The following infographics demonstrate a look inside each physical space in the hotel, which correspond to the guidelines and protocols that hotels must follow to enhance their cleanliness practices and behaviors.

Topics are organized by the main physical spaces in the hotel: Total Hotel, Arrival Spaces, Front Desk + Lobby, Restaurants + Bars, Meetings, Events, Guest Rooms, Pools + Resorts, and Golf.
**TOTAL HOTEL**

1. **ENHANCED CLEANING**
   - Protocols for every space of the hotel, especially for high-traffic spaces and high-touch surfaces

2. **HAND HYGIENE**
   - Hand washing requirements for associates; sanitizer dispensers placed throughout the hotel

3. **LESS CONTACT, MORE CONNECTION**
   - Utilization of the Marriott Bonvoy™ app: check-in, access your room, or order room service in over 3200+ hotels

4. **PHYSICAL DISTANCING**
   - Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions

5. **MINIMIZING REUSE**
   - Minimizing shared use items and appliances, using disposable and single-use items

6. **TRAINING**
   - On-Property Cleanliness Champion; updated training and protocols for all associates with daily reinforcement

7. **EQUIPMENT**
   - HEPA/ULTA filtration in air units and vacuums; innovative technologies like electrostatic spraying and UV light disinfection

8. **PERSONAL PROTECTIVE EQUIPMENT**
   - Face coverings required for all associates and appropriate PPE provided for associates to wear

9. **INDIVIDUAL HOTEL PLANS**
   - Hotel-specific Commitment to Clean Plan that outlines how the hotel cleans, disinfects, and mitigates transmission
ARRIVAL SPACES

1. PARKING
   - Modified lots to promote self-parking; adjusted protocols for valet parking for guest and associate safety

2. SHUTTLES + TRANSPORTATION
   - Reduced seating capacity; modified or removal of non-airport shuttles; all transportation sanitized between trips

3. BELL CARTS
   - Luggage sanitized after associate touch; bell carts sanitized after each use

4. DOOR HANDLES + KNOBS
   - Modified entry options including doors propped open, no-touch foot opening levers, or associate-attended

5. CLEANING + DISINFECTING
   - Deeper, more frequent cleaning of high-traffic and high-touch areas

6. HAND SANITIZER DISPENSERS
   - Dispenser stationed throughout hotel, with focus in high-traffic areas

7. LOUNGE FURNITURE + QUEUES
   - Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions

8. PUBLIC RESTROOMS
   - Deeper, more frequent cleaning of public restrooms frequently and after high guest use

9. BUSINESS CENTERS
   - Equipment sanitized between use; remote-printing options
MARRIOTT COMMITMENT TO CLEAN

MOBILE CHECK-IN & MOBILE KEY
Utilization of the Marriott Bonvoy™ app: check in, access your room, or order room service in over 3200+ hotels

SELF-SERVICE KIOSKS
Alternate check-in methods for non-mobile guests through self-service kiosks where available

QUEUES + STANCHIONS
Queuing through floor decals and stanchions; signage to remind guests of physical distancing requirements

ASSOCIATE CARE
Physical barriers at front desk; associate focus on hygiene and disinfection

HAND SANITIZER DISPENSERS
Dispensers stationed throughout hotel, with focus in high-traffic areas

DISINFECTING KEY CARDS
Disinfected between stays; keys sanitized prior to distributing to a guest

BELL CARTS
Luggage sanitized after associate touch; bell carts sanitized after each use

CONCIERGE
Modified service with focus on digital and self-service options

RETAIL + MARKETS
Personal care items (masks, gloves, sanitizer, disinfectant wipes) available; modified operations like self-checkout
RESTAURANTS + BARS

1. REDUCED SEATING
   Modified floor plans and reduced seating to ensure physical distancing; surfaces sanitized between guest use

2. RESERVATIONS
   Defined occupancy and seating times; require reservations to control flow when busy

3. FOOD SAFETY
   Appropriate PPE use for food handling; compliance with all Marriott and industry food safety protocols

4. BAR SERVICE
   Cocktail equipment sanitized between use; modified procedures for garnishes and glassware

5. ALTERNATE MENU OPTIONS
   Alternate menu options including paper disposable, digital, and chalk boards

6. FOOD DISPLAYS
   Elimination or strict modification of self-service food stations; physical barriers in place for most displays

7. SELF-SERVICE APPLIANCES
   Sanitization of self-service appliances between use; elimination of shared items at guest tables

8. GRAB AND GO
   Modified food delivery including grab-and-go, pick-up stations, and ready-to-eat options

9. PAY-AT-TABLE OPTIONS
   Reduced handling of guest personal property; alternate payment options including contactless self-checkout
MEETINGS

1. REGISTRATION
   - Separate registration areas, options for signage and physical barriers

2. ROOM SETS
   - Linenless table options; customized floor plans with seating capacities reviewed for each individual event

3. AUDIO/VISUAL
   - Sanitized equipment; live-streaming support to facilitate hybrid meetings with virtual attendees

4. GUEST FLOW
   - Clearly marked meeting entrances/ exits and one-way directional signage

5. BREAKS
   - Single-serve and pre-packaged condiments, food and beverages; breaks coordinated across groups to manage guest traffic

6. MEALS
   - Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, shields, hand sanitization and queue management

7. TABLE SETTINGS
   - Minimized table settings, pre-packaged or disinfected between use

8. CLEANLINESS
   - More frequent cleaning in high traffic areas and during breaks

9. REQUESTS AND BILLING
   - Touchless options via Marriott’s Meeting Services App, and reduced handling of planner’s personal meeting materials

