Commitment to Clean

Our commitment to keeping our guests, customer and hotel associates (STARS) safe remains our utmost priority.

The COVID-19 pandemic has required us to raise our demanding standards to an even higher level with new protocols for the current circumstances. As a part of Marriott International’s family of brands, we have been working with medical experts to implement a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 as outlined in Marriott’s Commitment to Clean.

Health & Safety Expertise

Marriott International recently launched our Global Cleanliness Council, including experts from the field of medicine and public health to supplement the reputation of cleanliness and hospitality that the company has built throughout their history.

In addition, Vanderbilt University Medical Center (VUMC) has been selected as the official wellness advisor of Gaylord Hotels.

We’ve developed 200+ cleaning protocols throughout each step of our guests’ journey and every physical space in the hotel. We are deploying scientifically supported practices and innovations, with focus on these specific details:

A Snapshot of Our Plan.

Technology Innovations

Enhanced technologies, including electrostatic sprayers and the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention and World Health Organization are being used to sanitize surfaces throughout our hotels.

Deeper, More Frequent Cleaning

Extra-stringent daily cleaning procedures that are focused heavily on high touchpoint areas, hospital-grade disinfectants, and dedicated staff to sanitize frequently throughout the day.

Emphasis on Hygiene & Cleanliness

Each hotel will be required to have a hygiene plan. Hand sanitizing stations for guest use will be placed in all high-traffic areas and public spaces. Masks will be available to guests upon request.

Physical Distancing

Signage throughout our hotels to remind guests to maintain social distancing, occupancy limits and seating capacities reductions in compliance with local and state mandates, and partitions installed at front desks and food and beverage service lines. “Upon request only” housekeeping service and no STARS permitted into guest rooms while a guest is present unless for emergency reasons.

Contactless Service

Mobile check-in and key, service requests, and room service orders delivered right to your door via the Marriott Bonvoy™ mobile app. Note: mobile key is currently available for all Gaylord Hotels properties except Gaylord Opryland.

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Snapshot Continued

Food Safety Protocols
Modified operational practices for in-room dining, no self-service buffets, all food handlers trained on safe food preparation and service practices, and self- and independent audits in accordance with food safety standards as guidelines.

Tailored Options for Meetings & Events
A comprehensive protocol for cleaning, sanitizing, and maintaining physical distancing. Seating capacities and floor plans are reviewed on an event-by-event basis to ensure appropriate physical distancing and attendants dedicated to regular cycles of high-touch point sanitization areas. Support of our meeting planners in the setup and process of attendee temperature checks should they elect to conduct these.

STAR Health & Safety
Enhanced sanitation guidelines and training videos for STARS that include hygiene and sanitizing disinfecting practices, required temperature checks, and masks and gloves available to all STARS. In addition, each property is required to have a Cleanliness Champion to help lead the hotel in how it can ensure guest and STAR safety.

On-Site Medical Expertise
We have certified Emergency Medical Technicians (EMTs) and/or a Registered Nurse (RN) on-site. All STARS are trained on how to respond swiftly and report all presumed on-property cases of COVID-19 and if the property is alerted to a presumptive case at the resort, the property will work with the local health department to follow the appropriate recommended actions.

Local Public Health Requirements
Monitoring and practice of requirements and guidance from local health authorities. Where testing or treatment of guests or associates is needed, hotels will provide appropriate resources to the available local public health options.

Safety is a Team Effort

Our meeting planners, travelers, and guests are all critical partners in preventing the spread of COVID-19 and other infectious diseases.

1. Attendees who are sick or showing symptoms should avoid traveling.

2. While onsite, practice everyday preventive actions, including:
   • Cover your coughs and sneezes.
   • Practice proper good hygiene protocols.
   • Avoid touching your eyes, nose, and mouth.
   • Modify historic high contact greetings to ‘touchless’ options like a nod, wave, or a bow.
   • Follow physical distancing and Personal Protective Equipment (PPE) mandates as required by state/local law, meeting planner and hotel.

3. Meeting planners to partner on communication and reinforcement of health & safety protocols.

Case Protocols

CASE NOTIFICATION. If a guest starts to feel ill, they will be encouraged to contact health authorities. Extensive crisis communications plans are in place, so that appropriate quarantine procedures and cleaning protocols may be implemented.

OCCUPIED GUEST ROOM RECOVERY PROTOCOL. In the event of a guest with a confirmed or suspected case of COVID-19, the guest room will be removed from service to undergo a detailed cleaning protocol. The guest room will not be returned to service until it has been disinfected in accordance with the guidance issued by local health authorities. Similar recovery protocols would be implemented in public spaces, associate offices and work areas.

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Find out more by visiting GaylordHotelsClean.com.