The EventReady PLANNER Experience



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

with CleanStay

Programme introduction and exploration

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

Hilton EventReady
Playbook

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

Event registration/ housing

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

4 Pre-arrival messaging
Events managers will assist
with all event details,
including housing/room blocks,
menu tasting, and final selections,
room setups, third party vendor
compliance, event resume, banquet
event orders, and the final meeting

with hotel Team Members.

Arrival

Event planners will be supported through a seamless arrival experience for attendees, including check-in, luggage delivery, and on-site registration.

On-site communication

Hotel and planner will work together on activating preferred on-site communication channels to ensure a contact-light experience.

Common area sanitising stations and protocol

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

CleanStay validated and sealed event room

Event rooms will be inspected to meet CleanStay Standards and entry doors will be visibly sealed to maintain a high level of sanitisation. Customised room sets will reflect the flexible needs of the event and support physical distancing guidelines. Planners will receive a Hilton EventReady Room Checklist verifying that all key touchpoints have been cleaned, sanitised, and prepared in accordance with EventReady protocols.

Banquet F&B solutions

Creative and flexible F&B options thoughtfully served, focused on individual portions and single-serve items, sourced locally and sustainably. Reliably swift service will keep event agendas on schedule.

Event experience and engagement

Planner will have access to
Hilton EventReady resources
and best practices for event
design, hybrid events, technology,
and networking offered by our
trusted partners.

Contactless check-out and 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.

12 Hotel shuttle

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

Post-event report and 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 Members will ensure a timely final bill delivery accompanied by LightStay report of meeting impact.

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The EventReady ATTENDEE Experience

Hilton EventReady

with CleanStay

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 programme details
will be provided to the event
planner along with suggested
wording for event websites and
communication for all attendees.

Pre-arrival messaging
Communications
customised by the event
planner that includes:
reservation details, Hilton CleanStay
information, event expectations,

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

travel tips, and resources.

4 Contactless and 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, minimising contact.

Deep-cleaned guestroom

In the room, guests will see: clean bed linen (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 the room.

Common area sanitising stations and protocols

As attendees move throughout the hotel's event space, they will notice physical distancing reminders and Hilton CleanStay signage. Sanitising stations will be prominently displayed in all function spaces and Team Members will clean and disinfect on a frequent basis.

7 CleanStay validated and sealed event room

Inspected to meet
Hilton CleanStay Standards. The main
door is sealed to maintain a high level of
sanitisation. Customised 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.

Service delivered with Hilton hospitality

Attendees can rely on 'contact-light' communications while service remains efficient. Throughout the entire on-site experience, our Hilton hospitality shines through.

Banquet F&B solutions

Attendees will experience creative food and beverages thoughtfully served, focused on individual portions and single-service solutions, sourced locally, and sustainably.

10 F&B retail outlets

For meals and beverages, guests will experience seating arranged to accommodate social distancing, order from sanitised (or single-use) menus, and notice special attention to cleanliness and hygiene. Guests ordering room service will experience meals with single-use serviceware delivered in a 'contact-light' manner.

Fitness centre

When guests go to the fitness centre 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.

Contactless check-out and 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, information about hot spots disinfection, and cleaning by the driver.