



MILLENNIUM
HOTELS AND RESORTS

We Clean, We Care, We Welcome

Welcoming our guests to a safe and comfortable stay is always our top priority. That is why we are **taking the utmost care and attention, taking precautionary measures** in the wake of the recent reports of the Novel Coronavirus (COVID-19).

We have established thorough measures in all of our hotels in the United States. By continuing to uphold the highest standards of safety and cleanliness in our hotels, we want to reassure our guests will have a safe and pleasant experience.

We clean our hotels to ensure safety and comfort for our guests. Our measures include:

- Rigorous cleaning and sanitization of guest rooms (100 checkpoint process)
- Frequent sanitization of high-contact points, such as elevator buttons, door handles, reception counters, bathrooms and conference rooms
- Increased frequency of cleaning air filters, sanitizing the filter and surrounding area
- Hand sanitizers placed at guest contact areas, such as hotel lobbies and conference space
- Infrared thermometers available at front desk to conduct temperature checks of our guests and employees, upon request
- Provision of medical masks and gloves for our guests and employees, available upon request at reception

We care for our guests and staff by introducing additional measures to safeguard their wellbeing. Our staff have been briefed on the guidelines provided by the CDC and local health authorities, and will be ready to render assistance to any guest that may feel unwell.

We conduct daily meetings with our staff to review any relevant situations. Millennium Hotels and Resorts are in constant communication with the health authorities to keep our guests and employees updated and to advise them on appropriate measures to take.

We welcome our guests into our hotels with the same warmth and hospitality we have always done. Millennium Hotels and Resorts looks forward to welcoming you, wherever your travel may take you.

Management Team
Millennium Hotels and Resorts