

As of 1 May 2020



ABOUT HILTON CLEANSTAY

Hilton has developed a global programme introducing a new standard of hotel cleanliness and disinfection: **Hilton CleanStay™**.

Hilton CleanStay builds upon Hilton's already high standards of housekeeping and hygiene, where commercial-grade cleaning products and upgraded protocols are currently in use, to ensure Hilton guests enjoy an even cleaner and safer stay from check-in to check-out.



KEY FEATURES

- **Hilton CleanStay Room Seal** to indicate that guest rooms **have not been accessed** since they were cleaned
- **Increased focused disinfection of top 10 high touch areas** in guest rooms like light switches and door handles
- Increased cleaning and disinfection frequency of **public areas**
- **Guest-accessible disinfecting wipes** at entrances and high traffic areas
- Enhanced cleaning and disinfection for **fitness centres**
- Enhanced cleaning & operational changes to **restaurants, bars, in-room dining and meeting spaces**
- **Reduced paper amenities** (like pads and guest directories) in rooms
- Industry-leading **contactless check-in and check-out with Digital Key** at more than 4,700 properties globally
- Evaluation of new technologies like **electrostatic sprayers with disinfecting mist** and **ultraviolet light** to sanitize surfaces and objects
- **Enhanced Team Member safety and well-being** with personal protective equipment and enhanced training and protocols

OUR PARTNER

Hilton will collaborate with **RB**, maker of **Dettol** and **Lysol** to develop elevated processes and Team Member training

WHY CLEANSTAY?

Travellers and our guests are expecting a higher standard of cleanliness and disinfection than ever before.

71% OF CONSUMERS GLOBALLY ARE ACTIVELY CLEANING MORE THEMSELVES

SOURCE: Global Data Syndicated Study, March 2020

3 OF THE TOP 4 ACTIONS A HOTEL CAN TAKE TO MAKE GUESTS FEEL SAFE ARE ABOUT **ADDITIONAL CLEANING**

SOURCE: Proprietary Hilton Research, March 2020

HOW IS CLEANSTAY UNIQUE?

While other hotel chains and other industries, like retail and restaurants, are making changes, Hilton is the first to **develop a truly holistic cleanliness and disinfection programme** leveraging **trusted experts in health and hygiene**. In addition, this program is not limited to guest rooms, but **extends across the entire hotel experience** – from arrival to departure.

WHAT'S NEXT?

- **APRIL 27** Public Announcement
- **APRIL 28 – MID-MAY** Program Build-out
- **MID MAY** Begin Publishing Resources & Standards for Hotels
- **Beginning in JUNE** Global Roll-out