EMBASSY SUITES BY HILTON COMMITMENT TO YOU, OUR GUESTS, AS WE NAVIGATE THROUGH CORONAVIRUS (COVID-19)

As it has always been, the safety and security of our guests and team members remains our highest priority. We are doing everything we can to ensure your travel safety and provide maximum flexibility as the situation around novel coronavirus (COVID-19) continues to evolve.

Health and Hygiene – Updated as of June 1, 2020

**Hilton CleanStay with Lysol Protection** Hilton has developed a global program that will introduce a new standard of hotel cleanliness and disinfection to ensure Hilton guests enjoy an even cleaner and safer stay: Hilton CleanStay with Lysol protection. The program has been developed with experts from RB, maker of Lysol and Dettol, brands trusted for safely disinfecting surfaces. In addition, experts from the Infection Prevention and Control team at Mayo Clinic will advise and assist in enhancing Hilton’s cleaning disinfection protocols.

Hilton CleanStay builds upon Hilton’s already high standards of housekeeping and hygiene, where hospital-grade cleaning products and upgraded protocols are currently in use. The program will feature Lysol’s trusted cleaning products, solutions and training in North America. RB and Hilton are also exploring opportunities to expand the program into a global partnership. The program will include:

- Extra disinfection of top 10 high touch areas in guest rooms including light switches and door handles
- Increased cleaning frequency of public areas
- Guest-accessible disinfecting wipes at entrances and high traffic areas
- Enhanced cleaning for fitness centers
- Reduced paper amenities (like pads and guest directories) in rooms
- Enhanced cleaning & other changes to buffets, in-room dining and meeting spaces
• Industry-leading contactless check-in and check-out with Digital Key at more than 4,700 properties globally
• Evaluation of new technologies like electrostatic sprayers with disinfecting mist and ultraviolet light to sanitize surfaces and objects
• Enhanced Team Member safety and well-being with personal protective equipment and enhanced training and protocols

The rollout of Hilton CleanStay will begin at Hilton hotels worldwide this month.

Current Health and Hygiene Standards. We take great pride in maintaining the highest standards of cleanliness and hygiene. Given the effects of COVID-19, we have taken additional measures in our hotels today, developed in consultation with global and local public health authorities (including the WHO and CDC), to make our cleaning and hygiene protocols even more rigorous:

• Our hotel teams are receiving ongoing briefings and enhanced operating protocols.
• We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant.
• We will continue to adjust food and beverage service in accordance with current food safety recommendations.
• We have increased the deployment of hand sanitizers.

We have activated our regional and global response teams to provide around-the-clock assistance to our hotels and are prepared to act swiftly should we be alerted to a case of coronavirus at one of our properties.

What to Expect During Your Stay. As you know, the way we travel looks a little different right now, so we wanted to ensure you had the latest list of what to keep in mind when you prepare to travel next. Please reach out to your hotel directly to understand their latest local guidelines.

• Social Distancing. Social Distancing continues to be a recommended or required practice in public settings. We’ve adjusted common areas in many of our hotels to help guests adhere to these guidelines. During your stay, please
be mindful of other guests and Team Members and maintain the suggested six feet of distance.

- Masks and Other Protective Equipment. Some states currently require that all of our Team Members and guests wear face coverings while in public areas. As such, we recommend bringing one with you. Our hotels have adjusted check-in and other processes to allow for limited contact with Team Members for continued safety.

- Hotel Services and Amenities. For your safety, some services or amenities such as pool, spas, fitness centers, restaurants and daily housekeeping may be modified or suspended.