# Hilton CleanStay

# **ABOUT HILTON CLEANSTAY**

Hilton has developed a global programme that will introduce a new standard of hotel cleanliness and disinfection: **Hilton CleanStay** $^{\text{M}}$ .

**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.





#### **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

### **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

OF THE TOP 4 ACTIONS A HOTEL CAN
TAKE TO MAKE GUESTS FEEL SAFE ARE
ABOUT A D D I T I O N A L
C L E A N I N G

SOURCE: Proprietary Hilton Research, March 2020

## **HOW IS CLEANSTAY UNIQUE?**

While other hotel chains and other industries, like retail and restaurants, are making changes, Hilton is the first to develop a truly holistic cleanliness and disinfection programme leveraging trusted experts in health and hygiene. In addition, this programme is not limited to guest rooms, but extends across the entire hotel experience – from arrival to departure.

#### WHAT'S NEXT?

Public Announcement

APRIL 28 - Programme Build-out

MID MAY

Begin Publishing Resources
& Standards for Hotels

JUNE Global Roll-out

HILTON.COM/CLEANSTAY