

**On Property
Collateral
Reference
Guide**





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Signage for Heart of House available via **Learning Toolkit**

Guest Room Collateral

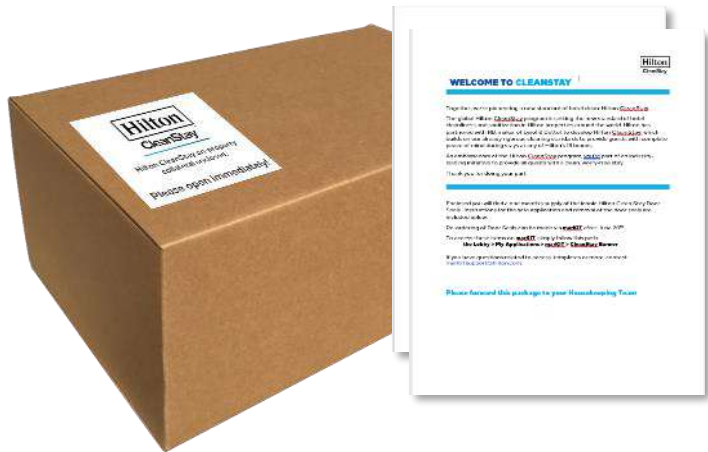
**READ BRAND STANDARDS FOR
PLACEMENT REQUIREMENTS**



Guest Room Collateral Deliveries



Door Seals Kits: Sent to all hotels



1+ Month Supply of Door Seals

In-Room Marketing Kits: Sent to most hotels*



**1+ Month Supply of Remote Wrappers
3 Mirror Clings per Room**

Auto shipped to hotels mostly arriving by June 15

Re-supply available via marKIT through RRD on June 20

*NOTE: In-Room Marketing Kits were sent to all operating hotels in the U.S., Canada, Austria, France, Germany, Saudi Arabia, UAE, United Kingdom, Australia, China, Korea, New Zealand, Taiwan, Macau and Hong Kong. Timing for other countries in work.

Hilton CleanStay In-Room Collateral Placement

Customize Your Clean Cling

Customize Your Clean

For your comfort, we want your stay to be as undisturbed as possible, so we will only provide housekeeping upon your request.

To schedule housekeeping service or to request additional amenities, please call the front desk and we'll be happy to help.

While we value your privacy, please note that we reserve the right to enter the room if the need arises.

Preferred placement is on the bottom right corner of the bathroom mirror – just above the bathroom mirror cling. If placed in the bedroom/living area, it must be prominently displayed on mirror

Bathroom Cling



Cleaned and
disinfected for your
comfort and protection.



Scan here to learn more about how your room was cleaned or visit hilton.com/cleanstay

Place in the bottom right corner of the bathroom mirror.

Guest Room Cling



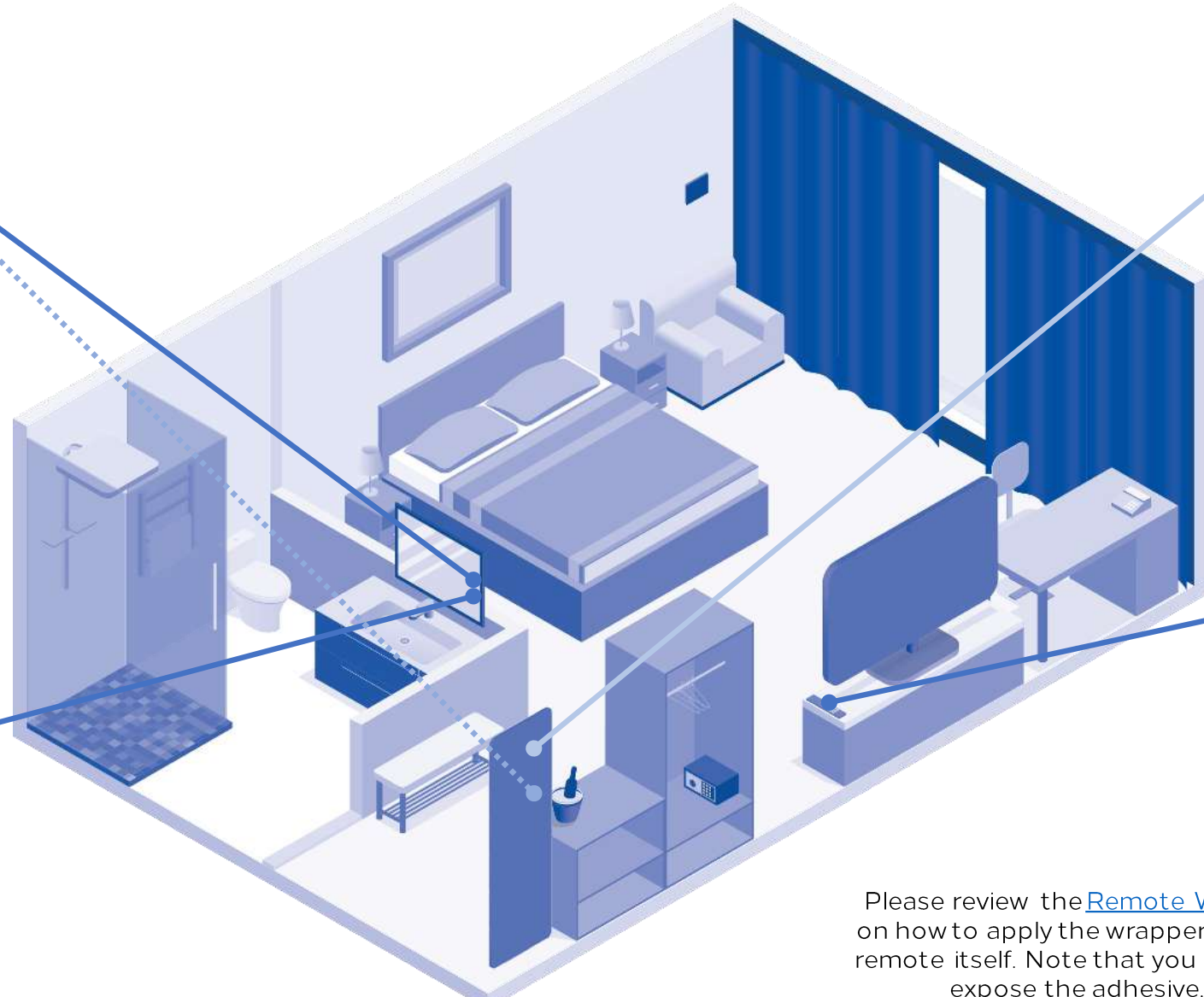
Extra Cleaning and
Disinfection of Top Areas
in Your Guest Room

- 1 LIGHTS, LAMPS, SWITCHES & ELECTRONIC CONTROLS
- 2 HANDLES & KNOBS
- 3 MAJOR BATHROOM SURFACES
- 4 CLIMATE CONTROL PANELS
- 5 REMOTE CONTROLS, TELEPHONES & CLOCKS
- 6 BED & BEDDING
- 7 BATH AMENITIES
- 8 TABLES, DESKS & NIGHTSTANDS
- 9 IRON & SAFE
- 10 FOOD & BEVERAGE AMENITIES



Scan here to learn more about how your room was cleaned or visit hilton.com/cleanstay

Place on mirror prominently within the living room area (suite), or the sleeping area (standard room).



Please review the [Remote Wrapper instructions](#) guide for details on how to apply the wrapper. The wrapper does not adhere to the remote itself. Note that you only remove the small strip of liner to expose the adhesive, the rest of the liner remains in place.

DOOR SEAL

Butterfly Shape to allow seal to rip when door is opened

**BRAND
STANDARD
REQUIREMENT**



US & CANADA

**For use at:
Focused
Suites
Full**



ALL OTHER COUNTRIES/REGIONS



**For use at:
Lifestyle
Luxe**



BATHROOM MIRROR CLING

Simple messaging to affirm cleanliness and disinfection

**BRAND
STANDARD
REQUIREMENT**



**Please remove
any existing
mirror clings**

US & CANADA: 4x4 SQUARE

**For use at:
Focused
Suites
Full**



**For use at:
Lifestyle
Luxe**



ALL OTHER COUNTRIES/REGIONS



Dual Language Example



GUEST ROOM MIRROR CLING

Convey Cleaning of Top 10 Hot Spots

**BRAND
STANDARD
REQUIREMENT**



**For use at:
Focused
Suites
Full**

Hilton CleanStay
with protection

Extra Cleaning and Disinfection of Top Areas in Your Guest Room

1 LIGHTS, LAMPS, SWITCHES & ELECTRONIC CONTROLS	6 BED & BEDDING
2 HANDLES & KNOBS	7 BATH AMENITIES
3 MAJOR BATHROOM SURFACES	8 TABLES, DESKS & NIGHTSTANDS
4 CLIMATE CONTROL PANELS	9 IRON & SAFE
5 REMOTE CONTROLS, TELEPHONES & CLOCKS	10 FOOD & BEVERAGE AMENITIES

Scan here to learn more about how your room was cleaned or visit hilton.com/cleanstay

**For use at:
Lifestyle
Luxe**

Hilton CleanStay
with protection

Extra Cleaning and Disinfection of Top Areas in Your Guest Room

1 LIGHTS, LAMPS, SWITCHES & ELECTRONIC CONTROLS	6 BED & BEDDING
2 HANDLES & KNOBS	7 BATH AMENITIES
3 MAJOR BATHROOM SURFACES	8 TABLES, DESKS & NIGHTSTANDS
4 CLIMATE CONTROL PANELS	9 IRON & SAFE
5 REMOTE CONTROLS, TELEPHONES & CLOCKS	10 FOOD & BEVERAGE AMENITIES

Scan here to learn more about how your room was cleaned or visit hilton.com/cleanstay

Single Language Example

Hilton CleanStay
with protection

Nettoyage et désinfection approfondis des zones les plus sensibles de votre chambre

