



Hilton Virginia Beach Oceanfront

EventReady with CleanStay



Preventive Measures

- High-touch surfaces cleaned and disinfected using Lysol products on an hourly. Including but not limited to: Public entrance / exit door handles and push plates, Front Desk and Concierge surface tops, Stairway handrails, Elevator landing call buttons and cab control buttons, Public restroom door handles and push plates
- Temperature and wellbeing checks of all associates at beginning of each shift
- Proper hygiene practices for associates including frequent handwashing, use of alcohol-based hand sanitizer, and protective masks and gloves worn by appropriate hotel associates
- Prominently placed hand sanitizer stations throughout hotel public spaces and entrances



Guest Room

- Guest room amenities have been reimagined to limit touch points; guest directories, paper and pen removed
- Increased frequency of cleaning of guest room high-touch surfaces, including but not limited to: Dressers & End Tabletops, Handles, and Pulls, TV and Remote Controls, Light Switches, Thermostat, In-Room Safe Control Pad, Bathroom Fixtures and Faucets
- Door seal placed to ensure room has remained vacant between sanitization and guest arrival
- Increased frequency of cleaning in guest room adjacent areas (hallways, elevator landings, etc.) using Lysol products

Arrival Experience

- Valet Parking team to utilize gloves in all instances and sanitize outside door handle upon receipt of vehicle from guest
- Mobile Check-In and Digital Key available through the Hilton Honors app for Hilton Honors members
- Plexiglass shields at Front Desk with associates in masks and gloves for those preferring a traditional check-in experience
- Physical distancing guidance as appropriate throughout hotel, including lobby, restaurant, fitness center, elevator landings, and event and meeting spaces

Restaurant

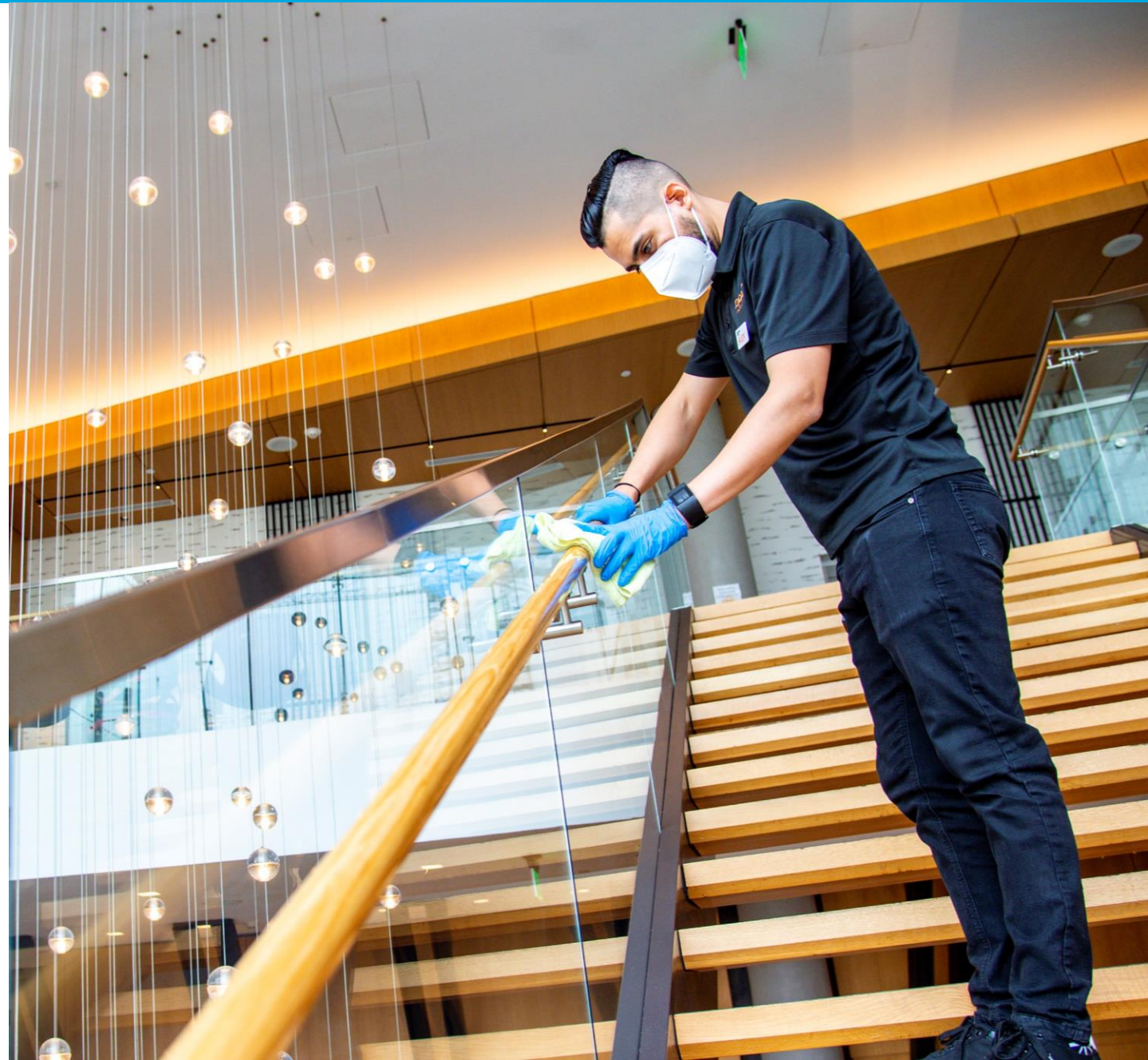
- Adjustments of seating capacity as mandated by Commonwealth of Virginia
- Implementation of single-use menus and QR codes
- Increased distance between tables to ensure wide walkways and ease of movement
- Touch-free hand sanitizing stations
- Appropriate PPE worn by culinary team during food preparation and all service colleagues during service
- Re-sanitation of kitchens scheduled on a regular basis throughout the day



Pioneering

a new standard of hotel clean.

