

# The EventReady ATTENDEE Experience

Building upon our already high standards of housekeeping and hygiene, EventReady with CleanStay will ensure attendees enjoy an even cleaner and safer stay and event, from check-in to check-out.

- 1 Event registration process**  
Hilton EventReady and CleanStay program details will be provided to the event planner along with suggested verbiage for event websites and communication for all attendees.
- 2 Pre-arrival messaging**  
Communications customized by the event planner that includes: reservation details, Hilton CleanStay information, event expectations, travel tips and resources.
- 3 Arrival**  
Careful consideration will be given to the ease of attendee arrival, parking, luggage check and event registration.
- 4 Contactless & enhanced check-in**  
Hilton Honors members can use digital check-in and Digital Key through the Hilton Honors app where applicable. All attendees will experience a streamlined check-in process, minimizing contact.

- 5 Deep-cleaned guestroom**  
As guests move through their room, they will see a clean top of bed that has been washed after every stay (a long established Hilton standard), messaging on a mirror cling that indicates 10 Guestroom Hot Spots that have been cleaned, and a TV remote control wrapped in a protective sleeve.
- 6 Common area sanitizing stations & protocols**  
As attendees move throughout the hotel's event space, they will notice physical distancing reminders and Hilton CleanStay signage. Sanitizing stations will be prominently displayed in all function spaces and team members will clean and disinfect on a frequent basis.
- 7 CleanStay validated & sealed event room**  
Inspected to meet Hilton CleanStay Standards. Main entry door sealed to maintain a high level of sanitization. Customized room sets will reflect the flexible needs of the event and support physical distancing guidelines. Signage will be placed throughout reminding attendees to respect physical distancing, hand washing frequency and directional flow for Food & Beverage breaks and meals.

- 8 Service delivered with Hilton hospitality**  
Attendees can rely on contact-light communications while service remains swift and efficient. Throughout the entire on-site experience, our Hilton hospitality shines through.
- 9 Food & Beverage solutions**  
Banquets: Attendees will experience creative food & beverage thoughtfully served, focused on individual portions and single-service solutions, sourced locally and sustainably where available.  
  
Food & Beverage Outlets: For meals and beverages, guests will experience seating arranged to accommodate social distancing, order from sanitized (or single use) menus, and notice special attention to cleanliness and hygiene. Guests ordering room service will experience contactless delivery, with meals and single-use service ware (available upon request) delivered in a contact-light manner.

- 10 Fitness center**  
When guests go to the fitness center or recreation facility, they will notice the equipment has been rearranged to accommodate social distancing. They will also see increased availability of disinfectant wipes with signage on proper use.
- 11 Contactless check-out & departure**  
Guests can check-out directly through the Hilton Honors app or by calling the front desk where available. Baggage arrangements and departures via ground transfers can be arranged with your Events Manager.
- 12 Hotel shuttle**  
The hotel shuttle will have hand sanitizer, communications that outline the frequency of shuttle interior hot-spot disinfection and cleaning by the driver.