1 LUMIÈRES, LAMPES, INTERRUPTEURS, COMMANDES ÉLECTRONIQUES	6 LIT ET LITERIE
2 POIGNÉES	7 COMMODITÉS DE LA SALLE DE BAIN
3 SURFACES MAJEURES DE LA SALLE DE BAIN	8 TABLES, BUREAUX ET TABLES DE CHEVET
4 PANNEAU DE COMMANDE DE LA TEMPÉRATURE	9 FER À REPASSER ET COFFRE-FORT
5 TÉLÉCOMMANDES, TÉLÉPHONES ET HORLOGES	10 COMMODITÉS POUR BOIRE ET MANGER

Scannez ici pour savoir comment votre chambre a été nettoyée ou visitez hilton.com/cleanstay

Single Language Example

Hilton CleanStay

Nettoyage et désinfection approfondis des zones les plus sensibles de votre chambre

1 LUMIÈRES, LAMPES, INTERRUPTEURS, COMMANDES ÉLECTRONIQUES	6 LIT ET LITERIE
2 POIGNÉES	7 COMMODITÉS DE LA SALLE DE BAIN
3 SURFACES MAJEURES DE LA SALLE DE BAIN	8 TABLES, BUREAUX ET TABLES DE CHEVET
4 PANNEAU DE COMMANDE DE LA TEMPÉRATURE	9 FER À REPASSER ET COFFRE-FORT
5 TÉLÉCOMMANDES, TÉLÉPHONES ET HORLOGES	10 COMMODITÉS POUR BOIRE ET MANGER

Scannez ici pour savoir comment votre chambre a été nettoyée ou visitez hilton.com/cleanstay

Hilton CleanStay

Extra Cleaning and Disinfection of Top Areas in Your Guest Room

1 LIGHTS, LAMPS, SWITCHES & ELECTRONIC CONTROLS	6 BED & BEDDING
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Scan here to learn more about how your room was cleaned or visit hilton.com/cleanstay

Hilton CleanStay

Extra Cleaning and Disinfection of Top Areas in Your Guest Room

1 LIGHTS, LAMPS, SWITCHES & ELECTRONIC CONTROLS	6 BED & BEDDING
2 HANDLES & KNOBS	7 BATH AMENITIES
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Scan here to learn more about how your room was cleaned or visit hilton.com/cleanstay

Please remove any existing mirror clings

HOUSEKEEPING CLING

Convey Housekeeping Changes and Welfare Checks

**BRAND
STANDARD
REQUIREMENT**



**Please remove
any existing
mirror clings**

**For use at:
Focused
Suites
Full**

Customize Your Clean

For your comfort, we want your stay to be as undisturbed as possible, so we will only provide housekeeping upon your request.

To schedule housekeeping service or to request additional amenities, please call the front desk and we'll be happy to help.

While we value your privacy, please note that we reserve the right to enter the room if the need arises.

**For use at:
Lifestyle
Luxe**

Customize Your Clean

For your comfort, we want your stay to be as undisturbed as possible, so we will only provide housekeeping upon your request.

To schedule housekeeping service or to request additional amenities, please call the front desk and we'll be happy to help.

While we value your privacy, please note that we reserve the right to enter the room if the need arises.

**Dual Language
Example**

Personalice su limpieza Customize Your Clean

Queremos que su estadía sea lo más cómoda y placentera posible, por eso solo le ofreceremos servicio de limpieza si lo solicita.

Para programar un servicio de limpieza o solicitar artículos de cortesía adicionales, comuníquese con recepción y estaremos encantados de ayudarlo.

For your comfort, we want your stay to be as undisturbed as possible, so we will only provide housekeeping upon your request.

To schedule housekeeping service or to request additional amenities, please call the front desk and we'll be happy to help.

Aunque valoramos su privacidad, tenga en cuenta que nos reservamos el derecho de ingresar a la habitación si surge la necesidad.

While we value your privacy, please note that we reserve the right to enter the room if the need arises.

Not Applicable
for APAC LUX
Properties or
Hotels in China

REMOTE WRAPPER

4"x6" Label to be wrapped around remote to signify cleaning

**BRAND
STANDARD
REQUIREMENT**



**For use at:
Focused
Suites
Full**



**For use at:
Lifestyle
Luxe**




Wrapper is 4"x6" paper with adhesive on one side



GUEST ROOM COLLATERAL

PRINTING SPECIFICATIONS



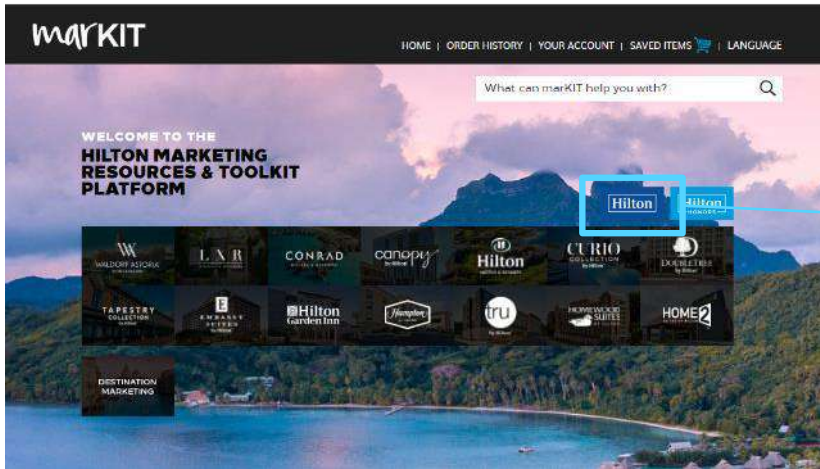
Instructions	Specs	Languages	Type
 <p>Order from RRD through markIT or RRD CustomPoint</p> <p>Available with and without Lysol logo as needed</p>	<p>RRD has all necessary specs.</p>	<p>Single Language</p> <ul style="list-style-type: none">• US English• International English <p>Dual Language:</p> <ul style="list-style-type: none">• French Canadian• Spanish <ul style="list-style-type: none">• Arabic• Dutch• French• German• Italian• Polish• Russian• Spanish• Turkish <ul style="list-style-type: none">• Bahasa• Chinese Simplified• Chinese Traditional• Korean• Thai	<p>Static</p>

On-Property Signage



Assets Available on marKIT

[the Lobby](#) > My Applications > marKIT > CleanStay Banner



NOTE:

- Blue assets are used for all brands, with the exception of Luxury & Lifestyle.
- Dual language assets will begin to be posted starting on June 15
- **Don't have access to marKIT? [Request it here](#)**

The screenshot shows the marKIT interface for CleanStay Marketing Assets. At the top, the marKIT logo and navigation links (HOME, ORDER HISTORY, YOUR ACCOUNT, SAVED ITEMS, LANGUAGE) are visible. Below the navigation is a search bar with the text "What can marKIT help you with?". The main banner features the Hilton CleanStay logo with the Lysol Protection logo below it. To the right of the logo, the text reads "CleanStay Marketing Assets" followed by "Hilton CleanStay assets are now live on marKIT. Check back often as we continue to add new assets and refine our cleanliness standards." and a "Click here" button. Below the banner are five image-based navigation tiles: "Brand Assets", "Hilton Campaigns & Programs", "Photo Library", "Programs & Offers", and "Hilton Honors". At the bottom, there are two columns of links under the headings "BRAND RESOURCES" and "HILTON ENTERPRISE".

BRAND RESOURCES			HILTON ENTERPRISE
Hilton Identity Guidelines	Identity Reference Guide	LGBTQ+ Toolkit	Team Store
Transactional Emails	Brand Bar Graphics	Brand Differentiators	Order Printed Stationery
Microsoft Templates			the Lobby

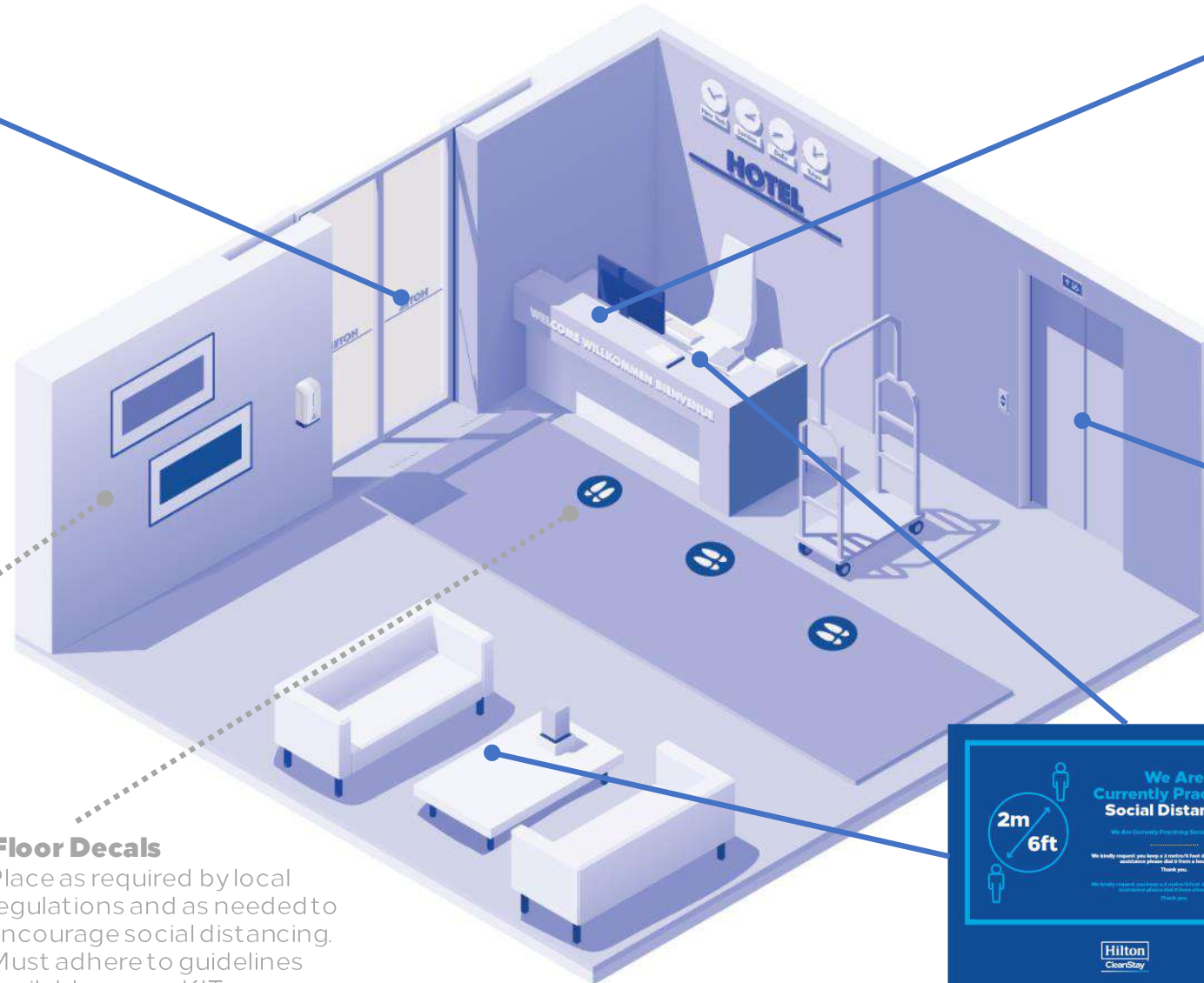
Lobby

Entrance Poster



Place poster in a prominent position near front entrance. Available for printing from marKIT.

