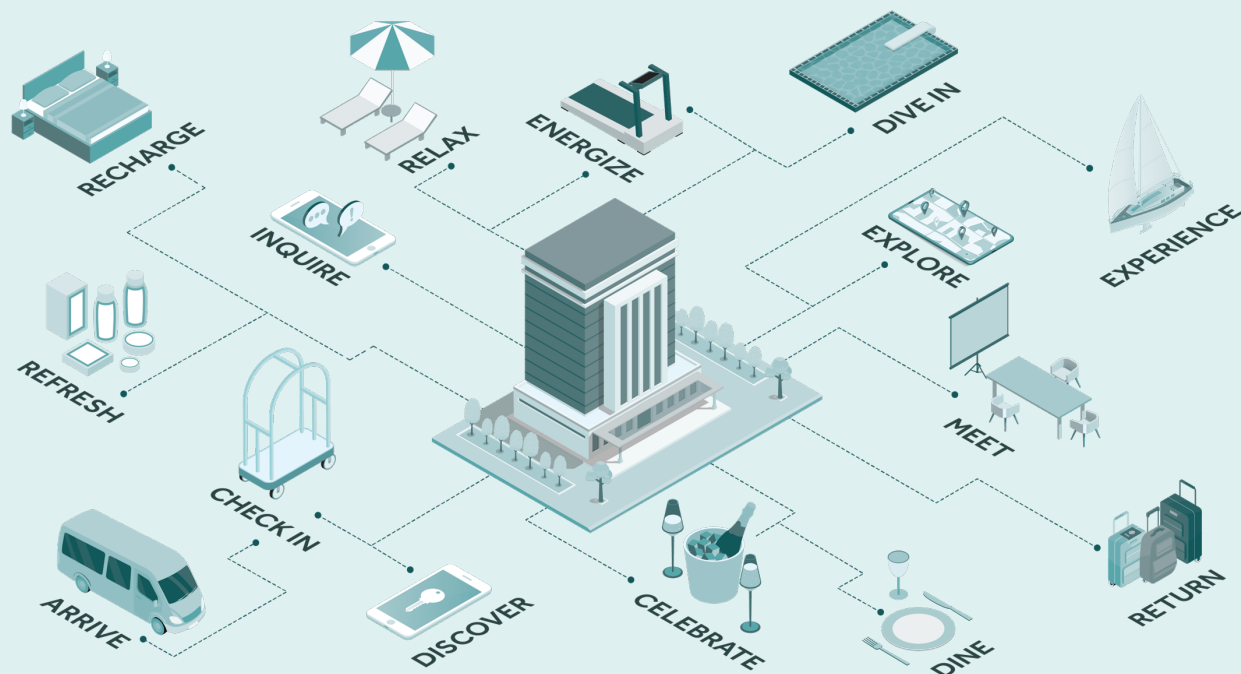


OUR COMMITMENT

We believe that travel connects us to each other, widens our perspective, enriches us and inspires us. We will travel again soon. And, when you are ready to:



we'll be ready to welcome you.

This 'new normal' may evolve and change over time to reflect government guidance and new societal expectations. What will never change, though, is our commitment to keeping hotel associates, guests and customers safe. This is our utmost priority.

We recently launched our Global Cleanliness Council, including experts from the field of medicine and public health to supplement our reputation of cleanliness and hospitality we've built throughout our history. Additionally, we've developed 200+ cleaning protocols throughout each step of our guests' journey and every physical space in the hotel. We are deploying scientifically supported practices and innovations, with focus on these specific details:

✓ DEEPER, MORE FREQUENT CLEANING

- ▶ Enhancing cleaning protocols to **disinfect every space**, ongoing and especially during peak usage
- ▶ Consistently and **frequently disinfecting** all **high-touch items** like elevator buttons and escalator handrails
- ▶ Hand **sanitation stations** added throughout the hotel, especially in high-traffic areas

✓ YOUR SANCTUARY

- ▶ **Deep cleaning** each guest room between stays
- ▶ Removing nonessential high-touch items that can't be disinfected, and providing **disinfecting wipes** in every guest room
- ▶ Limit in-stay housekeeping frequency to **reduce contact** during each stay

✓ LESS CONTACT, MORE CONNECTION

- ▶ Using **mobile technology**: Mobile Key, Mobile Dining, eFolio delivery and Mobile Requests via the Marriott Bonvoy™ app
- ▶ Enabling social and **physical distancing** practices: reducing allowable capacities in spaces, increasing distance between furniture, and managing queueing areas
- ▶ Supporting hybrid meetings via **live-streaming capabilities**

✓ NOURISHING THE 'NEW NORMAL'

- ▶ Replacing self-service buffets with a variety of **'grab and go'** contactless food + beverage options
- ▶ **Redesigning food + beverage** station set-ups to include protective barriers; removing non-essential items
- ▶ **Tailoring options** for groups and enabling reserved spaces



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



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

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/ULTA 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



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