ABOUT HILTON CLEANSTAY

Hilton has developed a global program that will introduce a new standard of hotel cleanliness and disinfection: Hilton CleanStay™ with Lysol protection.

Hilton CleanStay builds upon Hilton’s already high standards of housekeeping and hygiene, where hospital-grade cleaning products and upgraded protocols are currently in use, to ensure Hilton guests enjoy an even cleaner and safer stay from check-in to check-out.

OUR PARTNER

RB, maker of Lysol and Dettol

The program will feature Lysol’s trusted cleaning products, solutions and training in North America. RB and Hilton are also exploring opportunities to expand the program into a global partnership.

WHY CLEANSTAY?

Travelers and our guests are expecting a higher standard of cleanliness and disinfection than ever before.

71% OF CONSUMERS GLOBALLY ARE ACTIVELY CLEANING MORE THEMSELVES

SOURCE: Global Data Syndicated Study, March 2020

3 OF THE TOP 4 ACTIONS A HOTEL CAN TAKE TO MAKE GUESTS FEEL SAFE ARE ABOUT ADDITIONAL CLEANING

SOURCE: Proprietary Hilton Research, March 2020

KEY FEATURES

- Hilton CleanStay Room Seal to indicate that guest rooms haven’t been accessed since they were cleaned
- Extra disinfection of top 10 high touch areas in guest rooms like light switches and door handles
- Increased cleaning frequency of public areas
- Guest-accessible disinfecting wipes at entrances and high traffic areas
- Enhanced cleaning for fitness centers
- Reduced paper amenities (like pads and guest directories) in rooms
- Enhanced cleaning & other changes to buffets, in-room dining and meeting spaces
- Industry-leading contactless check-in and check-out with Digital Key at more than 4,700 properties globally
- Evaluation of new technologies like electrostatic sprayers with disinfecting mist and ultraviolet light to sanitize surfaces and objects
- Enhanced Team Members safety and well-being with personal protective equipment and enhanced training and protocols

HOW IS CLEANSTAY UNIQUE?

While other hotel chains and other industries, like retail and restaurants, are making changes, Hilton is the first to develop a truly holistic cleanliness and disinfection program leveraging trusted experts in health and hygiene. In addition, this program is not limited to guest rooms, but extends across the entire hotel experience - from arrival to departure.

WHAT’S NEXT?

- APRIL 27: Public Announcement
- APRIL 28 – MID-MAY: Program Build-out
- MID MAY: Begin Publishing Resources & Standards for Hotels
- JUNE: Global Roll-out