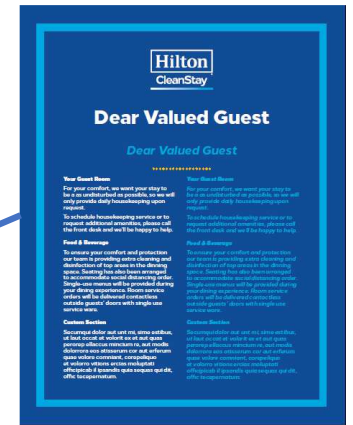
Hilton CleanStay Lobby Collateral Placement



Floor Decals

Place as required by local regulations and as needed to encourage social distancing. Must adhere to guidelines available on marKIT.

Welcome Letter



Place in holder, lay flat at front desk, or email to guest. Available for printing from marKIT.

Elevator/Lift Etiquette



Place inside elevators. Available for printing from marKIT.

Food Delivery Sign



OPTIONAL sign. Place at desired location for 3rd party food delivery. Available for printing from marKIT.



Social Distancing Sign

Place in locations around lobby as needed to encourage social distancing. Available for printing from marKIT.

ENTRANCE POSTER

Sets expectations that experience might be different

**BRAND
STANDARD
REQUIREMENT**

Hilton
CleanStay

**marKIT Static Download:
Dual Language
Poster Size 24" x 36"**



Hilton
CleanStay

**So glad
you're here!
We're ready
for you.**

To prepare for your arrival, we have taken extra safety precautions, including industry-leading hygiene practices. As a result, your stay experience may look different during this time. What hasn't changed is our commitment to your comfort, safety and well-being. Thank you for staying with us.



Scan here to learn more or visit hilton.com/cleanstay



Hilton
CleanStay

**So glad you're here!
We're ready for you.**

*So glad you're here!
We're ready for you.*

To prepare for your arrival, we have taken extra safety precautions, including industry-leading hygiene practices. As a result, your stay experience may look different during this time. What hasn't changed is our commitment to your comfort, safety and well-being. Thank you for staying with us.



Scan here to learn more or visit hilton.com/cleanstay

Scan here to learn more or visit hilton.com/cleanstay

ENTRANCE POSTER

PRINTING SPECIFICATIONS



Instructions	Specs	Languages	Type
<p>Place in a prominent position near front entrance.</p> <p>Available on marKIT for download to print locally</p>	<p>AMERICAS</p> <p>Sizes:</p> <ul style="list-style-type: none">• 24x36• 11x17 <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 24lbs+ for Inkjet, 28lbs+ for Laser• <i>Brightness Rating:</i> 96 or above• <i>Finish:</i> Smooth or matte <p>EMEA/APAC</p> <p>Sizes:</p> <ul style="list-style-type: none">• 24x36• 11x17 <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 90gsm+ for Inkjet, 105gsm+ for Laser• <i>Brightness Rating:</i> 107 or above• <i>Finish:</i> Smooth or matte	<p>Single Language</p> <ul style="list-style-type: none">• US English• International English <p>Dual Language:</p> <ul style="list-style-type: none">• French Canadian• Spanish <ul style="list-style-type: none">• Arabic• Dutch• French• German• Italian• Polish• Russian• Spanish• Turkish <ul style="list-style-type: none">• Bahasa• Chinese Simplified• Chinese Traditional• Korean• Thai	<p>Customizable</p>

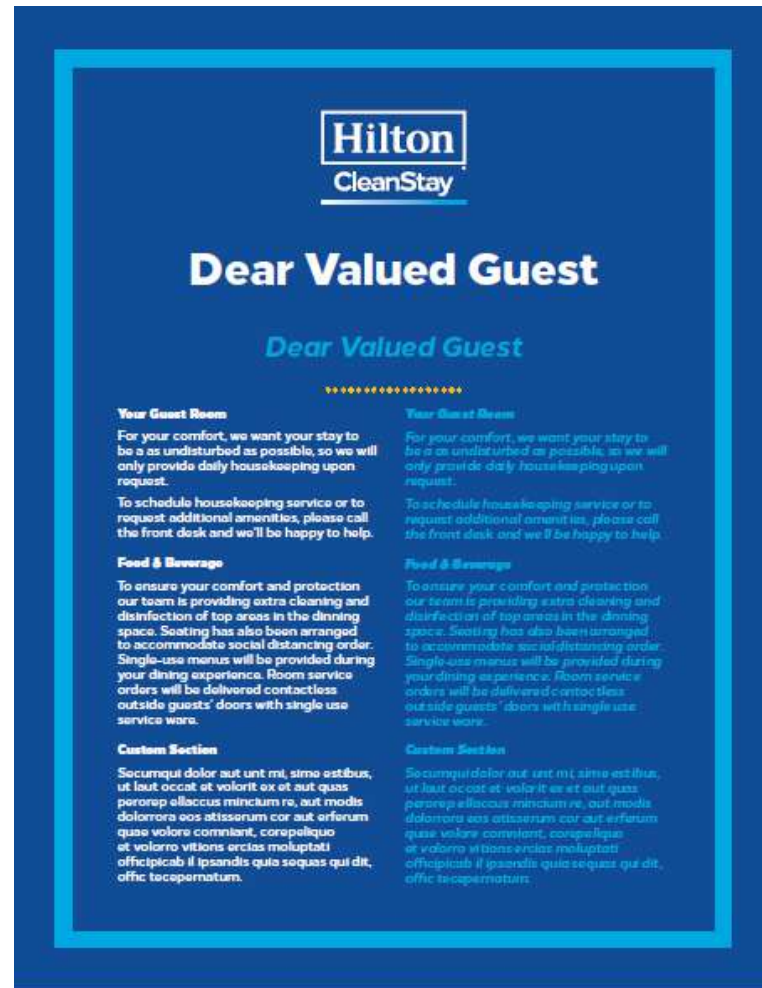
FRONT DESK/WELCOME LETTER

Customizable Sign/Letter to detail operational changes

**BRAND
STANDARD
REQUIREMENT**



8.5x11 and A4 Dual Language marKIT Template: Customizable Copy



FRONT DESK/WELCOME LETTER

PRINTING SPECIFICATIONS



Instructions	Specs	Languages	Type
<p>Use to explain operational changes.</p> <p>Currently available on markIT for download to print locally.</p>	<p>AMERICAS</p> <p>Sizes:</p> <ul style="list-style-type: none">• 8.5x11• 8.5x14 <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 24lbs+ for Inkjet, 28lbs+ for Laser• <i>Brightness Rating:</i> 96 or above• <i>Finish:</i> Smooth or matte <p>EMEA/APAC</p> <p>Sizes:</p> <ul style="list-style-type: none">• A4• 8.5x14 <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 90gsm+ for Inkjet, 105gsm+ for Laser• <i>Brightness Rating:</i> 107 or above• <i>Finish:</i> Smooth or matte	<p>Single Language</p> <ul style="list-style-type: none">• US English• International English <p>Dual Language:</p> <ul style="list-style-type: none">• French Canadian• Spanish• Arabic• Dutch• French• German• Italian• Polish• Russian• Spanish• Turkish• Bahasa• Chinese Simplified• Chinese Traditional• Korean• Thai	<p>Customizable</p>

ELEVATOR ETIQUETTE

Notify of Elevator Etiquette, replacing COVID-19 Poster

**BRAND
STANDARD
REQUIREMENT**

Hilton
CleanStay

8.5x11 and A4 **Dual Language** marKIT Template: Customizable Copy

For use at:
Focused
Suites
Full



Hilton
CleanStay

XX
MAX

People maximum in the elevator to ensure social distancing.

Wash hands regularly with soap.

Elevator Etiquette

.....

Social distancing and good hygiene practices can help reduce your risk.

2m
6ft

Maintain distance.

Sanitize hands regularly.

Use stairs where possible.

Avoid touching your face.

For use at:
Lifestyle
Luxe



Hilton
CleanStay

XX
MAX

People maximum in the elevator to ensure social distancing.

Wash hands regularly with soap.

Elevator Etiquette

Elevator Etiquette

Social distancing and good hygiene practices can help reduce your risk.

.....

Social distancing and good hygiene practices can help reduce your risk.

2m
6ft

Maintain distance.
.....
Maintain distance.

Sanitize hands regularly.
.....
Sanitize hands regularly.

Use stairs where possible.
.....
Use stairs where possible.

Avoid touching your face.
.....
Avoid touching your face.

