



WE COME BACK IN SEPTEMBER

   @HOTELAUDITORIUM

MEMBER OF MARRIOTT BONVOY™


MARRIOTT
MADRID AUDITORIUM

OUR APPROACH

A LONGSTANDING COMMITMENT

Since our founding over 90 years ago, health and safety have been at the heart of Marriott's approach to hospitality. This commitment to our guests and associates continues to anchor us and to inform our decisions as we adapt to new challenges. We understand that people are thinking about travel differently now. We are too.

That's why we have elevated our exacting standards and rigorous protocols to create a 'new normal' in hospitality to address the unique challenges presented by the current pandemic environment.

SETTING THE BAR FOR THE NEW NORMAL

This 'new normal' will evolve and change to reflect government guidance and new societal expectations. What will never change is our commitment to keep associates, guests and customers safe. This is our utmost priority. To supplement our reputation for cleanliness and hospitality, we formed the Global Cleanliness Council, a team of experts from the field of medicine and public health to help us deploy scientifically-supported practices and innovations with a focus on:

✓ DEEPER, MORE FREQUENT CLEANING

- Deploying 200+ enhanced cleaning protocols to disinfect every space, more frequently and especially during peak times
- Consistently and frequently disinfecting all high-touch items like elevator buttons and door handles
- Adding hand sanitation stations throughout the hotel, particularly in high-traffic areas

✓ LESS CONTACT, MORE CONNECTION

- Using mobile technology via the Marriott Bonvoy App
- Enabling social and physical distancing practices, reducing allowable capacity in spaces, increased distance between furniture, and managing queuing areas
- Fostering pre-arrival planning and communication

✓ YOUR SAFE SANCTUARY

- Deep cleaning of each guest room between guests
- Removing non-essential high-touch items that can't be sanitized and providing disinfecting wipes in every guest room
- Evaluating housekeeping frequency to reduce contact during the guest's stay

✓ NOURISHING THE 'NEW NORMAL'

- Redesigning Food and Beverage station set-ups to include protective barriers; removing non-essential items
- Offering a variety of 'grab and go' contactless food + beverage options
- Tailoring options for meetings and groups to enable reserved spaces

A SHARED RESPONSIBILITY

Through the decades, we have come together as partners both as a team and with our guests and customers.

Never has that been more important than now. Responding effectively to this new environment is a shared responsibility. We are laser-focused on providing our teams with the tools, training and resources that are necessary in this environment.

Likewise, travelers must also take steps to protect everyone's health. Travel only when feeling well, practice good hand hygiene and social distancing in high-traffic areas throughout the hotel.

Additionally, we welcome any feedback on what we could be doing differently or better.

OUR PLAN

CLEANING PRODUCTS + PROTOCOLS

To minimize risk and enhance safety for our associates, guests and customers, we are enhancing cleaning and sanitation protocols:

- ✓ Chemicals are government-approved, vetted by industry experts and safe for everyone.
- ✓ Cleaning frequency is increased in public spaces and guest rooms receive deeper cleans between each guest.
- ✓ Hand sanitizer stations are installed throughout high-traffic areas across the hotel.

CREATING TRANSMISSION BARRIERS



Less Contact, More Connection

Hotels continue to implement touchless or low-touch solutions including:

Mobile Check In/Out and Mobile Chat.

Additionally, QR codes are under development to provide easy access to digital collateral/menus and updates.



Providing Personal Protective Equipment (PPE)

All associates wear a face mask as part of their uniform.

Guests are welcome to wear personal face masks and gloves and should abide by local regulations. Personal face masks and additional amenity items such as hand sanitizer, disinfecting wipes and gloves, are offered where available.



Physical Distancing and Queuing

Guests and associates should practice physical distancing by standing at least 1,5 meters away from others, not traveling with them, including any area where guests or associates queue. Such areas are clearly marked and where possible, one-way traffic flow will be indicated.

Where applicable, lobby furniture, restaurant layouts, and other public seating areas were reconfigured.



