## The EventReady PLANNER Experience

Hilton is partnering with customers and planners to deliver an elevated standard for events across the entire journey.

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# Hilton EventReady

with CleanStav

### **Program introduction** & exploration

To launch the EventReady journey, program information is provided to planners via presentations, proposals and site visits.

### Hilton EventReady Plavbook

Hilton EventReady Playbook will provide guidance, solutions and resources covering all aspects of the planning process.

### **Event registration/** housina

Hilton EventReady and CleanStay will include suggested verbiage on safety and security information for event registration and housing web pages.

### **Pre-arrival messaging**

Events managers will assist with all event details, including housing/room blocks, menu tasting and final selections, room setups, 3rd party vendor compliance, event resume, banquet event orders and tiedown meeting with hotel team.

### Arrival

**On site** 



 $(\circ)$ Event planners will be supported through a seamless arrival experience for attendees, including check-in, luggage delivery and



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communication Hotel and planner will work together on activating preferred on-site communication

channels to ensure a contact-light experience.

### **Common area** sanitizing stations & protocol

Throughout the hotel and event spaces, physical distancing markings and CleanStay signage will be visible. Sanitizing stations will be prominently displayed in all event areas and team members will be cleaning and disinfecting on a frequent basis.



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### **CleanStay validated** & sealed event room

inspected to meet CleanStay

Standards and entry doors will be

will reflect the flexible needs of the event and support physical distancing

quidelines. Planners will receive a

verifying that all key touchpoints

have been cleaned, sanitized and

prepared in accordance with

Hilton EventReady Room Checklist

visibly sealed to maintain a high level

of sanitization. Customized room sets





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### **Contactless check-out** & departure

Guests can check-out directly through the Hilton Honors app or by calling the front desk. Baggage arrangements and departures via ground transfers can be arranged with your Events Manager.

### **Hotel shuttle**

The hotel shuttle will have disinfectant wipes. communications that outline the frequency of shuttle interior hot-spot disinfection and cleaning by the driver.

#### **Banquet F&B solutions** Creative and flexible F&B

EventReady protocols.

**Event experience** 

& engagement

trusted partners.

options thoughtfully served, focused on individual portions and singleserve items, sourced locally and sustainably. Reliably swift service will keep event agendas on schedule.

best practices for event design.

hybrid events, technology and

networking offered by our





### **Post-event report** & customer sentiment

Arrangements will be made for a post-event follow up meeting for planners to provide feedback on effectiveness of Hilton CleanStay and EventReady. The hotel team will ensure a timely final bill delivery accompanied by LightStay report of meeting impact.

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## The EventReady ATTENDEE Experience

the room

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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.



**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.

### Pre-arrival messaging

Þ Communications customized by the event planner that includes: reservation details. Hilton CleanStav information, event expectations, travel tips and resources.

### Arrival

Careful consideration will be given to the ease of attendee arrival, parking, luggage check and event registration.

### **Contactless &** enhanced check-in

Hilton Honors members can use digital check-in and Digital Key through the Hilton Honors app and go straight to their room. All attendees will experience a streamlined check-in process, minimizing contact.



#### **Deep-cleaned guestroom** In the room, quests will see:

a clean top of bed (washed after every stay - a Hilton standard), mirror clings messaging outlining the use of disinfectant for "high-touch areas", TV remote sealed in a protective sleeve and disinfectant wipes. All printed collateral and materials will also be removed from

### **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.

### **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 F&B breaks and meals.



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#### 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.

### **Banguet F&B** solutions

Attendees will experience creative food and beverage thoughtfully served, focused on individual portions and singleservice solutions, sourced locally and sustainably.

### F&B retail outlets

For meals and beverages, quests 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 meals with singleuse service ware delivered in a contact-light manner.

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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.

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