ELEVATOR ETIQUETTE

PRINTING SPECIFICATIONS



Instructions	Specs	Languages	Type
<p>Use to notify guests of Elevator Etiquette. Use to replace COVID-19 Poster.</p> <p>Currently available on markKIT for download to print locally.</p>	<p>AMERICAS</p> <p>Sizes:</p> <ul style="list-style-type: none">• 8.5x11• 8.5x14 <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 24lbs+ for Inkjet, 28lbs+ for Laser• <i>Brightness Rating:</i> 96 or above• <i>Finish:</i> Smooth or matte <p>EMEA/APAC</p> <p>Sizes:</p> <ul style="list-style-type: none">• A4 Horizontal• A4 Vertical <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 90gsm+ for Inkjet, 105gsm+ for Laser• <i>Brightness Rating:</i> 107 or above• <i>Finish:</i> Smooth or matte	<p>Single Language</p> <ul style="list-style-type: none">• US English• International English <p>Dual Language:</p> <ul style="list-style-type: none">• French Canadian• Spanish <ul style="list-style-type: none">• Arabic• Dutch• French• German• Italian• Polish• Russian• Spanish• Turkish <ul style="list-style-type: none">• Bahasa• Chinese Simplified• Chinese Traditional• Korean• Thai	<p>Customizable</p>



SOCIAL DISTANCING SIGN

Notify of Social Distancing, replacing COVID-19 Poster

**BRAND
STANDARD
REQUIREMENT**

Hilton
CleanStay

8.5x11 and A4 **Dual Language** marKIT Template: Customizable Copy

For use at:
**Focused
Suites
Full**



For use at:
**Lifestyle
Luxe**



SOCIAL DISTANCING SIGN

PRINTING SPECIFICATIONS



Instructions	Specs	Languages	Type
<p>Use to notify guests of social distancing. Use to replace COVID-19 Poster.</p> <p>Currently available on markKIT for download to print locally.</p>	<p>AMERICAS</p> <p>Sizes:</p> <ul style="list-style-type: none">• 14x8• 8x14• A4 Horizontal• A4 Vertical <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 24lbs+ for Inkjet, 28lbs+ for Laser• <i>Brightness Rating:</i> 96 or above• <i>Finish:</i> Smooth or matte <p>EMEA/APAC</p> <p>Sizes:</p> <ul style="list-style-type: none">• 14x8• 8x14• A4 Horizontal• A4 Vertical <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 90gsm+ for Inkjet, 105gsm+ for Laser• <i>Brightness Rating:</i> 107 or above• <i>Finish:</i> Smooth or matte	<p>Single Language</p> <ul style="list-style-type: none">• US English• International English <p>Dual Language:</p> <ul style="list-style-type: none">• French Canadian• Spanish <ul style="list-style-type: none">• Arabic• Dutch• French• German• Italian• Polish• Russian• Spanish• Turkish <ul style="list-style-type: none">• Bahasa• Chinese Simplified• Chinese Traditional• Korean• Thai	<p>Customizable</p>

FLOOR DECAL GUIDELINES*


Guidelines for color, fonts, logos, shape, and materials





**BRAND
STANDARD
RECOMMENDED**



FLOOR DECAL + SIGNAGE GUIDELINES

Hotels may develop/source their own floor decal signage and other legally required signage using the following guidelines



COLORS	LOGOS
<p>Use Blue Palette for: Focused Suite Full</p>  #114c97	<p>CleanStay and Brand Logos should not be used for floor-based signage</p> <p>The CleanStay program is intended to be seen as a positive initiative by both guests and Team Members, therefore, the CleanStay logo should not be used on any collateral referring to restaurant and/or amenity closures or other collateral that may refer to restrictions.</p>
 #00a8e1	
<p>Use Black Palette for: Lifestyle Lux</p>  #000000	<p>Alternative: Brand Specific Fonts are allowed</p>
 #bc9b6a	

LOGOS	LOGOS
<p>Primary Font: Loew Black 2.0 Kerning: -25</p>	
<p>Secondary Font: Loew Medium 2.0 Kerning: -25</p>	

FLOOR DECAL RECOMMENDATIONS

Hotels may develop/source their own floor decal signage and other legally required signage using the following guidelines



SHAPE	MATERIALS	SOURCING OPTIONS
<p>Circular shapes are less likely to pull up from foot traffic and cleaning</p>  	<p>Ensure a durable material that can withstand foot traffic and not cause hazards by being too slick.</p> <p>Consult local signage provider for recommendations</p>	<p>Generic Unbranded Options on hiltonsigns.com</p>    

*Floor decals sent to US Hotels as part of Marketing Kits

3RD PARTY FOOD DELIVERY

Indicates to Guest Where to Pick Up Food Deliveries

**BRAND
STANDARD
RECOMMENDED**



8.5x11 and A4 Dual Language marKIT Template: Customizable Copy

For use at:
Focused
Suites
Full



For use at:
Lifestyle
Luxe



3RD PARTY FOOD DELIVERY

PRINTING SPECIFICATIONS



Instructions	Specs	Languages	Type
<p>Use to notify guests where they can receive their 3rd Party Food Delivery (uberEats, etc).</p> <p>Currently available on markIT for download to print locally.</p>	<p>AMERICAS</p> <p>Sizes:</p> <ul style="list-style-type: none">• 8.5x11 Horizontal• 8.5x11 Vertical <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 24lbs+ for Inkjet, 28lbs+ for Laser• <i>Brightness Rating:</i> 96 or above• <i>Finish:</i> Smooth or matte <p>EMEA/APAC</p> <p>Sizes:</p> <ul style="list-style-type: none">• A4 Horizontal• A4 Vertical <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 90gsm+ for Inkjet, 105gsm+ for Laser• <i>Brightness Rating:</i> 107 or above• <i>Finish:</i> Smooth or matte	<p>Single Language</p> <ul style="list-style-type: none">• US English• International English <p>Dual Language:</p> <ul style="list-style-type: none">• French Canadian• Spanish <ul style="list-style-type: none">• Arabic• Dutch• French• German• Italian• Polish• Russian• Spanish• Turkish <ul style="list-style-type: none">• Bahasa• Chinese Simplified• Chinese Traditional• Korean• Thai	<p>Customizable</p>

Fitness Center

Hilton CleanStay

Fitness Center Collateral Placement

Social Distancing

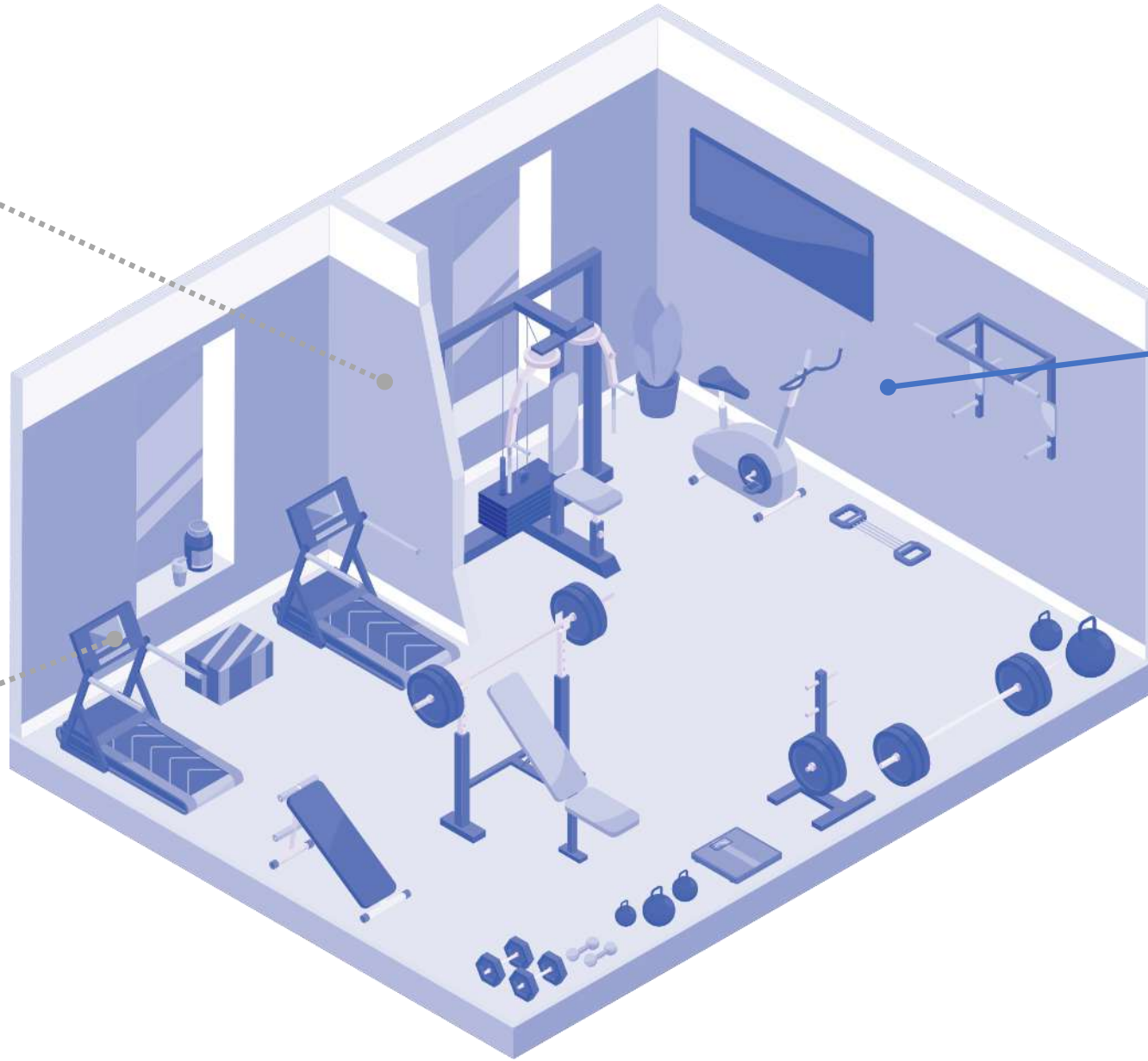


OPTIONAL sign. Place as needed around fitness center to encourage social distancing. Available for printing from marKIT.

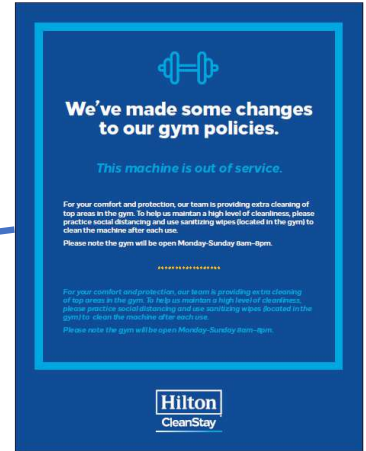
Machine Out of Service



OPTIONAL sign. Place on machines that are out of service to encourage social distancing. Available for printing from marKIT.