Installing Physical Barriers

Transparent screens, plexiglass shields or other physical barriers were installed in areas such as front desk, gyms, high-traffic areas or food stations.

ENHANCING SANITATION



Emphasis on Hygiene & Cleanliness

Each hotel has a hygiene plan and associates are required to follow personal hygiene, social distancing and PPE guidance in compliance with local laws.

Hand sanitizing stations for guest use are placed in all high-traffic areas and public spaces.



Cleanliness Champion & Training

We're building on our reputation for high standards of hotel cleanliness with well-established cleaning processes. In addition, each property is required to have a Cleanliness Champion to ensure guest and associate safety. Additionally, associates were trained on safety and sanitation protocols.



Deeper, More Frequent Cleaning

Enhanced cleaning protocols require frequently disinfecting high-touch items and sanitizing restrooms as often as every hour.

PROMOTING HEALTH SCREENING



Our Shared Responsibility

Guests are critical in preventing the spread. To fulfill this responsibility, hotels offer resources such as related signage and materials describing good health practices. Signage is posted to remind guests of social distancing guidelines and hygiene practices to prevent the spread of any disease.

Associates have been educated on the proper way to wear, handle, and dispose of PPE, as well as the appropriate way to wash hands, sneeze, and to avoid touching their faces.



Associate & Guest Health Concerns

Hotels respond swiftly to associate and guest health concerns and follow all current public health guidelines. Associates feeling sick are encouraged to stay home. Those exhibiting symptoms will be required to self-isolate, as defined by public health authorities, from the onset of symptoms and be symptom-free before returning to work.

NOURISHING THE 'NEW NORMAL'



Supplementing our Food Safety Protocols with international government agencies

When serving food and beverages, hotels will continue to follow guidelines from international government agencies, as applicable.

Marriott's Food and Beverage operations are required to conduct self-inspection using the company's food safety standards as guidelines, and compliance is validated by independent audits.



Eliminate or Modifying Shared Use / Reuse Items

We minimized items (e.g., condiments, silverware, glassware, napkins, etc.) in guest rooms and on tables to allow for effective disinfection in between each guest. Sealed, packaged, or single-use silverware and paper disposable or digital menus may be offered as an alternative.

Self-service items that can't be disinfected after guest use, such as ice scoops, candy/fruit bowls, were removed and replaced with alternative options, such as pre-packaged or associate-attended.

Guest payment methods may be modified to reduce the handling of guest personal property, including the use of trays to pass items, or to offer self-service pay-at-table options where possible.



Tailored Options for Meetings & Events

Modifications to Food and Beverage service aim to reduce in-person contact with guests. Traditional buffet is updated to an assisted buffet.

Physical protective barriers are in place, as appropriate, for food displays. Locations of meals, breaks, and food displays may be modified or restricted to spaces reserved explicitly for each meeting or event. We will work with customers to customize seating capacities and room set-ups to ensure safe spaces that meet their individual needs.



Grab & Go Pre-Packaged Items


Traditional in-room dining has been modified to either no-contact delivery methods or pick-up / grab-and-go. All packaging and products are single-use and disposable. We will continue to source responsibly while working to reduce our environmental impact.

ADDITIONAL PROTOCOLS

We have additional protocols in place in the event that a hotel is alerted to a case of COVID-19, including:

Case Notification. If a guest starts to feel ill, he or she will be encouraged to contact local health authorities. Extensive 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 case of COVID-19, his or her guest room will be removed from service to undergo a specific cleaning protocol. The guest room will not be returned to service until the room is deemed safe, and consistent with the guidance of local health authorities. Similar recovery protocols address public spaces, associate offices and work areas.

