



THE RITZ - CARLTON

WASHINGTON, DC

Hotel Information

Commitment to Cleanliness

The well-being of our guests and Ladies and Gentlemen is of utmost importance. We remain committed to providing a clean and comfortable environment for all who visit our hotel. Below are steps we are taking to keep everyone healthy. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. We will continue to refine and update our plans based on State and CDC Guidelines.

Our Ladies & Gentlemen:

- Submit to temperature screening upon arrival for each shift.
- Are equipped with personal protective equipment, including face covering which are worn at all times.
- Have and continue to receive training on COVID-19 sanitation protocols.

Arrival and Departure:

- Using mobile technology: eFolio delivery and Mobile Requests via the Marriott Bonvoy app.
- Choice of valet parking or self-parking; valet team subject to rigorous cleanliness protocols including PPE, Steering Wheel covers and high touch wipe downs on each use.
- Choice of baggage assistance or personal unloading
- Front desk equipped with plexiglass panels at counters.

Social Distancing Measures:

- Reduced occupancy levels to accommodate social distancing requirements.
- Arrival queues throughout hotel clearly marked for appropriate social distancing.
- Stairwell access is available.
- Signage posted to remind guests of social distancing guidelines and hygiene practices to prevent the spread of disease.

Dining:

- All chairs, and service equipment in restaurant are sanitized after each use and at regular intervals.
- Restaurant will use single-serving condiments and single-use recyclable paper menus.
- Outlet opening times and capacity to be released prior to reopening.
- In-Room Dining will be available daily

Guests:

- Guests will be required to comply with state and local health standards such as wearing personal face coverings.

Cleaning Procedures:

- Deeper and more frequent cleaning of high-traffic and high-touch areas, including handrails, elevator buttons, door handles and surfaces.
- Utilizing cleaning products that kill the spread of COVID-19.
- Introduction of new cleaning protocol using sanitation products for public spaces.
- Touchless hand sanitizer dispensers are placed throughout the hotel.
- Frequent cleaning of public area restrooms, including single-use hand towels.
- Deep cleaning between guest stays; focus on sanitizing every area of the room.
- Elevator occupancy limited
- Led by a designated hotel Cleanliness Champion.

Guest Rooms:

- Daily housekeeping services are available per guest preference to be confirmed at check-in.
- Housekeeping services will be performed when the guests are not present in the room.
- Deep cleaning of high-touch items such as handles, knobs, drawer pulls, hairdryer and remote controls.
- Removal of decorative pillows and throws.
- All glassware replaced with single use cups

Club Lounge:

- Club Level is currently closed; re-opening date is TBD

Fitness:

- Fitness Center reopened as of June 25th with limited allowable capacity

Business Partners:

- Hotel will notify business partners of enhanced cleanliness standards and ensure compliance.

Updated June 29, 2020



Meetings & Events

The hotel offers a variety of unique meeting and event spaces to allow for social distancing. As always, the Ladies and Gentlemen of our Meetings & Special Events team look forward to bringing your vision to life and customizing desired meeting protocols.

- Seating capacities will be adjusted to ensure alignment with state guidelines
- Touchless hand sanitizing stations are provided in pre-function areas and available at the entrance of each meeting room.
- Dedicated staff in all meeting spaces sanitize high-touch areas, tables and chairs at regular intervals.
- Facial coverings are required and can be made available upon request for attendees.
- Event Technology team can provide packages for live-streaming options for general session and breakout rooms.
- Buffets will all include server assistance.
- Flatware is presented as a roll-up, tables will not be preset. All condiments will be single use.
- Breaks will require social distancing and be staggered across groups to manage guest flow.
- Individual bottled water will be provided instead of water carafes on meeting tables.

