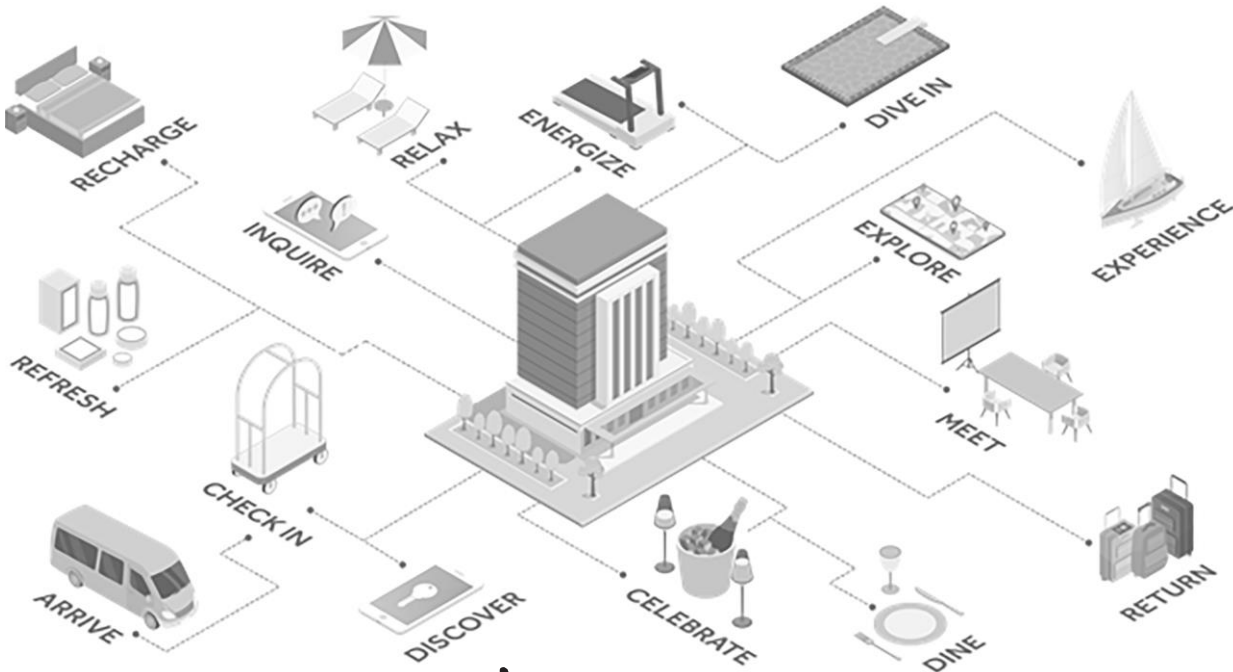


OUR COMMITMENT

We believe that travel connects us to each other, widens our perspective, enriches us and inspires us. We will travel again soon. And, when you are ready to:



we'll be ready to welcome you.

This 'new normal' may evolve and change over time to reflect government guidance and new societal expectations. What will never change, though, is our commitment to keeping a clean and hygienic environment for associates, guests and customers. This is our utmost priority.

We recently launched our Global Cleanliness Council, including experts from the field of medicine and public health to supplement our reputation for cleanliness and hospitality we've built throughout our history. Additionally, we've developed 200+ cleaning protocols throughout each step of our guests' journey and every physical space in the hotel. We are deploying scientifically supported practices and innovations, with focus on these specific priorities:

✓ DEEPER, MORE FREQUENT CLEANING

- Enhancing cleaning protocols to **disinfect every space**, ongoing and especially during peak usage
- Consistently and **frequently disinfecting** all **high-touch surfaces** like elevator buttons and escalator handrails
- Hand **sanitation stations** added throughout the hotel, especially in high-traffic areas

✓ LESS CONTACT, MORE CONNECTION

- **Using mobile technology:** Mobile Key, Mobile Dining, eFolio delivery and Mobile Requests via the Marriott Bonvoy™ app
- Enabling social and **physical distancing** practices: reducing allowable capacities in spaces, increasing distance between furniture, and managing queueing areas
- Supporting hybrid meetings via live-streaming capabilities

✓ YOUR SANCTUARY

- **Deep cleaning** each guest room between stays
- Removing nonessential high-touch items that can't be disinfected, and providing **disinfecting wipes** in every guest room
- Evaluating in-stay housekeeping frequency to reduce contact during each stay

✓ NOURISHING THE 'NEW NORMAL'

- **Redesigning Food and Beverage station set-ups** to include protective barriers; removing non-essential items
- Offering a variety of **'grab and go'** contactless Food and Beverage options
- Tailoring options for meetings and groups to enable reserved spaces