

DHARANA WELLNESS AT SHILLIM COVID-19 POLICY

Hilton is committed to providing guests with assurance and peace of mind through the industry-leading Hilton CleanStay Program. To deliver an industry-defining standard of cleanliness and disinfection to Hilton properties, Hilton CleanStay, created in collaboration with Lysol and Dettol maker RB and Mayo Clinic, includes new procedures to help Hilton guests enjoy an even cleaner and safer stay.

Hilton CleanStay from Check-in to Check-out

- **Online:** Even before they travel, guests will find a new landing page at Hilton.com/cleanstay which will detail what they can expect during their stay. Websites will be updated to indicate that the new cleaning protocols and procedures have been implemented.
- **The Lobby:** In an effort to ensure contactless arrival experiences, we request you to share a Government identification proof (Passport & Visa for foreign nationals & Aadhaar or Driving License for Indian Nationals) prior to your arrival. Additionally, for hassle free billing experiences, we are pleased to offer online payment option of Credit Card Authorization. Kindly find attached for your reference. For guests who prefer a traditional check-in, physical distancing measures will be in place directing guests on how to move through the in-person check-in and check-out process in a safe way.
- **The Guest Room:** The first point of contact with the guest room will be with the Hilton CleanStay room seal, placed on the door upon being thoroughly cleaned. The room will have extra disinfection of the most frequently touched guests room areas – light switches, door handles, TV remotes, thermostats and more.

Hilton CleanStay from Check-in to Check-out

Housekeeping Service: Guest rooms will be thoroughly cleaned and disinfected between guests. Housekeeping service during a guest stay will be based upon guest preference, recognizing that some guests may not want staff entering their room. Additional amenities such as linens and toiletries will be available upon request, delivered in protective packaging and placed at the guest room door.

The Public Spaces: There will be increased frequency of cleaning public areas. For instance, wellness may be closed for cleaning multiple times daily. Equipment will be properly adjusted and placed to enable physical distancing, and the number of guests in the wellness centre may be limited. Pool and pool areas will be cleaned frequently throughout the day, and physical distancing measures will be in place. Stations with hand sanitizer and disinfecting wipes will be available throughout the property at primary entrances and in key high traffic areas. Please note: Currently public pools & wellness centre are closed till further notice

Food and Beverage: In restaurants, tables and chairs will be spaced to ensure proper physical distancing. Biodegradable, disposable dishes/utensils will be available upon request. During breakfast, restaurants will offer a range of options including grab & go, pre-plated covered items, à la carte and assisted service. When ordering room service where it is provided, guests will experience contactless delivery, with orders and single-use serviceware placed outside their guestroom door.

10 High-Touch, Deep Clean Areas in the Guest Room



- 1 SWITCHES & ELECTRONIC CONTROLS**
Lights, lamps, switches and electronic controls.

- 2 HANDLES & KNOBS**
Doors, closets, drawers, furniture knobs and drapery pull handles.

- 3 MAJOR BATHROOM SURFACES**
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.

- 4 CLIMATE CONTROL PANELS**

- 5 TELEPHONES, REMOTE CONTROLS AND CLOCKS**
Handsets, dial pads and function buttons.

- 6 BED & BEDDING**
All bed linens including duvet covers, pillowcases and sheets.

- 7 BATH AMENITIES**
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.

- 8 HARD SURFACES**
Tables, desks and nightstands.

- 9 CLOSET GOODS**
Iron, safe handle and keypad.

- 10 IN-ROOM FOOD & BEVERAGE**
Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.

