

# HOTEL CHAIN - GUEST HEALTH STRATEGIES

INITIATIVE/PROGRAM NAME  
APPLICABLE TO ALL HOTELS

		Accor	ASTRA APARTMENTS	Best Western	Choice Hotels	Far East	Fraser's Hospitality	GLH Hotels	Hilton
		All Safe		We are clean	Commitment To Clean	SG Clean			Clean Stay
		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Cleaning Products &amp; Protocols</b>	Increased frequency and cleaning protocols of high-traffic areas	●	●	●	●	●	●	●	●
	Use of hospital-grade disinfectant or equivalent Government approved	●	●		●	●	●	●	●
	Housekeeping "on-demand" option	●			●	●		●	
	Reinforced cleaning of high-touch points in rooms	●	●	●	●	●		●	●
	Hand sanitising stations/disinfecting wipes high-traffic areas	●		●	●	●	●	●	●
	Staff training	●	●	●		●	●	●	●
	Hygiene Manager on property	●			●	●		●	
<b>Physical Distancing</b>	Contactless check-in/check-out	●	●	●	●	●		●	●
	Protocols encouraging appropriate social distancing	●	●	●	●	●	●	●	
	Limited Common Area Gathering	●	●	●		●	●	●	●
	Pre-packaged breakfast items vs. buffet	●		●	●	●			
	Room seal on cleaned doors							●	●
	Guest rooms not be entered for 24 to 72 hours after check-out			●					
	De-clutter Paper Amenities	●				●	●	●	●
<b>Communications</b>	Personal protective equipment for hotel staff	●	●	●	●	●	●	●	
	On-property signage reiterating guidelines	●		●	●	●	●	●	
<b>Technology</b>	Communications from front desk staff to guests	●		●	●	●	●	●	
	Mobile check-in	●		●					●
	Keyless room entry								●
	Others (electrostatic sprayers, ultraviolet light instruments, air purifiers, ozone generators)							●	●

The information is current as of 27 May 2020 and subject to change.

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		Hyatt	IHG	Jury's Inn	Marriott	Millennium	Minor Hotels	NH Hotels	Quest
INITIATIVE/PROGRAM NAME		Care & Cleanliness Commitment	IHG Clean Promise		Marriott Global Cleanliness Council	We Clean. We Care. We Welcome.	Oaks Sure Stay /AvaniShield	Feel Safe at NH	
APPLICABLE TO ALL HOTELS			Yes	Yes		Yes	Yes	Yes	
<b>Cleaning Products &amp; Protocols</b>	Increased frequency and cleaning protocols of high-traffic areas	●	●	●	●	●	●	●	●
	Use of hospital-grade disinfectant or equivalent Government approved	●		●	●		●	●	●
	Housekeeping "on-demand" option						●		●
	Reinforced cleaning of high-touch points in rooms		●	●	●	●	●	●	●
	Hand sanitising stations/disinfecting wipes high-traffic areas	●	●	●	●	●	●	●	●
	Staff training	●		●	●	●	●	●	●
	Hygiene Manager on property	●						●	
<b>Physical Distancing</b>	Contactless check-in/check-out		●		●		●	●	Varies
	Protocols encouraging appropriate social distancing	●	●	●	●		●	●	●
	Limited Common Area Gathering		●	●	●		●	●	●
	Pre-packaged breakfast items vs. buffet			●	●		●	●	●
	Room seal on cleaned doors						●		
	Guest rooms not be entered for 24 to 72 hours after check-out						●		Varies
	De-clutter Paper Amenities				●		●		Varies
Personal protective equipment for hotel staff	●	●	●	●	●	●	●	Varies	
<b>Communications</b>	On-property signage reiterating guidelines				●		●	●	●
	Communications from front desk staff to guests				●	●	●	●	Varies
<b>Technology</b>	Mobile check-in				●			●	
	Keyless room entry				●		●		
	Others (electrostatic sprayers, ultraviolet light instruments, air purifiers, ozone generators)	●			●		●	●	●

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		Radisson	Rydges	Skycity	TFE	Wyndham
INITIATIVE/PROGRAM NAME		Radisson Hotels Safety Protocol				Count on Us
APPLICABLE TO ALL HOTELS		Yes	Yes	Yes	Yes	Yes
Cleaning Products & Protocols	Increased frequency and cleaning protocols of high-traffic areas	●	●	●	●	●
	Use of hospital-grade disinfectant or equivalent Government approved	●	●	●	●	●
	Housekeeping "on-demand" option		●			
	Reinforced cleaning of high-touch points in rooms	●		●	●	
	Hand sanitising stations/disinfecting wipes high-traffic areas	●	●	●	●	●
	Staff training	●	●	●	●	●
	Hygiene Manager on property					
Physical Distancing	Contactless check-in/check-out	●				
	Protocols encouraging appropriate social distancing		●	●	●	●
	Limited Common Area Gathering		●		●	●
	Pre-packaged breakfast items vs. buffet		●		●	
	Room seal on cleaned doors					
	Guest rooms not be entered for 24 to 72 hours after check-out					
	De-clutter Paper Amenities				●	
	Personal protective equipment for hotel staff	●		●	●	
Communications	On-property signage reiterating guidelines	●	●	●	●	
	Communications from front desk staff to guests	●		●	●	
Technology	Mobile check-in				●	
	Keyless room entry					
	Others (electrostatic sprayers, ultraviolet light instruments, air purifiers, ozone generators)					

