



Hilton Clean Meetings

We continue to monitor government policy changes, Centers for Disease (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

- All Meeting Rooms Will Contain
 - Hand Sanitizer stations available for guest use
 - Disinfectant Wipes for attendees to clean personal area
 - Individual beverage/waters
 - Single use cups for coffee no mugs
 - Individually packaged break items
 - No pads or pens
 - Provide graphics, signage and floor markings to guide & ensure social distancing in areas that people may congregate. This includes but is not limited to:
 - Registration
 - Buffet lines
 - Coffee stations
 - Bars
 - Have doors kept open as much as possible to reduce guest touch points. Disinfect handle/plate often and after any contact.
 - Where available, provide A/V, Wi-Fi connection for large groups to communicate throughout multiple rooms

Banquet & Catering Room Set-up Guidance

- Rounds and Classrooms
 - Set tables an adequate distance apart from each other to ensure we maintain 6' of separation between seats (not tables)
- Classroom/U-Shape/Conference Style
 - Set tables an adequate distance apart from each other to ensure we maintain 6' of separation between seats (not tables)
- If sizeable congregations are limited per current CDC guidelines, use multiple breakout rooms and technology to "join" the breakouts to get to general session of size. Do not exceed CDC guidelines or local jurisdictional orders for maximum gathering size.
 - For example: 20 people but spread into multiple breakout room; each room having its own small individual break allowing no more than the maximum number of people to congregate in a given area.

Banquet & Catering Food Service guidance

- Servers and set up teams must wear masks, which will be provided by the hotel
- Server must wear gloves & change often
- Hand wash protocols must be followed
- Provide masks to guests upon request



- Source single use paper bags or envelopes and have available for clean storage of guests' personal masks

Plated meals

- Tables only preset with roll up style flatware (may use single use center pieces)
- Do not preset tables with water, iced tea etc.
- Do not preset tables butter, breads, Salt & Peppers shakers
- Serve only on request or set a station and guests "grab their own"
- Food is served by server wearing mask and gloves
 - Gloves changed often at a minimum after serving each table
 - Servers wash hands between glove changes

Buffets & Action Stations

For the immediate future (May & June) eliminate buffets to reduce risk of cross-contamination and address consumer perception that buffets inherently are unsafe (if executed properly, this is a misperception). Eliminating buffets has the added benefit of reducing food waste.

Where buffets are necessary, adhere to the following guidelines:

- Served by workers from behind a protective barrier (sneeze guard, Plexiglas shield or like barrier). This standard applies to both hot and cold buffets.
- Served by servers
 - Gloves changed often
- Use of rollup style flatware/napkin
- Plates
 - Must be protected (behind barrier) not on display
 - Server picks up each plate with gloved hands
- Remove all non-single use centerpieces/amenities
- Beverage (iced tea, water, coffee, etc.) served by a server behind a protective barrier
 - No ice buckets or self-serve ice stations



Hilton Clean Public Areas and Guest Rooms

Our hotel uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies.

Guest Registration

- All guests will receive a guest sanitation amenity bag complete including sanitization gloves, sanitized TV remote control and hand sanitizer.

Public Areas

- Frequently touched surfaces will be disinfected every four hours during peak periods:
 - Light switches and handles in public areas and restrooms
 - Faucets and toilet flush levers in all public and employee restrooms
 - Towel dispenser handles in public and employee restrooms
 - Baby changing stations in public restrooms
 - Room keys should be cleaned with sanitizing cleaner at each touch point – room assignment and when handed over for room charges.
 - Trash receptacle touch points
 - Door handles and push plates in all public and employee areas
 - Elevator buttons in both service and public elevators
 - Public telephones and keypads
 - Tables and chairs in public areas – conference rooms and lobby
 - Vending and ice machines in all areas, guest floors/fitness areas/conference areas
 - Table tops in public information kiosks
 - Trash receptacles

Guestroom Housekeeping

- In addition to our Hilton Clean Stay program which partnered with Lysol and the Mayo Clinic and our normal cleaning standards, frequently touched surfaces will be disinfected at every room cleaning:
 - Light switches and light handles (this includes pull chains and dimmer switches)
 - Thermostat controls
 - Faucets and toilet flush levers or buttons
 - Mini-bar menu and refrigerator handle
 - Keypad and handle to room safe
 - Door handles on all doors, including closet handles and kick plates
 - Television and any other remote control item
 - Buttons and alarm switches on bedside clocks
 - Trash receptacle touch points
 - Dresser drawer handles
 - Desk and chair arms and drapery pull handles
 - Charging stations for phones and computers
 - Iron handle, hangers, and luggage racks
 - Telephones (ear and mouth pieces as well as buttons)

