

Hilton Washington DC National Mall

Welcome

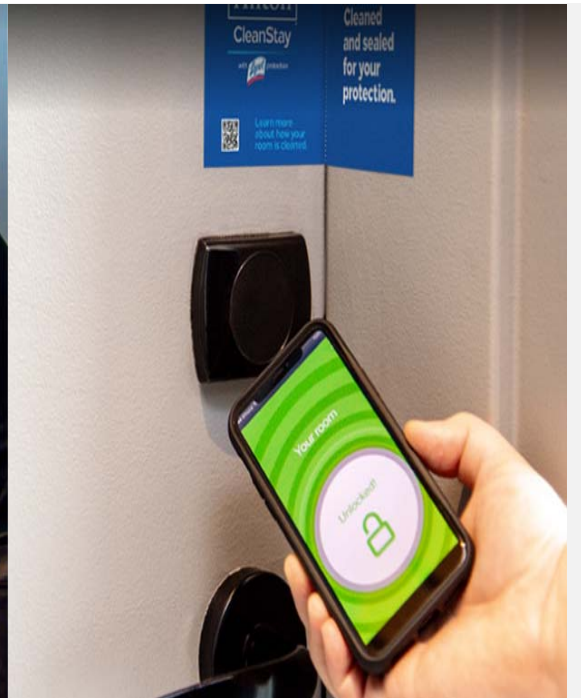
At the Hilton Washington DC National Mall we want to share what we are doing to support you as you're traveling. As the situation around Novel Coronavirus (COVID-19) continues to evolve, we are doing everything we can to ensure your travel safety. As it has always been, the safety and security of our guests and team members remain our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the Coronavirus, we have taken additional measures, developed in consultation with global and local public health authorities (including the World Health Organization and Centers for Disease Control) to make our cleaning and hygiene protocols even more rigorous:

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HOTEL OPERATIONS

- ✓ Face coverings are required for all team members and recommended for meeting attendees
- ✓ Plexiglass Shields are placed in guest facing areas; such as the Front Desk, Starbucks and Restaurant and Lounge. Lines are marked for social distancing.
- ✓ Guests can check-in using digital key-no contact with the desk.
- ✓ Touchless hand sanitizer stations are placed at each elevator; Starbucks, Restaurant, Grab & Go, Executive Lounge, Banquet registration etc.
- ✓ Signs are placed at each elevator recommending a maximum of two persons in each elevator
- ✓ We have increased the frequency of cleaning in our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and are using hospital-grade disinfectant
- ✓ Hilton CleanStay is global program that will introduce a new standard of hotel cleanliness and disinfection to ensure all our guests enjoy a cleaner and safer stay: Follow link to learn more: <https://lnkd.in/es5CdDh>



MEETINGS & EVENTS OPERATIONS

- ✓ Touchless hand sanitizer stations will be plentiful throughout the meeting room floors and in common areas
- ✓ Max diagrams with AV are provided for set-up with social distancing:
 - i. 1 per 6 foot classroom
 - ii. 1 per 4 chairs theater
 - iii. 2 per 6 foot rounds
- ✓ Signage throughout hotel in meeting space, hallways, public spaces reinforcing social distancing rules
- ✓ Food and Beverage can be provided in a no-contact way (i.e. pre-packaged food, pre-packaged silverware, no self-serve buffets). All pre-packaged disposable utensils, boxes, cups are biodegradable
- ✓ Coffee and Water Service: Hotel staff to pour all cups for attendees to pick up, and water bottles to take (no self service)
- ✓ Grab and go pre-made non-alcoholic drinks and other items will be ready and sanitized for the utmost safety
- ✓ We will continue to adjust food and beverage service in accordance with current food safety recommendations

In addition, here at the Hilton we have activated our regional and global response teams to provide around-the-clock assistance to all hotels and are prepared to act swiftly should we be alerted to a case of the Coronavirus at any property.

We appreciate your understanding that your stay experience may look different during this time. We also realize that most of the above measures may not be eco-friendly. However, the safety of our guests and team members are our number 1 priority. Our team members are ready to welcome you with the Hilton hospitality you've come to expect. We believe it is in challenging times like these that the power of hospitality is needed most of all.

Thank you for choosing the Hilton Washington DC National Mall