Gym Protocols



Place in prominent location such as entrance of main wall. Location is at hotel's discretion but must be easily viewable by guests. Available for printing from marKIT.


FITNESS CENTER

Notify Guests of changes to Fitness Center. Can be repurposed for Spa and Pool

**BRAND
STANDARD
REQUIREMENT**

Hilton
CleanStay

8.5x11 and A4 Dual Language marKIT Template: Customizable Copy, Optional Icons





This machine is out of service.

This machine is out of service.

For your comfort and protection, this machine is currently out of service to promote social distancing.

For your comfort and protection, this machine is currently out of service to promote social distancing.



We've made some changes to our gym policies.



This machine is out of service.

For your comfort and protection, our team is providing extra cleaning of top areas in the gym. To help us maintain a high level of cleanliness, please practice social distancing and use sanitizing wipes (located in the gym) to clean the machine after each use.

Please note the gym will be open Monday-Sunday 8am-8pm.

For your comfort and protection, our team is providing extra cleaning of top areas in the gym. To help us maintain a high level of cleanliness, please practice social distancing and use sanitizing wipes (located in the gym) to clean the machine after each use.


Please note the gym will be open Monday-Sunday 8am-8pm.



Practice Social Distancing

Out of concern for the health and safety of our guests, the gym is practicing social distancing and not all equipment is available for use at this time.

We kindly request you also keep a 2 meter/6 foot distance from other guests. Thank you for staying with us.



FITNESS CENTER SIGNS

PRINTING SPECIFICATIONS



Instructions	Specs	Languages	Type
<p>Use to notify guests of changes to Fitness Center. Can be repurposed for Spa and Pool.</p> <p>Currently available on marKIT for download to print locally.</p> <p>Templates available in 3 themes:</p> <ul style="list-style-type: none">• Machine Out of Service• Social Distancing Reminder• Protocol/Hour Change	<p>AMERICAS</p> <p>Sizes:</p> <ul style="list-style-type: none">• 8.5x11• 8.5x14 <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 24lbs+ for Inkjet, 28lbs+ for Laser• <i>Brightness Rating:</i> 96 or above• <i>Finish:</i> Smooth or matte <p>EMEA/APAC</p> <p>Sizes:</p> <ul style="list-style-type: none">• A4• 8.5x14 <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 90gsm+ for Inkjet, 105gsm+ for Laser• <i>Brightness Rating:</i> 107 or above• <i>Finish:</i> Smooth or matte	<p>Single Language</p> <ul style="list-style-type: none">• US English• International English <p>Dual Language:</p> <ul style="list-style-type: none">• French Canadian• Spanish <ul style="list-style-type: none">• Arabic• Dutch• French• German• Italian• Polish• Russian• Spanish• Turkish <ul style="list-style-type: none">• Bahasa• Chinese Simplified• Chinese Traditional• Korean• Thai	<p>Customizable</p>

Food & Beverage

Hilton CleanStay

Food & Beverage Collateral Placement

Food Delivery Sign

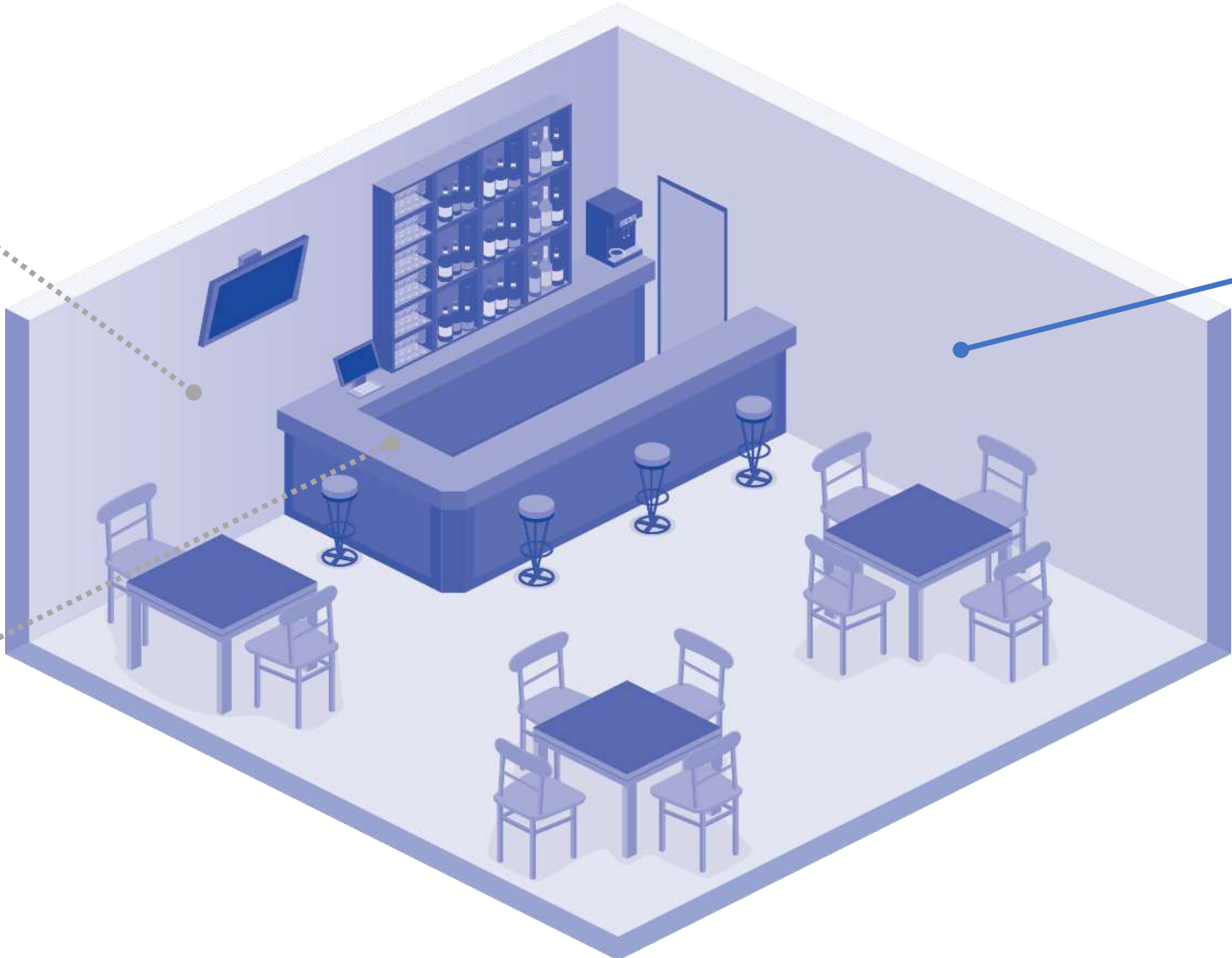


OPTIONAL sign. Place at desired location for 3rd party food delivery. Available for printing from marKIT.

Adjusted Bar Service



OPTIONAL sign. Place near F&B entrance and/or near bar to share adjusted operations. Available for printing from marKIT.



F&B Protocols



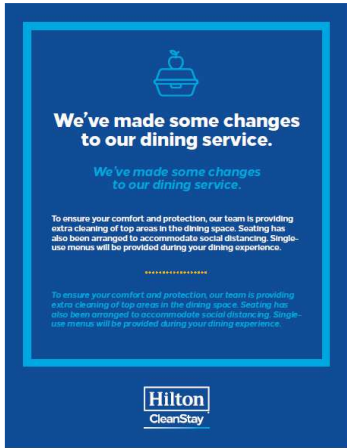
Place in prominent location such as entrance of main wall. Location is at hotel's discretion but must be easily viewable by guests. Available for printing from marKIT.

Hilton CleanStay

Full-Service

Buffet Collateral Placement

F&B Protocols



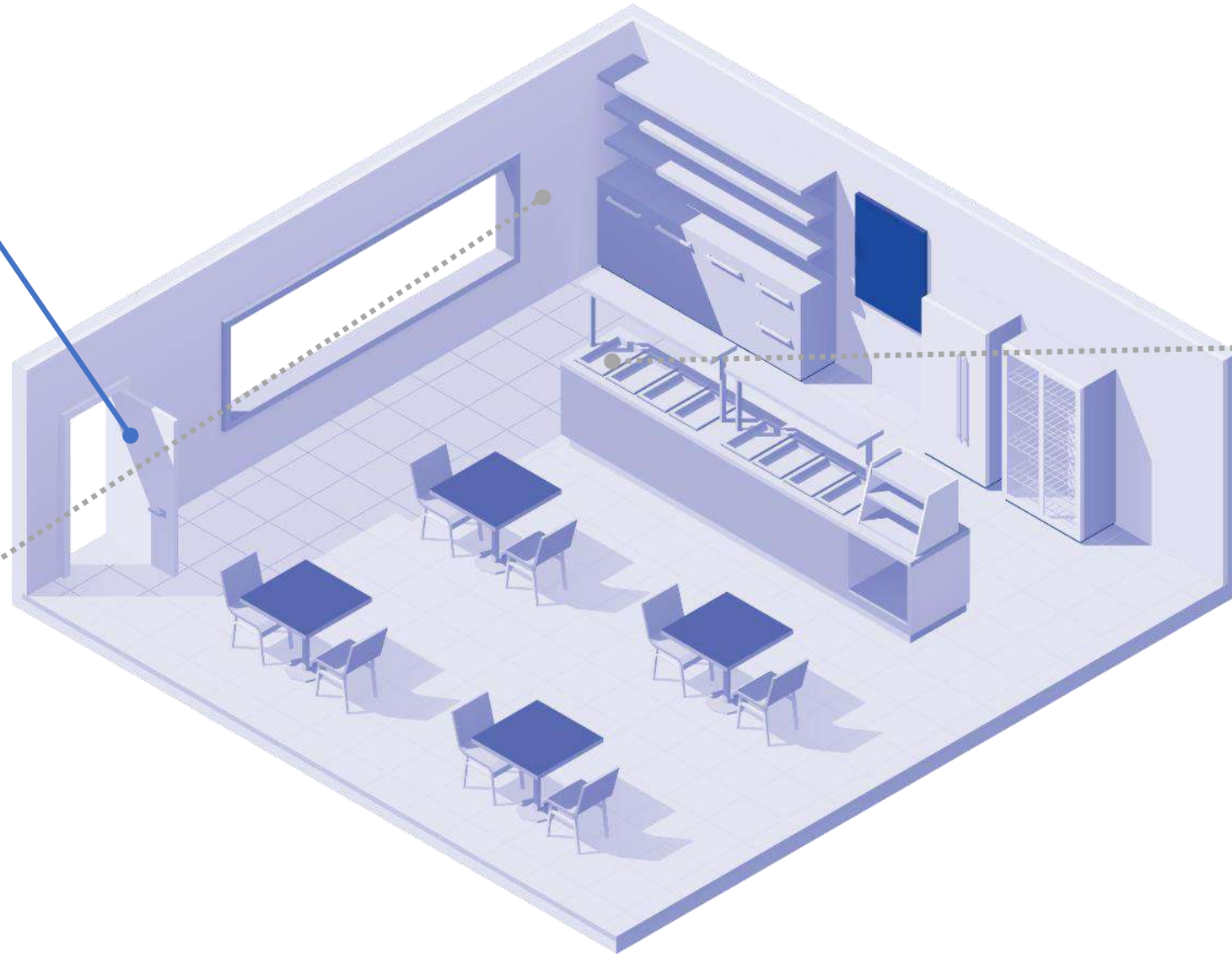
Place in prominent location such as entrance of main wall.