The global Hilton CleanStay program is setting the new standard of hotel cleanliness and disinfection in Hilton properties around the world. Hilton has partnered with RB, maker of Lysol & Dettol to develop Hilton CleanStay so guests can enjoy a worry-free stay.



10 High-Touch, Deep Clean Areas in the Guest Room



PART OF

Hilton
CleanStay

with  protection

- 1 SWITCHES & ELECTRONIC CONTROLS**
Lights, lamps, switches and electronic controls.
- 2 HANDLES & KNOBS**
Doors, closets, drawers, furniture knobs and drapery pull handles.
- 3 MAJOR BATHROOM SURFACES**
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.
- 4 CLIMATE CONTROL PANELS**
- 5 TELEPHONES, REMOTE CONTROLS AND CLOCKS**
Handsets, dial pads and function buttons.
- 6 BED & BEDDING**
All bed linens including duvet covers, pillowcases and sheets.
- 7 BATH AMENITIES**
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.
- 8 HARD SURFACES**
Tables, desks and nightstands.
- 9 CLOSET GOODS**
Iron, safe handle and keypad.
- 10 IN-ROOM FOOD & BEVERAGE**
Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.



Why Hilton EventReady?



Meeting professionals and attendees are expecting a higher standard of cleanliness than ever before. Our sales, catering and event teams are committed to working with customers to achieve their business objectives through delivering event experiences that provide peace of mind from start to finish.

How Is Hilton EventReady Unique?

Hilton EventReady with CleanStay will deliver clean, flexible, safe and socially responsible events supported by our proprietary EventReady Playbook which provides expert guidance and curated resources for topics including hybrid meetings, creative meeting sets and sustainable practices for the entire attendee journey – all backed by Hilton Hospitality from dedicated Team Members.





10 High Touch, Clean Areas in Event Space

- 1 TABLES
- 2 CHAIRS
- 3 DOOR PULLS
- 4 THERMOSTAT & LIGHTING CONTROLS
- 5 WINDOW SHADE & DRAPE CONTROLS
- 6 ROOM PHONES
- 7 STATIONARY ROOM FURNITURE
- 8 PODIUM & STAGE ITEMS
- 9 AUDIO VISUAL EQUIPMENT
- 10 SANITIZING STATIONS



HILTON CLEANSTAY STANDARDS

- **Hilton CleanStay Standards** provide elevated cleanliness and sanitation across the entire attendee journey. A cleaning protocol is completed to verify an event space is sanitized and disinfected thirty minutes prior to event start
- **Sanitizing stations** will have prominence in primary entryways as well as key high traffic areas including inside and outside event space(s), meal and beverage service areas, public restrooms and congregating areas.
- **Vendor compliance to all standards** and floor plans submitted to hotel for approval in advance of event.
- **Completed EventReady Room Checklist** is provided to planners.
- **Hilton CleanStay Event Room Seal** is applied once the room is properly cleaned, set and EventReady.



Hilton CleanStay Standards

Flexible

Safe and Socially Responsible

Delivering Hilton Hospitality



FLEXIBLE

- **Sales and Customer Partnerships** grounded in transparency and the importance of shared objectives. Providing flexible pricing, space options and contract terms.
- **Responsive** to meet the evolving needs of our customers.
- **Small Meetings** offer with simplified EXPRESS agreements at participating hotels.
- **Hilton EventReady with CleanStay Playbook** delivering expert guidance and curated resources for topics such as:
 - Hybrid Events
 - Technology
 - Wellness
 - Creative Networking
 - Transportation/Logistics
 - Community Service



Hilton CleanStay Standards

Flexible

Safe and Socially Responsible

Delivering Hilton Hospitality



SAFE AND SOCIALLY RESPONSIBLE

- **Respecting physical distancing** with creative and customized event sets and meal services.
- **Inspiring food and beverage menus: thoughtfully served, timely and flexible.** Meals, services and operational procedures adhering to regional physical distancing regulations, amplified hygiene & sanitation requirements, additional space to accommodate attendee flow.
- **Contactless experiences** with digital check-in and check-out, digital key for guestrooms and contactless communication.
- **Environmental impact solutions** measured by LightStay, Hilton's award-winning corporate responsibility measurement platform.
- **Community service experiences** to support and uplift the local community.
- **Team Members** are educated on the symptoms of COVID-19 and are prohibited from coming to work if they are ill or symptomatic following local ordinances.



Hilton CleanStay Standards

Flexible

Safe and Socially Responsible

Delivering Hilton Hospitality

DELIVERING
HILTON
HOSPITALITY