



HILTON'S MEASURES TO COVID OUTBREAK

What our hotels do to keep your travelers safe





HILTON CLEANSTAY



ABOUT HILTON CLEANSTAY

Hilton has developed a global programme that will introduce a new standard of hotel cleanliness and disinfection: **Hilton CleanStay™**.

Hilton CleanStay builds upon Hilton's already high standards of housekeeping and hygiene, where commercial-grade cleaning products and upgraded protocols are currently in use, to ensure Hilton guests enjoy an even cleaner and safer stay from check-in to check-out.



OUR PARTNER

RB, maker of Dettol and Lysol. The programme will feature RB's **Lysol brand's** trusted cleaning products and solutions.

WHY CLEANSTAY?

Travelers and our guests are expecting a higher standard of cleanliness and disinfection than ever before.

71% OF CONSUMERS GLOBALLY ARE ACTIVELY CLEANING MORE THEMSELVES

SOURCE: Global Data Syndicated Study, March 2020

3 OF THE TOP 4 ACTIONS A HOTEL CAN TAKE TO MAKE GUESTS FEEL SAFE ARE ABOUT **ADDITIONAL CLEANING**

SOURCE: Proprietary Hilton Research, March 2020

KEY FEATURES

- **Hilton CleanStay Room Seal** to indicate that guest rooms **have not been accessed** since they were cleaned
- **Extra disinfection of top 10 high touch areas** in guest rooms like 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 centres**
- **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 sanitise surfaces and objects
- **Enhanced Team Member safety and well-being** with personal protective equipment and enhanced training and protocols

WHAT'S NEXT?

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- **APRIL 27** Public Announcement
 - **APRIL 28 - MID-MAY** Programme Build-out
 - **MID MAY** Begin Publishing Resources & Standards for Hotels
 - **JUNE** Global Roll-out

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



PART OF

Hilton
CleanStay

with *Lysol* 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.



Hilton

100
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HOSPITALITY

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