Location is at hotel's discretion but must be easily viewable by guests. Available for printing from marKIT.

Food Delivery Sign



OPTIONAL sign. Place at desired location for 3rd party food delivery. Available for printing from marKIT.



Adjusted Buffet Items

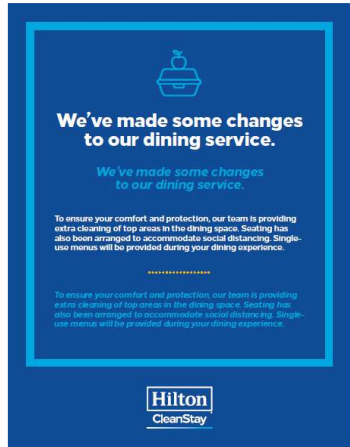


OPTIONAL sign. Place near buffet. Available for printing from marKIT.

Hilton CleanStay Focused & All-Suites

Breakfast Collateral Placement

F&B Protocols



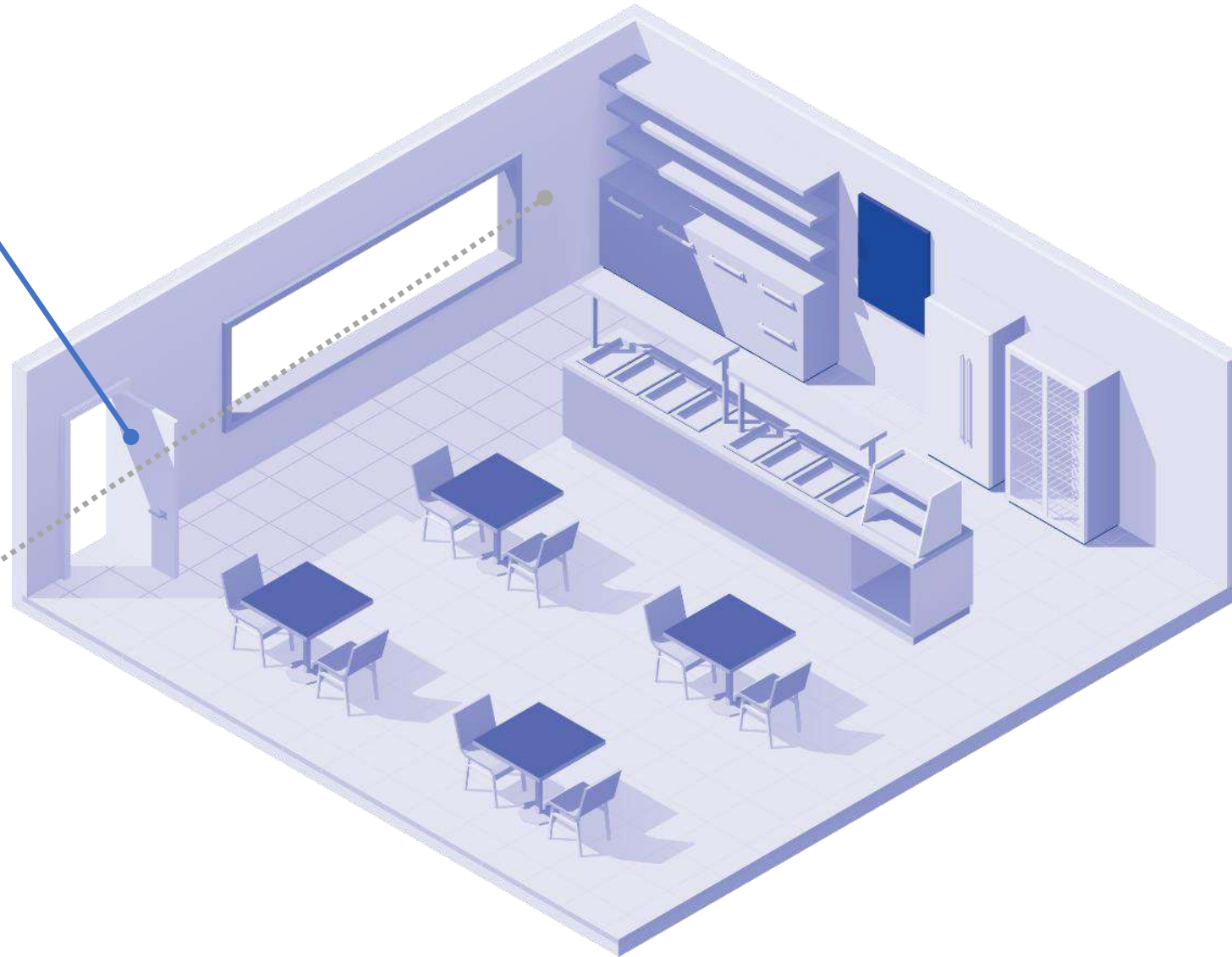
Place in prominent location such as entrance of main wall.

Location is at hotel's discretion but must be easily viewable by guests. Available for printing from markIT.

Food Delivery Sign



OPTIONAL sign. Place at desired location for 3rd party food delivery. Available for printing from markIT.



FOOD & BEVERAGE

Notify Guests of changes to F&B Services

**BRAND
STANDARD
REQUIREMENT**

Hilton
CleanStay

8.5x11 and A4 Dual Language marKIT Template: Customizable Copy, Optional Icons




Don't see what you're looking for?

Don't see what you're looking for?

Instead of our standard breakfast buffet, we're now offering breakfast à la carte, with all of your favorite items available to order straight off our menu. If there's anything specific you're looking for, please talk to your Food & Beverage Enthusiast and they will do their best to accommodate you.

.....

Instead of our standard breakfast buffet, we're now offering breakfast à la carte, with all of your favorite items available to order straight off our menu. If there's anything specific you're looking for, please talk to your Food & Beverage Enthusiast and they will do their best to accommodate you.





We've made some changes to our dining service.

We've made some changes to our dining service.

To ensure your comfort and protection, our team is providing extra cleaning of top areas in the dining space. Seating has also been arranged to accommodate social distancing. Single-use menus will be provided during your dining experience.

.....

To ensure your comfort and protection, our team is providing extra cleaning of top areas in the dining space. Seating has also been arranged to accommodate social distancing. Single-use menus will be provided during your dining experience.




Adjusted Bar Service

Adjusted Bar Service

BAR NAME has adjusted their hours to TIME-TIME. Please visit our Welcome Desk for information about what bar options are currently available. If there's anything specific you're looking for, we'll do our best to help you find it.

.....

BAR NAME has adjusted their hours to TIME-TIME. Please visit our Welcome Desk for information about what bar options are currently available. If there's anything specific you're looking for, we'll do our best to help you find it.

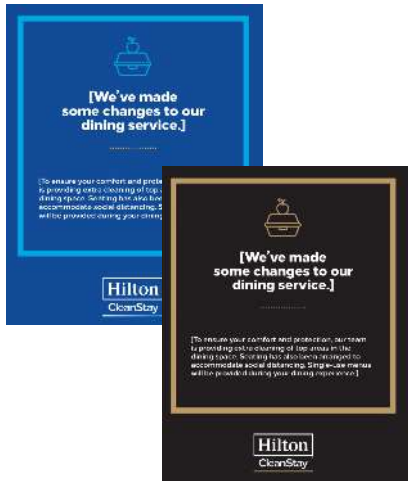


FOOD & BEVERAGE SIGNS

PRINTING SPECIFICATIONS



Instructions	Specs	Languages	Type
<p>Use to notify guests of changes to F&B services.</p> <p>Currently available on markIT for download to print locally.</p> <p>Templates available in 3 themes:</p> <ul style="list-style-type: none"> • Bar Service • Protocol Change for Buffet • F&B Protocol Generic 	<p>AMERICAS</p> <p>Sizes:</p> <ul style="list-style-type: none"> • 8.5x11 <p>Printer Specs:</p> <ul style="list-style-type: none"> • <i>Paper Weight:</i> 24lbs+ for Inkjet, 28lbs+ for Laser • <i>Brightness Rating:</i> 96 or above • <i>Finish:</i> Smooth or matte <p>EMEA/APAC</p> <p>Sizes:</p> <ul style="list-style-type: none"> • A4 <p>Printer Specs:</p> <ul style="list-style-type: none"> • <i>Paper Weight:</i> 90gsm+ for Inkjet, 105gsm+ for Laser • <i>Brightness Rating:</i> 107 or above • <i>Finish:</i> Smooth or matte 	<p>Single Language</p> <ul style="list-style-type: none"> • US English • International English <p>Dual Language:</p> <ul style="list-style-type: none"> • French Canadian • Spanish <ul style="list-style-type: none"> • Arabic • Dutch • French • German • Italian • Polish • Russian • Spanish • Turkish <ul style="list-style-type: none"> • Bahasa • Chinese Simplified • Chinese Traditional • Korean • Thai 	<p>Customizable</p>



