

THE WESTIN

CHATTANOOGA

Cleanliness Protocols and Standards

August 2021

- Face coverings are required for associates in all indoor public areas in the Westin Chattanooga
 - Thoroughly cleaning all guest room surfaces with hospital-grade disinfectants
- Hand sanitizing stations are set at hotel entrances, front desks, elevator banks, and meeting spaces
 - Signage in public spaces to remind guests to maintain social distancing
 - New cleaning technologies to include electrostatic sprayers
- Using air purifying systems that are effective against viruses in the air and on surfaces
 - The mobile app can be used to check in, access your room, and order room service
 - Disinfecting wipes are placed in each room for guests' personal use
- Contents of guest rooms have been downsized to minimal opportunities for contamination and to facilitate room sanitation
- Implemented changes to coffee break service, bar service, and reception service. Food items are individually wrapped – cookies in envelope pockets, wraps & sandwiches are individually wrapped, etc.
- For buffets, hotel staff is serving food items to guests. This limits the contact with all serving utensils