



## Our Commitment to Cleanliness:

### Marriott Global Cleanliness Council

Marriott recently announced the creation of the Marriott Global Cleanliness Council – consisting of in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations. Together, the council members will work to develop a new generation of global hospitality cleanliness standards, norms and behaviors for Marriott's more than 7,300 properties around the globe. The new standards will be designed to minimize risk and enhance safety for the company's guests and the 750,000 people worldwide who wear the Marriott name badge.

### New Cleaning Technologies

While Marriott's council develops its work, the company has initiated plans to roll out enhanced technologies at its properties over the next few months, including electrostatic sprayers that allow for touchless disinfecting capabilities. The magnetically charged droplets produced by the electrostatic sprayers seek out and coat hard to reach areas and surfaces typically missed in standard cleaning processes.

In its everyday cleaning, Marriott will also be using the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention and World Health Organization to treat known pathogens.

### Cleaning Regimen Changes

When guests check into Marriott's hotels over the next few months, they will notice a number of additions to the company's regimen designed to set an even higher standard of cleanliness for the hotels. Specific areas of focus include:

- **Surface Areas:** In public spaces, the company has added to its already rigorous cleaning protocols, requiring that surfaces are treated with hospital-grade disinfectants and that this cleaning is done with increased frequency. In guest rooms, Marriott has added to its detailed cleaning practices, requiring all surfaces to be thoroughly cleaned with hospital-grade disinfectants. The company will also be placing disinfecting wipes in each room for guests' personal use.
- **Guest Contact:** To help alleviate the risk of COVID-19 transmission through person-to-person contact, Marriott will be using signage in its lobbies to remind guests to maintain social distancing protocols and will remove or re-arrange furniture to allow more space for distancing.

The company is planning to add partitions at front desks to provide an extra level of precaution for its guests and associates and is working with supply chain partners to make masks and gloves available to associates. You'll see more hand sanitizing stations around Marriott's hotels – near the entrances and front desks, elevator banks and fitness and meeting spaces.

In addition, in more than 3,200 of the company's hotels, guests can choose to use their phones to check in, access their rooms, make special requests and order room service that will be specially packaged and delivered right to the door without contact. These "touchless" services can all be done quickly via Marriott's mobile app.

- **Food Safety:** At Marriott, food handlers and supervisors are trained on safe food preparation and service practices. The company's food and beverage operations are required to conduct self-inspection using its food safety standards as guidelines, and compliance is validated by independent audits. Marriott is also enhancing sanitation guidelines and training videos for associates that include hygiene and disinfecting practices. In addition, the company is modifying its operational practices for in-room dining and designing new approaches to buffets.

For further information, FAQs are available [here](#)

#### **In the Community:**

Throughout the world, our properties and associates have been stepping up to the challenge of hosting caregivers or providing safe environments for our guests. In other instances, our properties have been donating cooked and pre-packaged meals and critically important supplies, including cleaning products, masks, gloves, anti-microbial wipes, sanitizers and shower caps for medical and other frontline workers.

As we all watch the news unfold about this unprecedented event, it's clear that there is a need to assist and bolster healthcare workers and community caregivers who are on the frontlines working to contain this disease. To that end, we have established the following programs to aid in the urgent fight against the pandemic:

- **Rooms for Responders:** With support from our credit card partners, American Express and JPMorgan Chase, we are committed to providing \$10 million worth of hotel stays for healthcare professionals leading the fight against COVID-19 in the United States. We are partnering with the American College of Emergency Physicians, the Emergency Nurses Association, and the American Hospital Association to match front line doctors and nurses with free accommodations in some of the areas most impacted, including New York City, Newark (NJ), Baltimore, Washington DC, Detroit, Chicago, New Orleans, Las Vegas, and Los Angeles.
- **Community Caregiver Program:** This initiative, available in the United States, Canada, the Caribbean and Latin America, provides significantly discounted rates for first responders and healthcare professionals who want to book rooms at hotels in close proximity to the hospitals where they're working. The rate is available on Marriott.com at nearly 2,500 hotels.
- **Donate Marriott Bonvoy Points:** Through [Marriott Bonvoy's Giving Platform](#), you can donate your Marriott Bonvoy points to relief organizations that are active in COVID-19 responses around the world and that Marriott is also supporting, including the American Red Cross, International Federation of Red Cross and Red Crescent Societies, UNICEF and World Central Kitchen.

## For Our Members:

Travel is a way of life for our Marriott Bonvoy members. It is the way we connect, get inspired and evolve our business every day. While it is the right thing to do, it's been hard not to be able to travel. We know that when you get back in the air and on the road, your points and status will be important to you.

- **Status Extension:** We want you to be able to enjoy the status that you earned in 2019. With that in mind, the status you earned in 2019 will be extended to February 2022.
- **Points Expiration:** To provide you ample time to redeem points, the expiration of points will be paused until February 2021. At that time, your points will only expire if your account has been inactive for at least 24 months.
- **Suite Night Awards (SNAs):** We have extended the expiration of suite night awards by one year from December 31, 2020 to December 31, 2021.
- **Free Night Award (FNA):** Members who currently have an active Free Night Award (FNA) expiring in 2020 as part of their credit card benefit, annual choice benefit, promotions or travel package will be able to use it through January 31, 2021. (Exception: Members in mainland China, Hong Kong SAR, Macau SAR and Taiwan the Free Night Awards will be extended 12 months into 2021 from the date of expiration).

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