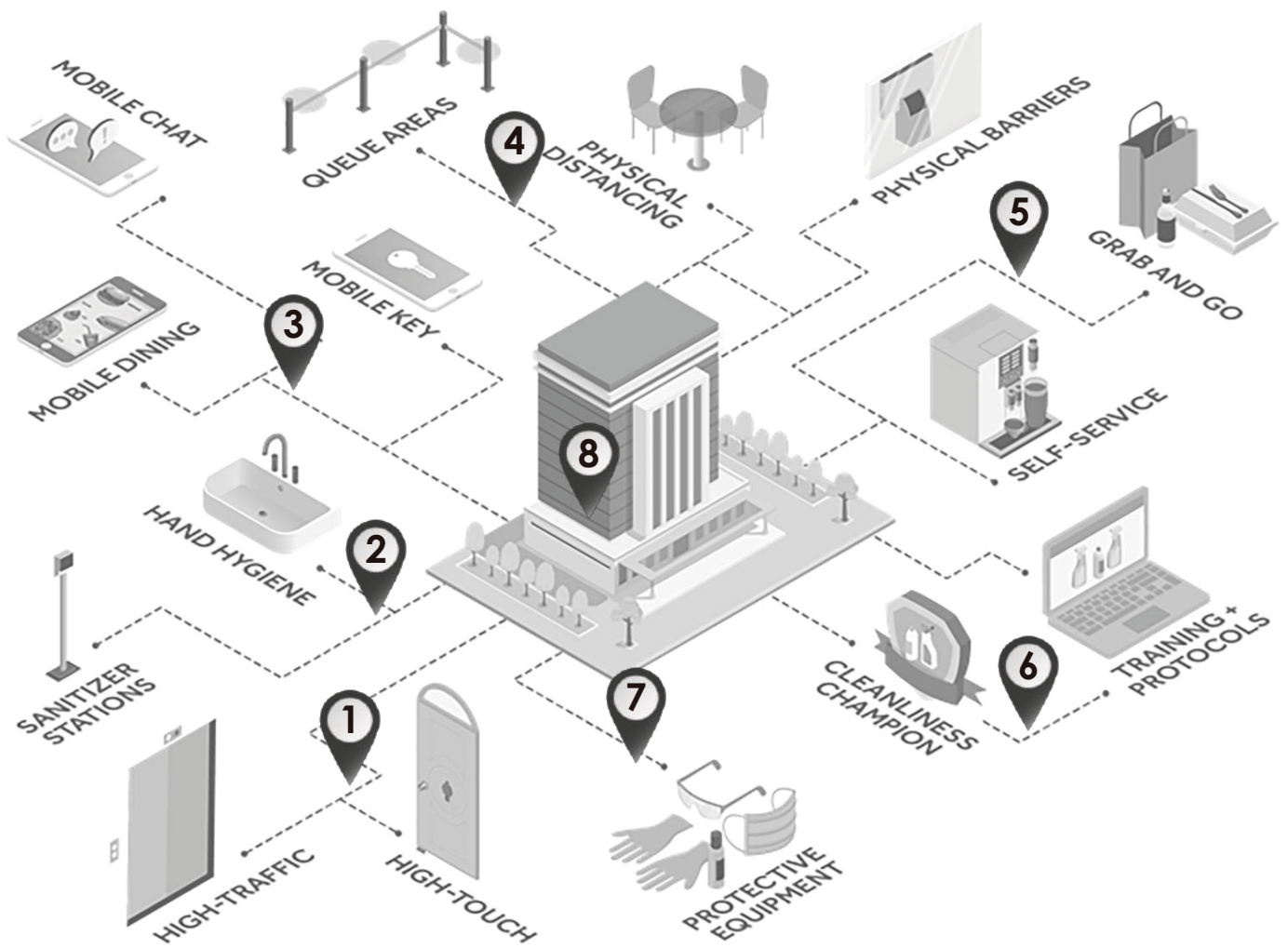


HOTEL SPACES

The following infographics demonstrate a look inside each physical space in the hotel, which correspond to the EMEA guidelines and protocols that hotels must follow to enhance their cleanliness practices and behaviors.



ROLEX



TOTAL HOTEL

1 ENHANCED CLEANING

Protocols for every space of the hotel; especially for high-traffic areas and high-touch surfaces.

2 HAND HYGIENE

Hand washing requirements for associates and guests; sanitizer dispensers placed throughout the hotel.