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BANQUET EVENTS

1. ARRIVAL
   Doors may be propped open; one-way directional signage for entry/exit; stations for queuing

2. ROOM SETS
   Customized floor plans with seating capacities reviewed for each individual event

3. GUEST FLOW
   Management of guest flow for special event activities, events, or food and beverage delivery

4. MEALS + FOOD DISPLAYS
   Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, shields, hand sanitization and queue management

5. BEVERAGE + BAR
   Sanitized cocktail equipment between use; modified operations for garnishes and glassware

6. TABLE SETTINGS + CUTLERY
   Centerpieces, cutlery, china, glassware and linens sanitized between each use

7. CLEANLINESS
   Surfaces including tables, chairs, and all high-touch items sanitized between events

8. AUDIO/VISUAL
   Sanitized equipment following each use; and associate management of A/V equipment

9. OUTSIDE VENDORS
   Updated policies to include temperature checks, cleanliness, PPE, and sanitization requirements
**GUEST ROOMS**

1. **ENHANCED CLEANING**
   Deeper cleaning between guest stays, focused on using the right chemicals in every single part of the room.

2. **FURNITURE**
   Deep cleaning and disinfection of all furniture, fixtures, and surfaces (headboards, end tables, etc.).

3. **AMENITY KIT**
   Disinfecting wipes provided in guest rooms.

4. **HIGH-TOUCH ITEMS**
   Deeper cleaning of high-touch items (handles, knobs, pulls, electronic and temperature controls).

5. **REMOVAL OF NON-ESSENTIAL ITEMS**
   Reducing or removing non-essential high-touch items (magazines or books, etc.).

6. **EQUIPMENT**
   HEPA/ULTA filtration in air units and vacuums; innovative technologies like electrostatic spraying and UV light disinfection (under development).

7. **REMOVAL OF SHARED USE**
   Removing shared use items on guest floors (ice machine buckets, scoops, etc.).

8. **ASSOCIATE ENTRY + PPE**
   Modifying in-stay housekeeping frequency, in-room dining, and other associate entry into guest room.

9. **DELIVERY**
   Promoting use of mobile chat and requests via Marriott Bonvoy™ app for additional amenities, with contactless delivery.
MARRIOTT COMMITMENT TO CLEAN

SPA + FITNESS

1. ENHANCED CLEANING
   Sanitization of equipment, treatment rooms, and lounge areas between use; high-touch surfaces cleaned hourly

2. SANITATION STATIONS
   Hand washing and hand sanitizer stations placed in common areas

3. PHYSICAL DISTANCING
   Modified floor plans to increase space between equipment, furniture, etc.

4. SHARED USE ITEMS
   Sanitization of rental gear, hair dryers, beverage vending, etc., between use, or replaced with single-use alternative

5. LOCKER ROOMS
   Lockers and keys sanitized between use; assigned lockers staggered to increase physical distancing

6. FITNESS ALTERNATIVES
   Promotion of in-room and outdoor fitness alternatives

7. MENU OF SERVICES
   Proactive communications on all service adjustments; added low- or non-touch treatments

8. APPOINTMENT SCHEDULE
   Staggered arrival times; longer appointment lengths to allow for deeper cleaning between each

9. PAYMENT
   Relocation of credit card payment devices; reduced handling of guest personal property

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**POOL+ RESORT**

1. **ENHANCED CLEANING**
   Focused on using the right chemicals in every area; sanitizing equipment, surfaces and furniture between use

2. **FOOD + BEVERAGE**
   Grab-and-go food delivery options; pre-packaged and single-use cutlery, condiments, etc.

3. **PHYSICAL DISTANCING**
   Increase in space between tables, chairs, and equipment in all pool, beach, golf and resort areas

4. **SELF-SERVICE STATIONS**
   Self-service stations (water, sunscreen, etc.) may be replaced with single-use alternatives

5. **CABANAS**
   Day beds, cabanas and interior furnishings sanitized between use

6. **TOWEL STATIONS**
   Towel desks, hutches, or stands should be sanitized hourly

7. **BEACH EQUIPMENT**
   Surf boards, paddles, sports equipment, and all shared use items sanitized between use

8. **KIDS CAMP + PLAYGROUND**
   Modified operations to disinfect toys, surfaces and equipment between use

9. **TENNIS**
   Modified operations to singles play only, not switching sides of court; use of own numbered tennis balls

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GOLF

1. CLUBHOUSE CLEANING
   Deeper more frequent cleaning of locker rooms, golf shop, high traffic and high touch areas

2. CLUBHOUSE FOOD + BEVERAGE
   Grab-and-go food delivery options; pre-packaged and single-use cutlery condiments, etc.

3. GOLF CAR STAGING
   Modified golf car staging; single-rider use only unless riding with member of the same household

4. GOLF CAR CLEANING
   Deep cleaning and sanitation of every golf car before and after guest usage

5. GUIDELINES FOR PLAY
   Intervals modified to 10-12 minutes; congregating discouraged before/after the round is completed

6. PRACTICE FACILITY
   Will remain open but limited to 50% capacity, with increased spacing between hitting stations

7. COURSE SET-UP
   Removal of water coolers and self-serve stations, ball washers, rakes; modified no-touch flagstick protocols

8. GOLF INSTRUCTION + FITTING
   Instruction or fitting may be conducted on individual basis

9. ASSOCIATE CARE
   Focus on hygiene and disinfection; face masks worn as part of uniform