3RD PARTY FOOD DELIVERY

Indicates to Guest Where to Pick Up Food Deliveries

**BRAND
STANDARD
RECOMMENDED**



8.5x11 and A4 Dual Language marKIT Template: Customizable Copy

For use at:
Focused
Suites
Full



For use at:
Lifestyle
Luxe



3RD PARTY FOOD DELIVERY

PRINTING SPECIFICATIONS



Instructions	Specs	Languages	Type
<p>Use to notify guests where they can receive their 3rd Party Food Delivery (uberEats, etc).</p> <p>Currently available on markKIT for download to print locally.</p>	<p>AMERICAS</p> <p>Sizes:</p> <ul style="list-style-type: none">• 8.5x11 Horizontal• 8.5x11 Vertical <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 24lbs+ for Inkjet, 28lbs+ for Laser• <i>Brightness Rating:</i> 96 or above• <i>Finish:</i> Smooth or matte <p>EMEA/APAC</p> <p>Sizes:</p> <ul style="list-style-type: none">• A4 Horizontal• A4 Vertical <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 90gsm+ for Inkjet, 105gsm+ for Laser• <i>Brightness Rating:</i> 107 or above• <i>Finish:</i> Smooth or matte	<p>Single Language</p> <ul style="list-style-type: none">• US English• International English <p>Dual Language:</p> <ul style="list-style-type: none">• French Canadian• Spanish <ul style="list-style-type: none">• Arabic• Dutch• French• German• Italian• Polish• Russian• Spanish• Turkish <ul style="list-style-type: none">• Bahasa• Chinese Simplified• Chinese Traditional• Korean• Thai	<p>Customizable</p>

Additional Signs

DISINFECTING WIPES CANISTER

Label to be put on existing wipes canister from fitness center

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RECOMMENDED**

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CleanStay

8.5x11 and A4 Dual Language marKIT Template: NO LYSOL LOGO Available Customizable Copy



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CleanStay

**Surface Disinfecting Wipes Provided for
Your Convenience and Protection**

**Surface Disinfecting Wipes Provided for
Your Convenience and Protection**



For additional information, visit
hilton.com/cleanstay

For additional information, visit
hilton.com/cleanstay

DISINFECTING WIPES CANISTER

PRINTING SPECIFICATIONS



Instructions	Specs	Languages	Type
<p>Label to be put on existing wipes canister form fitness center.</p> <p>Only use Lysol logo if Lysol-branded wipes are used</p> <p>Currently available on markKIT for download to print locally.</p>	<p>AMERICAS</p> <p>Sizes:</p> <ul style="list-style-type: none">• 8.5x11 <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 24lbs+ for Inkjet, 28lbs+ for Laser• <i>Brightness Rating:</i> 96 or above• <i>Finish:</i> Smooth or matte <p>EMEA/APAC</p> <p>Sizes:</p> <ul style="list-style-type: none">• A4 <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 90gsm+ for Inkjet, 105gsm+ for Laser• <i>Brightness Rating:</i> 107 or above• <i>Finish:</i> Smooth or matte	<p>Single Language</p> <ul style="list-style-type: none">• US English• International English <p>Dual Language:</p> <ul style="list-style-type: none">• French Canadian• Spanish • Arabic• Dutch• French• German• Italian• Polish• Russian• Spanish• Turkish • Bahasa• Chinese Simplified• Chinese Traditional• Korean• Thai	<p>Customizable</p>

GENERIC SIGN

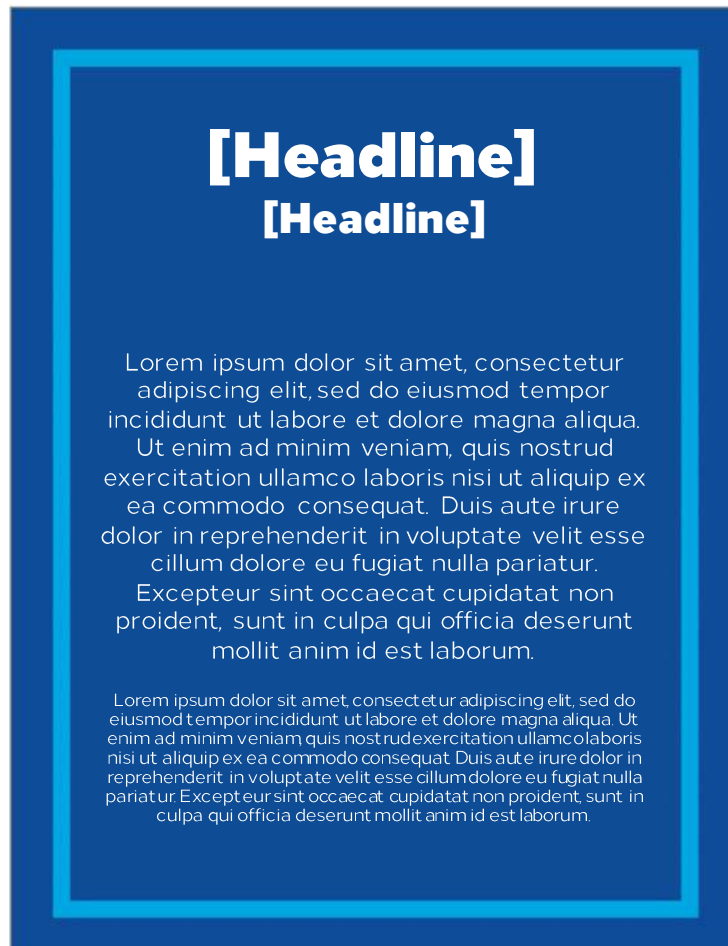
Blank fully customizable/unbranded template

**BRAND
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RECOMMENDED**

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CleanStay

8.5x11 and A4 Dual Language marKIT Template: Customizable Copy

**For use at:
Focused
Suites
Full**



**For use at:
Lifestyle
Luxe**



GENERIC SIGN

PRINTING SPECIFICATIONS



Instructions	Specs	Languages	Type
<p>Customize this signage to meet any of your additional messaging needs.</p> <p>Available on marKIT for download to print locally.</p>	<p>AMERICAS</p> <p>Sizes:</p> <ul style="list-style-type: none"> 8.5x11 Vertical 8.5x 11 Horizontal <p>Printer Specs:</p> <ul style="list-style-type: none"> <i>Paper Weight:</i> 24lbs+ for Inkjet, 28lbs+ for Laser <i>Brightness Rating:</i> 96 or above <i>Finish:</i> Smooth or matte <p>EMEA/APAC</p> <p>Sizes:</p> <ul style="list-style-type: none"> A4 Horizontal A4 Vertical <p>Printer Specs:</p> <ul style="list-style-type: none"> <i>Paper Weight:</i> 90gsm+ for Inkjet, 105gsm+ for Laser <i>Brightness Rating:</i> 107 or above <i>Finish:</i> Smooth or matte 	<p>Single Language</p> <ul style="list-style-type: none"> US English International English <p>Dual Language:</p> <ul style="list-style-type: none"> French Canadian Spanish <ul style="list-style-type: none"> Arabic Dutch French German Italian Polish Russian Spanish Turkish <ul style="list-style-type: none"> Bahasa Chinese Simplified Chinese Traditional Korean Thai 	<p>Customizable</p>



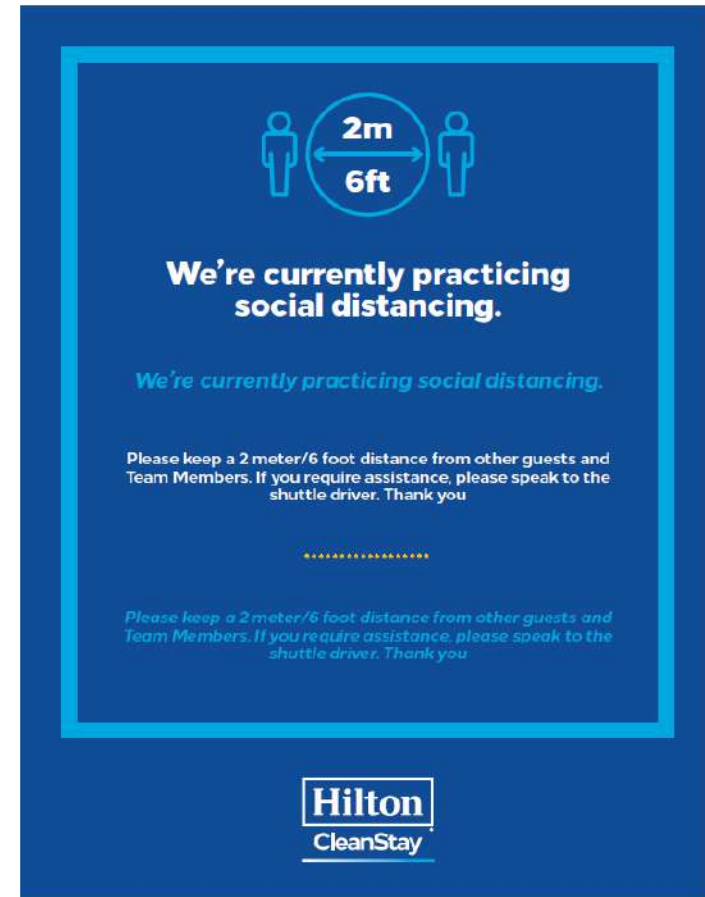
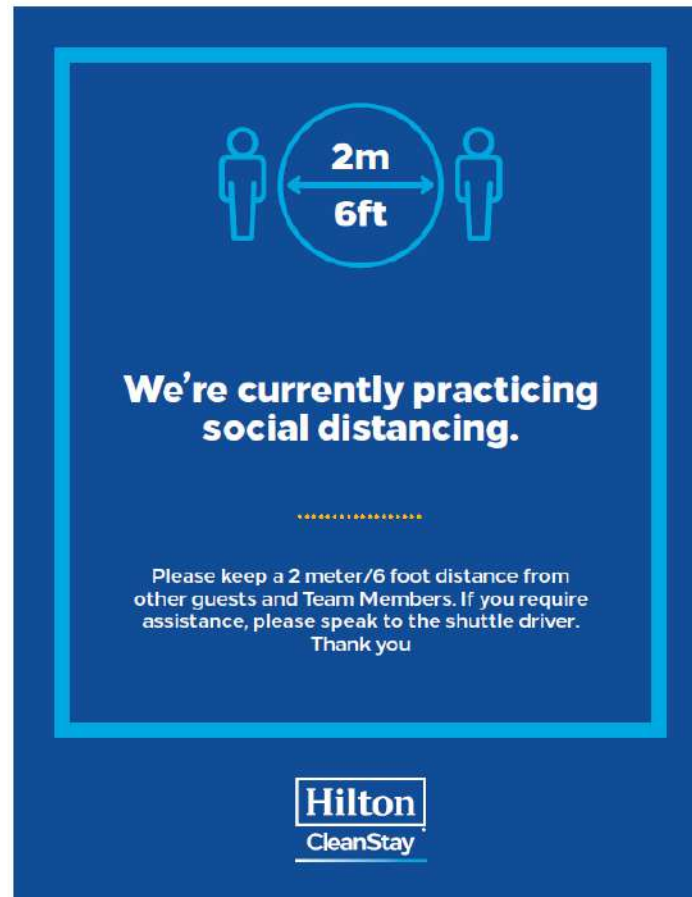
SHUTTLE BUS SIGN

