



# Meet with Confidence

## CLEAN MEETINGS & EVENTS



The well-being of Hilton's guests and team members is our highest priority. We remain diligent in our commitment to provide a safe, hospitable environment for all who visit our properties.

This plan presents what we will do to keep our guests, employees, and our community safe. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. It relies on the best available science on sanitization methods in consultation with professional infectious disease experts. We will continue to refine and update the plan as our experts provide us more advice.



**All public space and back-of-house hand contact surfaces are sanitized every 2 hours with anti-viral disinfectant, including (but not limited to):**

- Door handles & door plates
- Stair banisters
- Reception desk, pens, touchpads
- Light switches
- Elevator buttons
- Trash receptacles
- Coffee & Beverage stations
- Vending & ice machines
- Key cards
- Kitchen equipment
- Computer terminals
- Cleaning equipment

### Public Areas

**Hand sanitizing stations are placed at key guest and team member entrances and throughout the hotel:**

- Front desk stations
- F&B areas
- Main hotel entrance
- Side entrances
- Meeting space level
- Public restrooms
- Team member restrooms
- Elevator lobbies

**Fitness Center** protocols include reduced capacity, use of every other machine, amplified sanitization of high-contact surfaces.

**Elevators** are limited to 2 people per elevator.

### Restrooms

**All public and team member restrooms are sanitized on an hourly basis including:**

- Toilet flushing handles
- Toilet paper holders
- Toilet seat coverings holders
- Sink faucet handles
- Soap dispensers
- Trash receptacles
- Door handles and plates
- Towel dispensers

## Front Desk & Lobby

Front desk set-up and processes modified to provide for social distancing and enhanced sanitizing.

- Increased advocacy for utilization of Digital Key and Hilton Honors app providing contact-free check-in process
- Increased use of Kipsu (text messaging system) for pre-arrival and on-site communication to limit Front Desk visitation
- All team members will be required to wear masks
- Plexiglass screens at front desk to provide protection for guests and team members
- Social distancing floor decals will assist with queue management
- Phone sanitizing to prevent cross-contamination between agents

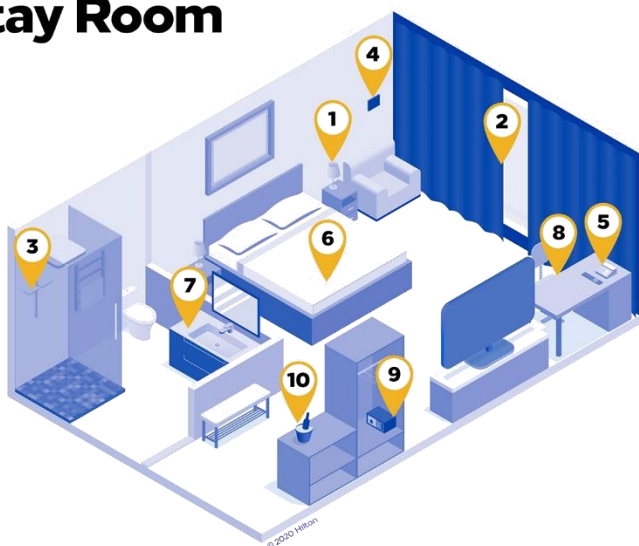
## Housekeeping

Housekeeping services will be provided on an opt-in basis.

- Guestrooms will only be services after check-out or upon request
- Linen drops available upon request
- Upon check-out, rooms will be left vacant for 3-5 days and then deep cleaned

With the implementation of the Hilton CleanStay program, the following 10 high-touch areas will be thoroughly cleaned and disinfected in your guestroom.

## Your Hilton CleanStay Room



- 1 SWITCHES & ELECTRONIC CONTROLS**  
Lights, lamps, switches and electronic controls.
- 2 HANDLES & KNOBS**  
Doors, closets, drawers, furniture knobs and drapery pull handles.
- 3 MAJOR BATHROOM SURFACES**  
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.
- 4 CLIMATE CONTROL PANELS**
- 5 TELEPHONES, REMOTE CONTROLS AND CLOCKS**  
Handsets, dial pads and function buttons.
- 6 BED & BEDDING**  
All bed linens including duvet covers, pillowcases and sheets.
- 7 BATH AMENITIES**  
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.
- 8 HARD SURFACES**  
Tables, desks and nightstands.
- 9 CLOSET GOODS**  
Iron, safe handle and keypad.
- 10 IN-ROOM FOOD & BEVERAGE**  
Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.

## Open

- Starbucks | 6 AM – 2 PM
  - The Market | 24 Hours
  - Breakfast
  - Evening Reception:  
Thursday – Monday
  - TASTE Restaurant:  
Thursday – Saturday | 4 PM – 10 PM
- \*\* Hours are subject to change*



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SUITES**  
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Tampa Downtown  
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## Currently Closed

- Room Service