



# Stay with Confidence

*What you can expect during your stay*

Whenever and wherever you travel, **IHG® Hotels & Resorts** is ready to welcome you through our doors. As the world adjusts to new travel norms and expectations, we've enhanced the hotel experience for you – our guests – by amplifying cleanliness and supporting your wellbeing throughout your stay.

We have expanded our commitment to cleanliness by:

- Using new science-led protocols and service measures to enhance the IHG® Way of Clean program
- Partnering with industry-leading experts Cleveland Clinic, Ecolab and Diversey
- Launching a global IHG Clean Promise and IHG Meet with Confidence commitment

Review this guide for visual illustrations on what you can expect during your stay.  
For more information, visit [ihg.com/clean](https://www.ihg.com/clean).

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**HYGIENE**  
Hand sanitizer stations throughout the space;  
personal hygiene items available upon request

**SPACING & SANITIZING**  
Spacing of furniture to allow for physical  
distancing; increased frequency of disinfecting  
high-touch surfaces

**CAPACITY RESTRICTIONS**  
Signage clearly communicates capacity  
restrictions (dining room, fitness center, pool,  
club lounge, elevator)

**REDUCED SEATING**  
Decreased dining capacity with physically-  
distanced seating areas that are disinfected  
between each service

**FOOD SAFETY**  
Updated food handling and service guidelines, including pre-  
packaged and protected plated meals, digital, disposable or  
laminated menus for sanitizing/disinfecting

**CHECK-IN**  
Reduced contact and physical interaction at  
check-in, which may include front desk protective  
barriers\*, the deployment of digital check-in, and  
physical distancing measures

*\*Hotels in the Americas region are required to have  
front desk protective barriers*

## Public Spaces

Launched in 2015 in the Americas region, the IHG Way of Clean program, which always included deep cleaning with hospital-grade disinfectants in guest rooms and public spaces, is now fully integrated into how our hotels operate globally.

This program has **expanded to include COVID-19 protocols and best practices** that reflect guidance from the World Health Organization, Centers for Disease Control & Prevention, and local public health authorities in markets worldwide. Hotel colleagues and guests are required to wear face coverings in all indoor public spaces at IHG hotels within the U.S., Canada, Mexico, Latin America and the Caribbean.

And because we want to ensure our commitment is clearly communicated, we have **Clean Champions** available on-property to help you navigate this new environment.

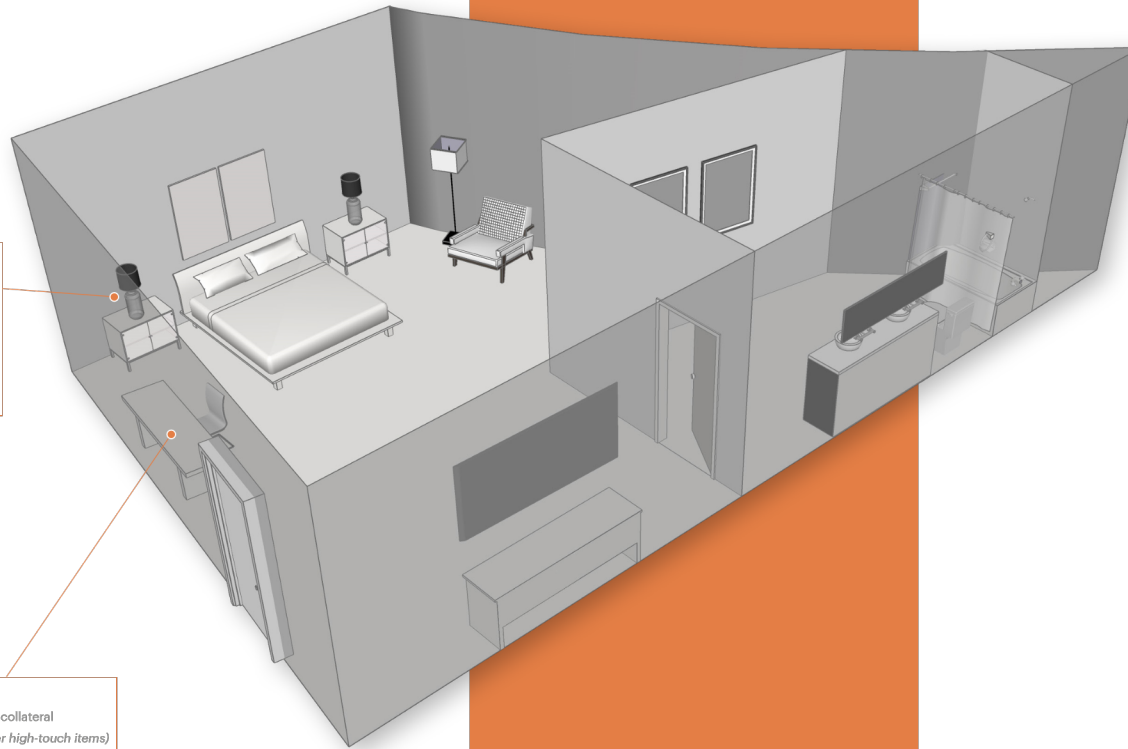
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**IHG**® Hotels  
& Resorts



**ENHANCED CLEANING**  
Increased disinfecting of all hard surfaces, fixtures and high-touch items (door handles, switches, remote control, etc.)

**CLUTTER-FREE SPACE**  
Removal of non-essential collateral (in-room collateral or other high-touch items)



## Guest Rooms

To reassure guests that your rooms will meet IHG's high standards of cleanliness, which are summarized throughout this guide, IHG launched a **Clean Promise**:

Clean means clean. In preparation for your arrival, everything in your room will be deep cleaned using hospital-grade disinfectants in accordance with our IHG Way of Clean process.

That means clean, well maintained, clutter-free rooms that meet our standards. If this isn't what you find when you check-in, then we promise to make it right.

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#### CLEANLINESS INSPECTION & PROTOCOLS

A cleanliness inspection to ensure the event space meets your expectations; tables and chairs disinfected before every meeting and during breaks; ample hand sanitizer stations throughout the space

#### ATTENDEE FLOW

Management of attendee flow with clearly designated entry and exit points; staggered breaks where possible and breakout locations with clear maximum capacity guidelines

#### FOOD & BEVERAGE

Updated food handling and service guidelines, with pre-packaged and plated meals

#### TECHNOLOGY

Audio and visual solutions to support virtual and hybrid meetings

#### MODIFIED ROOM CAPACITIES

Floor plans to allow for social distancing and customized to your needs

#### REGISTRATION

Reduced contact and physical interaction during the registration process

# Meetings & Events

IHG enhanced its **Meet with Confidence program** to provide appropriate and creative meeting and event solutions, without compromising the experience or the flexibility that meeting planners require.

Prioritizing guest safety and wellbeing, Meet with Confidence means you can rest assured that meetings and events at IHG hotels\* will adhere to leading cleanliness and safety practices.

Visit [ihg.com/meetwithconfidence](https://ihg.com/meetwithconfidence) to learn more.

*\*The Meet with Confidence program is valid at participating hotels in the Americas and EMEA regions*

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