

ARUBA MARRIOTT'S COMMITMENT TO CLEAN

Cleanliness have always been core to our standard of service, a philosophy never more important than now. Therefore, we have heightened our focus on cleaning protocols throughout each step of our guests' journey and every physical space in the hotel.

RESORT WIDE

- A dedicated Cleanliness & Hygiene Champion to safeguard the well-being and safety of our guests and associates, by ensuring the effective application of the new cleanliness standards.
- A robust training program for all hotel associates on the new norms in the workplace, which include enhanced hygiene protocols, practicing social distancing, using face masks resort wide and gloves in food handling areas, communicating through glass shields in some areas, and using approved disinfectants as per CDC guidelines.
- Hand sanitizers available throughout the hotel, especially in high-traffic areas.
- Consistently and frequently disinfecting high-touch items in public areas, guest rooms and restaurants like tables, chairs, elevator buttons, handrails etc.

ARRIVAL EXPERIENCE & GUESTROOMS

- Bellmen will sanitize guests' luggage upon arrival.
- Efficient check-in experience by communicating important information with guest before arrival.
- Using mobile technology; Mobile Check-in, Mobile Key, and Mobile Requests via the Marriott Bonvoy app.
- Using electrostatic methods to sanitize and disinfect guestrooms for guest arrival.
- Limiting in-stay housekeeping frequency to every three days to reduce contact during each stay.
- Removing nonessential high-touch items from guestrooms such as paper items, pen, laundry bags, menus. Guests can request these items via Mobile Request via the Marriott Bonvoy app. They will be delivered in front of the guestroom door.
- Disinfectant wipes will be available in the guestroom upon arrival.

FITNESS CENTER

- A maximum capacity of 10 guests allowed on each floor of the fitness center.
- Guests need to register at the entrance and gym attendant will disinfect guests' hands.
- Guests are requested to return in 30 minutes in the case that the fitness center is full.
- Equipment, weights and all exercise machines will be disinfected by gym attendant after each use and daily prior to opening.

FOOD & BEVERAGE

- Hand sanitizers will be available at the entrance of each restaurant.
- Guests need to sanitize their hands upon arrival and prior to being seated.
- Sanitizing tables and chairs before seating new guest and after each guest departs.
- Adjusting floorplans to comply with social distancing standards.
- Using floor markers to create wait lines that comply with social distancing standards.
- Using QR-code and single use paper menus.
- Sanitizing check holders and pens before presenting it to guests.
- Sanitizing credit cards before and after swiping and then again prior to returning it to guest.

EVENTS & BANQUETS

- Customized weddings and events based on customers' needs.
- Hand sanitizing stations available at the entrance of each event.
- Sanitizing all event furniture prior to the function.
- Hotel associates working at the function will wear face mask or face shield during the event.
- Personalized buffets with action food stations and cocktail stations.
- Portable handwashing stations available upon customer request.