

OUR COMMITMENT TO OUR GUESTS AND COLLEAGUES



IHG built its reputation on a long-standing commitment to guests' and colleagues' health and safety. We continue our commitment to deliver on that promise using new science-led protocols and service measures, partnering with industry leading experts and launching a global Clean Promise.

IHG Way of Clean

Clean and Protection

IHG has a long-standing commitment to rigorous cleaning procedures. Launched in 2015, **the IHG Way of Clean programme was developed with Ecolab and Diversey, both world leaders in hygiene and cleaning technologies and services.**

This programme has been **expanded with additional COVID-19 protocols** and best practices to reflect the advice of the World Health Organization, Centers for Disease Control & Prevention and local public health authorities in markets around the world.

Global Cleanliness Board

Partnering with the Experts

Leading our clean initiatives is a group of IHG experts in operations, health, safety and guest experience working with external specialists including **Dr. Jim Merlino, Chief Clinical Transformation Officer, The Cleveland Clinic** to define solutions, best practices and implement processes.

IHG Clean Promise

Commitment to our Guests

With updated measures in place, IHG launched a **Clean Promise**. Guests can be reassured that their room **will meet IHG's high standards of cleanliness**. If not, **the hotel will make it right**. On property, **these efforts are deployed globally through Clean Champions** to continue building the culture of clean instilled in IHG hotels around the world. These champions will focus on guests and colleagues as they navigate the new environment and help on-property teams to **consistently deliver these elevated cleanliness standards**.



MEET WITH CONFIDENCE WHAT CAN YOU EXPECT DURING YOUR STAY



Arrival

- Deployment of digital check in
- Reduced contact and physical interaction at check-in
- Front desk protective barriers
- Sanitized key cards
- Personal hygiene items available upon request



Public spaces

- Hand sanitizer stations
- Social distance signage
- Spacing of furniture
- Increased frequency of disinfecting high touch surfaces
- Elevator capacity restrictions
- Fitness center, pool and club lounge capacity restrictions
- Hotel colleagues and guests wearing face coverings*



Guest Room

- Increased disinfecting of all hard surfaces, fixtures and high-touch items (door handles, switches, remote control, etc.)
- Removal of non-essential collateral (in-room collateral or other high-touch items)
- Stayover housekeeping upon request (scheduled for when guest is not present)
- Rooms audited for cleanliness
- Upgraded laundry protocol



Dining

- Updated food handling and service guidelines, with pre-packaged and plated meals
- Reduced dining capacity
- Disposable or laminated menus for sanitizing/disinfecting
- Limited contact room service
- New approaches to banquets and catering
- Seating areas socially distanced and disinfected between each guest

*At IHG hotels within the United States, Canada, Mexico, Latin America and the Caribbean, we require that hotel colleagues and guests wear face coverings in all public spaces in accordance with the American Hotel Lodging Association's "Safe Stay Guest Check List."