



MARRIOTT

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OUR HOTEL PLAN:

# LANCASTER MARRIOTT AT PENN SQUARE

COMMITMENT TO CLEAN

  
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LANCASTER  
PENN SQUARE

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PLOUGH

# COMMITMENT TO CLEAN

At our hotel, the highest priority remains the health and safety of our guests and our associates. While cleanliness and safety have always been held at a high standard, the COVID-19 pandemic has required us to elevate our standards even more rigorously. Our heightened sanitation procedures and best practices are rooted in CDC guidelines, and follow a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 as outlined in Marriott's Commitment to Clean.

## PROTOCOLS

## HOTEL PLAN



### TRAINING

- Partnering with industry experts to ensure we have training on hygiene and infection prevention expertise. Ecolab, a global leader in hygiene and chemical products, is a trusted industry partner.
- Training hotel staff on cleaning and sanitizing procedures developed by AimClean, our robust and proprietary cleaning and sanitizing certificate program that includes best practices from in-house and outside experts, such as Ecolab.
- In addition to training on housekeeping and hygiene protocols, associates will also complete enhanced COVID-19 awareness training, with more comprehensive training for STARS with frequent guest contact including housekeeping, food & beverage, public area attendants, hotel operations and loss prevention.



### HAND HYGIENE AND ETIQUETTE

- Frequent and proper handwashing practices and utilization of hand sanitizers are both vital to help combat the spread of viruses. In our daily meetings, associates will be reminded that cleanliness starts with this simple act.
- Signage displayed for proper handwashing, sneezing, and coughing protocols by each timeclock and in associate locker rooms
- In addition to all associates completing new and additional training to ensure a safe and clean environment, we have also identified dedicated hygiene specialists who are hyper-focused on the health and safety of our guests.



### CLEANING PRODUCTS

- Hotel associate use of PPE such as face coverings; following state and local directives on associate temperature checks where required by jurisdiction; and increased personal hygiene protocols including frequency of hand washing and wearing of gloves.
- Associates will be trained on proper usage and disposal of PPE.



## PERSONAL PROTECTION EQUIPMENT

- Partnering with Ecolab, a global leader in infection prevention solutions with 97 years of experience, to ensure that we are taking appropriate measures to address a broad spectrum of viruses, including coronavirus (COVID-19).
- Enhanced technologies, including electrostatic sprayers and the highest classification of disinfectants will be used to sanitize surfaces throughout our hotels.
- We are following the guidance of the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), and the guidance of our state and local health authorities regarding COVID-19.
- Increasing the frequency of cleaning and special sanitizing throughout all public areas of the hotel, meeting spaces, guestrooms and work areas with a focus on high-touch areas and hard surfaces.



## COVID-19 CASE APPROACH & ROOM RECOVERY

- Associates are trained on how to respond swiftly and report all presumed on-property cases of COVID-19 to the local health department. If the property is alerted to a presumptive case of COVID-19 at the hotel, we will work with the local health department to follow the appropriate recommended actions.
- In the event there is a guest with a confirmed case of COVID-19, their guest room will be removed from service and will undergo a specific cleaning protocol. The guest room will not be returned to service until the room is deemed safe and consistent with the guidance of local health authorities.



## SIGNAGE

- We will be using signage throughout our hotels to remind guests to maintain social distancing protocols and will remove or re-arrange furniture to allow more space for distancing.
- In compliance with local and state mandates, occupancy limits and seating capacities have been reduced to allow for appropriate social distancing.
- Stanchions and floor decals will provide six-foot social distancing intervals and delineators to properly space guests for line management.



## SOCIAL & PHYSICAL DISTANCING

- Physical distancing protocols throughout all areas of the hotel including in public areas, fitness centers, meeting spaces, lobby and back of the house areas.
- Guests can choose to use their phones to check in, access their rooms, and make special requests. These “touchless” services can all be done quickly via the Marriott Bonvoy mobile app.



## MEETINGS & EVENTS

- **Redefined Meeting Spaces and Services** - We have redefined our meeting and event spaces and service and work areas to accommodate for 6' physical distancing and new social norms. Our meeting professionals can guide you through a tailored approach for a safe and successful event.
- **Cleaning and Sanitizing** - Increased frequency of cleaning aligned with group programming and timing, inclusive of hard surfaces, tables, chairs, common meeting elements, restrooms and door handles.
- **Leveraging Technology for Broader Engagement** – We can offer resources, innovative ideas and partnerships to create an experience that combines in-person and virtual components to broaden your audience reach and engagement.
- **Food and Beverage** – We adhere to public health department code regulations and CDC guidance on food safety practices, cleaning and sanitizing, and service delivery methods, throughout all public spaces and service/work areas to mitigate the spread of viruses. Our banquet offerings will be creatively packaged and presented, in a phased approach based on public health and safety standards



## FOOD & BEVERAGE

- Providing food and beverage offerings in a grab and go format or touchless delivery to your door; providing rigorous food and beverage staff training; and adhering to local health department guidelines along with guidance from the CDC, such as the use of personal protective equipment and food safety.
- Food handlers and supervisors will be trained on safe food preparation and service practices.
- Food and beverage operations will be required to conduct self-inspections using its food safety standards as guidelines, and compliance will be validated by independent audits.
- To minimize risk, we have modified access to menus to include digital menus and disposable printed menus.