

THE PHOENICIAN

OUR COMMITMENT TO CLEAN: AT A GLANCE

As travel evolves and changes to reflect a “new normal,” Marriott International and The Phoenician are implementing more than 200 enhanced/additional cleaning protocols along each step of our guests’ journey and throughout every physical space in the resort, supported by CDC, federal, state and local government guidelines.

Premiere Best Practices Overview

- ✓ **Deeper, More Frequent Cleaning**
 - ✓ Introduction of electrostatic sprayers (under development) and highest classification of disinfectant products recommended by the CDC and WHO
 - ✓ Disinfection/sanitization of all guest touchpoints (front desk, elevators, handrails, doorknobs, furniture, public restrooms, pool chairs, golf carts, etc.), repeatedly throughout the day/evening
 - ✓ Disinfection/sanitization of all guest rooms prior to occupancy
 - ✓ Disinfection/sanitization of all housekeeping, engineering, or other service tools utilized to clean guest rooms and public areas, following each shift (at minimum)
 - ✓ Use of UV disinfection devices for small items, such as keys, TV remotes and radios
 - ✓ Placement of hand sanitizer stations at all high-traffic public spaces and back-of-house areas
 - ✓ Placement of disinfecting wipes in all guest rooms

- ✓ **Less Contact/Transmission Barriers**
 - ✓ Temperature checks for all employees prior to work; no entry for those that record a temperature of 100.4° F (38° C) or above
 - ✓ Use of PPE equipment (face coverings) for all associates; gloves essential for select front- and back-of-house staff
 - ✓ Installation of plexiglass shields in select locations
 - ✓ Required hand-washing by all associates every 20 minutes for 20 seconds (hand-sanitizer provided as an alternative)
 - ✓ Use of floor signage/markings throughout the resort to encourage social distancing of 6 ft. between associates and guests – and those not traveling together
 - ✓ Modified floor plans and seating
 - ✓ Limit on number of occupied guest rooms per individual floor
 - ✓ Flexible housekeeping service, per guest preference (no service; every 2-3 days; full service); service to be completed only when guest is not in room
 - ✓ Relocation of credit card payment devices; reduced handling of guest personal property
 - ✓ Increased use of Marriott Bonvoy app for check-in, guest requests

- ✓ **Redesign of Food & Beverage Offerings**
 - ✓ Summer dining venues: The Marketplace; The Phoenician Tavern; the Thirsty Camel (weekends and holidays only)
 - ✓ Use of one-way directional entrance/exit locations to encourage social distancing
 - ✓ Reduced seating/capacity
 - ✓ Implementation of single-use menus; alternative payment options
 - ✓ Elimination of all pre-set items
 - ✓ Use of high-grade, single-use napkins; rolled silverware; (wrapped, to-go utensils available upon request)
 - ✓ Covers for all food items leaving the kitchen
 - ✓ Increased grab-n-go options
 - ✓ Introduction of small, protective pouch for guest to secure mask while dining
 - ✓ Removal of coffee makers, minibars, etc., from guest rooms; items delivered on request

- ✓ **Redesign of Meetings & Events**
 - ✓ Modified floor plans to encourage social distancing, with customized meeting options
 - ✓ Satellite check-in with optional plexiglass shields for group staff
 - ✓ Minimization of room occupancy by livestreaming to complementary ancillary spaces
 - ✓ Refreshed linen overlays provided between meals; on daily basis for meeting sets
 - ✓ Modified banquet/food service to include individual portions or plated buffet meals by banquet attendant; single-use beverage containers
 - ✓ Wrapped, to-go utensils available upon request