



INTRODUCING:

COMMITMENT TO CLEAN

Marriott
INTERNATIONAL

COMMITMENT TO CLEAN

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OUR COMMITMENT

This 'new normal' may evolve and change over time to reflect government guidance and new societal expectations. What will never change, though, is our commitment to keeping hotel associates, guests and customers safe. This is our utmost priority.

Marriott International recently launched the Global Cleanliness Council, including experts from the field of medicine and public health to supplement the reputation of cleanliness and hospitality Marriott has built throughout its history. Additionally, Marriott International has developed 200+ cleaning protocols throughout each step of our guests' journey and every physical space in the hotel. Scientifically supported practices and innovations, have been deployed with focus on these specific details:

DEEPER, MORE FREQUENT CLEANING

- Enhancing cleaning protocols to **disinfect every space**, ongoing and especially during peak usage
- Consistently and **frequently disinfecting** all **high-touch items** like elevator buttons and escalator handrails
- Hand **sanitation stations** added throughout the hotel, especially in high-traffic areas

LESS CONTACT, MORE CONNECTION

- Using **mobile technology**: Mobile Key, eFolio delivery and Mobile Requests via the Marriott Bonvoy™ app
- Enabling social and **physical distancing** practices: reducing allowable capacities in spaces, increasing distance between furniture, and managing queueing areas
- Supporting hybrid meetings **via live-streaming capabilities**

YOUR SANCTUARY

- **Deep cleaning** each guest room between stays
- Removing nonessential high-touch items that can't be disinfected, and providing **disinfecting wipes** in every guest room
- Limit in-stay housekeeping frequency to **reduce contact** during each stay

NOURISHING THE 'NEW NORMAL'

- Replacing self-service buffets with a variety of **'grab and go'** contactless food + beverage options
- **Redesigning food + beverage** station set-ups to include protective barriers; removing non-essential items
- **Tailoring options** for groups and enabling reserved spaces



A LOOK INSIDE:

HOTEL SPACES

A look inside each physical space in the hotel, which correspond to the guidelines and protocols followed to enhance our cleanliness practices

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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

FRONT DESK



1 MOBILE CHECK-IN & MOBILE KEY
Utilization of the Marriott Bonvoy™ app: check in, access your room.

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

3 SIGNAGE
Signage to remind guests of physical distancing requirements

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

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

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

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

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

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 menus through QR codes

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 for room service

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.

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, disinfected between use

8 CLEANLINESS

More frequent cleaning in high traffic areas and during breaks

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

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 (magazine or books, etc.)

6 EQUIPMENT

Innovative technologies like electrostatic spraying

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

SPA + FITNESS



1 ENHANCED CLEANING

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

2 SANITATION STATIONS

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