Explain Social Distancing procedures on shuttle bus and other hotel transportation

**BRAND
STANDARD
REQUIREMENT**



8.5x11 and A4 Dual Language marKIT Template: Customizable Copy



Applicable only for hotels operating a shuttle bus

SHUTTLE BUS SIGN

PRINTING SPECIFICATIONS



Instructions	Specs	Languages	Type
<p>Use to explain social distancing procedures on shuttle bus and other hotel transportation.</p> <p>Currently available on markIT for download to print locally.</p>	<p>AMERICAS</p> <p>Sizes:</p> <ul style="list-style-type: none">• 8.5x11 <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 24lbs+ for Inkjet, 28lbs+ for Laser• <i>Brightness Rating:</i> 96 or above• <i>Finish:</i> Smooth or matte <p>EMEA/APAC</p> <p>Sizes:</p> <ul style="list-style-type: none">• A4 <p>Printer Specs:</p> <ul style="list-style-type: none">• <i>Paper Weight:</i> 90gsm+ for Inkjet, 105gsm+ for Laser• <i>Brightness Rating:</i> 107 or above• <i>Finish:</i> Smooth or matte	<p>Single Language</p> <ul style="list-style-type: none">• US English• International English <p>Dual Language:</p> <ul style="list-style-type: none">• French Canadian• Spanish • Arabic• Dutch• French• German• Italian• Polish• Russian• Spanish• Turkish • Bahasa• Chinese Simplified• Chinese Traditional• Korean• Thai	<p>Customizable</p>

DISHWASHER CLING

Cling for Suites and HGV to indicate dishes are cleaned

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STANDARD
REQUIREMENT**



markIT Static Download: Dual Language



DISHWASHER CLING

PRINTING SPECIFICATIONS



Instructions	Specs	Languages	Type
<p>Cling for All Suites and HGV properties to indicate dishes are cleaned.</p> <p>Currently available on marKIT for download to print locally.</p>	<p>AMERICAS</p> <p>Sizes:</p> <ul style="list-style-type: none">• 6" Circle <p>Printer Specs:</p> <ul style="list-style-type: none">• Re-stickable cling	<p>Single Language</p> <ul style="list-style-type: none">• US English• International English <p>Dual Language:</p> <ul style="list-style-type: none">• French Canadian	<p>Customizable</p>

Heart of House Learning Job Aids

**READ BRAND STANDARDS FOR
PLACEMENT REQUIREMENTS**




Assets Available on the Learning Toolkit

[CleanStay Hub](#) > Learning Toolkit > Team Member Preparedness > Posters/Factsheets



DEPARTMENTS ▾ REGIONS ▾ MY APPLICATIONS ▾ MY LINKS ▾ MY TEAM SITES ▾ TEAM MEMBERS Select La
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CleanStay
LEARNING
TOOLKIT

CREATIVE
MATERIALS

via marKIT > Hilton Masterbrand >
CleanStay Banner

Welcome to the
CleanStay Hub!


The hub is your central location for all

Hilton confidential and proprietary information.
Not intended to be shared outside of the Hilton system.

CleanStay
Toolkit

CHOOSE FROM THE TOPICS BELOW

- Team Member Preparedness**
- Delivering Hospitality
- Housekeeping Resources
- Front Office Resources
- Food & Beverage Resources
- Meetings & Events Resources



Hilton

Heart of House Posters

Promote Team Member Safety and Wellbeing

**BRAND
STANDARD
REQUIREMENT**

Hilton
CleanStay

Stay Safe

HOW TO PROTECT YOURSELF & OTHERS FROM COVID-19

How it Spreads

- Through close contact with one another (within about 6 feet)
- When an infected person coughs, sneezes or talks
- Droplets land in the mouth, nose or are inhaled into the lungs
- You may spread COVID-19 to others even if you do not feel sick.

Everyone Should

- Regularly wash their hands with soap and water for at least 20 seconds especially after being in a public place, blowing your nose, coughing, or sneezing
- If soap and water are not available, use a hand sanitizer (60%+ alcohol) by covering all surfaces of your hands and rub them together until they feel dry
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Avoid close contact with people and maintain social distancing
- Everyone should wear a cloth face cover when they must go out in public
- The cloth face cover is meant to protect other people in case you are infected
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.
- Remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow if not wearing a face covering
- Throw used tissues in the trash
- Immediately wash your hands
- If surfaces are dirty, clean them
- Clean and disinfect frequently touched surfaces. This may include desks, tables, door knobs, elevator buttons, handles, phones, computer keyboards/mouses, remote controls, faucets, sinks and toilets. This should be done with an approved cleaning agent.



Stay Safe: COVID-19

Hand Hygiene

Throughout the COVID-19 Pandemic

HAND WASHING IS THE MOST IMPORTANT THING YOU CAN DO TO PREVENT THE SPREAD OF DISEASE

When?

- Regularly
- After blowing your nose, coughing, or sneezing
- After using the bathroom
- Before, during and after preparing & eating food
- Before & after caring for someone at home who is sick
- After handling dirty laundry
- Handling bodily fluids
- Arriving from home or leaving work

How?

- Rinse hands thoroughly
- Apply soap
- Lather for over 20 seconds, then rinse
- Paper towel or air dry

or

If no soap & water, apply an alcohol based sanitizer.



Hand Hygiene

Managing Symptoms

THROUGHOUT THE COVID-19 PANDEMIC

THESE COVID-19 SYMPTOMS MAY APPEAR 2 TO 14 DAYS AFTER EXPOSURE TO THE VIRUS

- Cough
- Sneezing
- Headache
- High temperature
- Dizziness
- Muscle pain
- Shortness of breath
- Chest pain

IF YOU EXPERIENCE THESE SYMPTOMS

- Stay at home
- Monitor your symptoms
- Seek medical attention
- Rest and stay hydrated

DO YOUR PART TO STOP THE VIRUS SPREADING



Managing Symptoms

Heart of House Posters

Promote Team Member Safety and Wellbeing

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COVID-19 INFORMATION WEARING PROTECTIVE EQUIPMENT

Putting on...

- 1. Wash & sanitize your hands** before preparing your protective equipment.
- 2. Apron (if required)**
 - Cover torso from neck to knees.
 - Secure all ties on the apron.
- 3. Face Covering/Mask (if required)**
 - Secure ties or elastic bands at the middle of the head and neck. If looped then hook over your ears.
 - If the covering/mask has a nose piece it should be fitted to the nose with both hands and **not** pinched with one hand. The nose piece should touch the bridge of the nose and not be tented.
 - The covering/mask must fit snug to the face and must extend under the chin.
 - **Do not** touch the covering/mask while wearing it.
 - If the covering/mask becomes damp, dispose of it.
 - **Do not** re-use a disposable mask.
- 4. Goggles (if required)**
 - Goggles provide excellent eye protection but can fog up.
 - Place over the eyes and adjust to fit.
- 5. Gloves (if required)**
 - Wash & sanitize hands before putting gloves on or replacing with a clean pair.
 - Gloves should cover the wrist.
 - Change gloves between tasks.

Taking off...

- 1. Gloves**
 - Ensure you do not cause additional contamination of the hands.
 - Dispose safely.
- 2. Goggles**
 - Grab the strap and pull upwards and away from your head.
 - **Do not** touch the front of the goggles.
 - Disinfect after use.
- 3. Apron**
 - Untie or **originally** wrap the apron avoiding forceful or sudden movement.
 - Pull the apron down and away from you and dispose safely.
- 3. Face Covering/Mask**
 - **Do not** touch the front of the covering/mask.
 - Carefully untie or unhook the covering/mask and pull away from the face.
 - Dispose safely.
- 4. Wash & sanitize your hands** after safe removal.

KEEP HANDS AWAY FROM FACE | LIMIT TOUCHING SURFACES | CHANGE EQUIPMENT REGULARLY | PERFORM HAND HYGIENE REGULARLY

This document is provided to assist hotels, it is a recommendation and is based upon publicly available sources. This information may need to be modified and/or updated to reflect individual circumstances, as they vary in their practices and/or local requirements.

Wearing Protective Equipment

Removing Gloves THROUGHOUT THE COVID-19 PANDEMIC

TO PROTECT YOURSELF, USE THE FOLLOWING STEPS TO REMOVE GLOVES

1. Grasp the outside of one glove at the wrist without touching your bare skin.
2. Peel the glove away from your body, pulling it inside out.
3. Hold the glove you just removed in your gloved hand.
4. Peel off the second glove by putting your fingers inside the glove at the top of your wrist.
5. Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.
6. Dispose of the gloves safely. **Do not** reuse the gloves.
7. Wash & sanitize your hands immediately after removing gloves.

Master Card
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Hilton
SAFETY AND
WELLBEING

Removing Gloves

REMINDER

We are practicing **SOCIAL DISTANCING**

We kindly request you keep a 2 Meter / 6 Foot Distance

Thank you

Social Distancing

Editable Template Available to Customize for Local Guidance

Available on the [Learning Toolkit](#) in multiple languages