

## COMMITMENT TO CLEAN at BALTIMORE MARRIOTT INNER HARBOR

Protecting the health and safety of our associates and guests is our highest priority. Rest assured that we have expanded our hygiene, sanitation and precautionary activities in all parts of our hotel in response to COVID-19. We are following applicable guidelines of the Centers for Disease Control and taking relevant health and safety measures. Consisting of in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations, our Marriott Cleanliness Council is redefining our cleaning and safety standards. We will actively monitor and evolve our solutions to ensure a continued focus on the health and safety of our guests and associates. We are deploying operational practices and standards, with focus on these specific details:

### Public Space/ Check In Process

- To promote the health and safety of our communities, face coverings are required for guests and associates in all indoor public areas in North America, the Caribbean and Latin America.
- Markers are placed at the front desk for check in that shows 6ft distancing while waiting.
- Hotel have added partitions at check-in to provide an extra level of precaution for our guests and our associates.
- Mask and gloves are available upon requests. Hand Sanitizer stations located at all entrances in lobby and off every elevator.
- Mobile Keyless Entry and Contactless Check In are available.
- Fitness Center is accessible 24 hours, equipment has be arranged to meet physical distancing requirements. Fitness Center will be closed at certain points of the day to allow deep cleaning
- Signs are posted requiring only 2-3 parties on elevator to ensure 6 ft physical distancing.
- Increased anti-viral disinfection of high touch areas throughout the public spaces and guestrooms such as door handles, elevator buttons, handrails, taps, and light switches.
- We are rolling out enhanced technologies including electrostatic sprayers to sanitize surfaces throughout the hotel. We are also testing ultraviolet light technology for sanitizing guest keys and devices shared by associates.



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### Housekeeping

- Stayover rooms are cleaned once per week every 4th day of stay, or upon requests. Additional supplies are delivered upon request using the "knock and drop" method, items are placed in plastic bag and hung on door, knock and walk away.
- Currently The Hotel allows the checkout rooms to sit vacant for 72 hours, to potentially allow any virus to die off before cleaning.
- Hotel uses Electrostatic Spraying, powered continuous electrically charged spray evenly coats surfaced with disinfectant in guestrooms.
- During Housekeeping Service, guest must leave room during the time of service.
- Hotel has Eliminated non-disposable in-room glassware; Replaced with individually wrapped disposable alternatives in the guestroom and in lounge areas.
- Hotel has Removed non-essential amenities from guest rooms and lounge areas (including magazines, pens, paper, non-fixed desktop items) to minimize potential areas of exposure and focus cleaning on essentials.
- Increased anti-viral disinfection of high touch areas throughout the public spaces and guestrooms such as door handles, elevator buttons, handrails, taps, and light switches

### Food & Beverage

- Per current local Baltimore City guidelines, restaurant occupancy must remain under 25% capacity or 25 people. Subject to change based on local guidelines.  
All menus to be disposable or sanitize after each use
- Restaurant menus will have limited offerings to those items that maintain quality presentation and standards when served in to-go packaging.
- Restaurant will have table signage to allow for proper 6ft distancing and bar area will have markers and stools to accommodate distancing protocols.

To Learn More About Marriott's Commitment To Clean Please Visit Our Website At  
<https://clean.marriott.com/>

