Distribution of masks and gloves to employees.
- Hand sanitizer dispensers - “Clean Zone” Stations.
- Alternate shift start times to ensure social distancing at the entrance and in the dressing rooms.
For more information about our cleaning and social distancing procedures within the hotel:

CONTACT:
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For more details about our corporate Commitment to Clean, please visit:  
https://clean.marriott.com/