3 LESS CONTACT, MORE CONNECTION

Utilization of touchless and low-touch technology solutions such as Mobile Check-in/out.

4 PHYSICAL DISTANCING

Modified floor plans; reduced seating capacities; queuing through floor signage.

5 MINIMIZING REUSE

Minimizing shared use items and appliances; using disposable and single-use items.

6 TRAINING

On-Property Cleanliness Champion; updated training and protocols for all associates with daily reinforcement.

7 PERSONAL PROTECTIVE EQUIPMENT

Face coverings required for all associates.

8 INDIVIDUAL HOTEL PLANS

Hotel-specific Commitment to Clean Plan that outlines how the hotel cleans, disinfects, and mitigates transmission.



FRONT DESK

1 MOBILE CHECK-IN

Utilization of the Marriott Bonvoy™ app: check in, access your room, or order room service

2 QUEUES + STANCHIONS CARDS

Queuing through floor decals and stanchions; signage to remind guests of physical distancing requirements.

3 ASSOCIATE CARE

Physical barriers at front desk; associate focus on hygiene and disinfection.

4 HAND SANITIZER DISPENSERS

Dispensers stationed throughout hotel, with focus in high-traffic areas.

5 DISINFECTING KEY

Disinfected between stays; keys sanitized prior to handover to guests.

6 BELL CARTS

Luggage sanitized after associate touch.

7 CONCIERGE

Modified service with focus on digital and self-service options.

8 CHECK-OUT

Mobile Check-out and alternative payment options available.



RESTAURANTS + BARS LOUNGES

1 REDUCED SEATING

Modified floor plans and reduced seating to ensure physical distancing; surfaces sanitized between guest use.

2 RESERVATIONS

Defined occupancy and seating times; require reservations to control flow when busy.

3 FOOD SAFETY

Appropriate PPE use for food handling; compliance with all Marriott and industry food safety protocols.

4 BAR SERVICE

Cocktail equipment sanitized between use; modified procedures for garnishes and glassware.

5 ALTERNATE MENU OPTIONS

Alternate menu options including disposable paper, digital, and chalk boards.

6 FOOD DISPLAYS

Elimination or strict modification of self-service food stations; physical barriers in place for most displays.

7 SELF-SERVICE APPLIANCES

Sanitization of self-service appliances between use; elimination of shared items at guest tables.

8 GRAB AND GO

Modified food delivery including grab-and-go, pick-up stations, and ready-to-eat options.

9 PAY-AT-TABLE OPTIONS

Reduced handling of guest personal property; alternate payment options including contactless self-checkout.



MEETINGS

1 REGISTRATION

Separate registration areas; options for signage and physical barriers.

2 ROOM SETS

Linenless table options; customized floor plans with seating capacities reviewed for each individual event.

3 AUDIO/VISUAL

Sanitized equipment; live-streaming support to facilitate hybrid meetings with virtual attendees.

4 GUEST FLOW

Clearly marked meeting entrances/exits and one-way directional signage.

5 BREAKS

Single-serve and pre-packaged condiments, food and beverages; breaks coordinated across groups to manage guest traffic.

6 MEALS

Pre-packaged, grab-and-go, or plated meals, modified buffets with servers shields, hand sanitization and queue management.

7 TABLE SETTINGS

Minimized table settings, pre-packaged or disinfected between use.

8 CLEANLINESS

More frequent cleaning in high traffic areas and during breaks.

9 REQUESTS AND BILLING

Touchless options via Marriott's Meeting Services App, and reduced handling of planner's personal meeting materials.

ONLINE MENUS

In our restaurants, our goal is to limit the number of items that multiple points of contact with guests can have. Therefore, we remove the current printed menu and replace it with:

- ✓ Use of QR codes to review online menus.
- ✓ Use of large blackboards or other fixed menus to explain the content of each restaurant space.
- ✓ Printing of single-use menus. These will be delivered to customers once seated. After taking the order, the menu is destroyed.
- ✓ Use of menus on digital screens located in key areas of the hotel so that customers can read as they wish.



SET UP EXAMPLES



Classroom



Cabaret

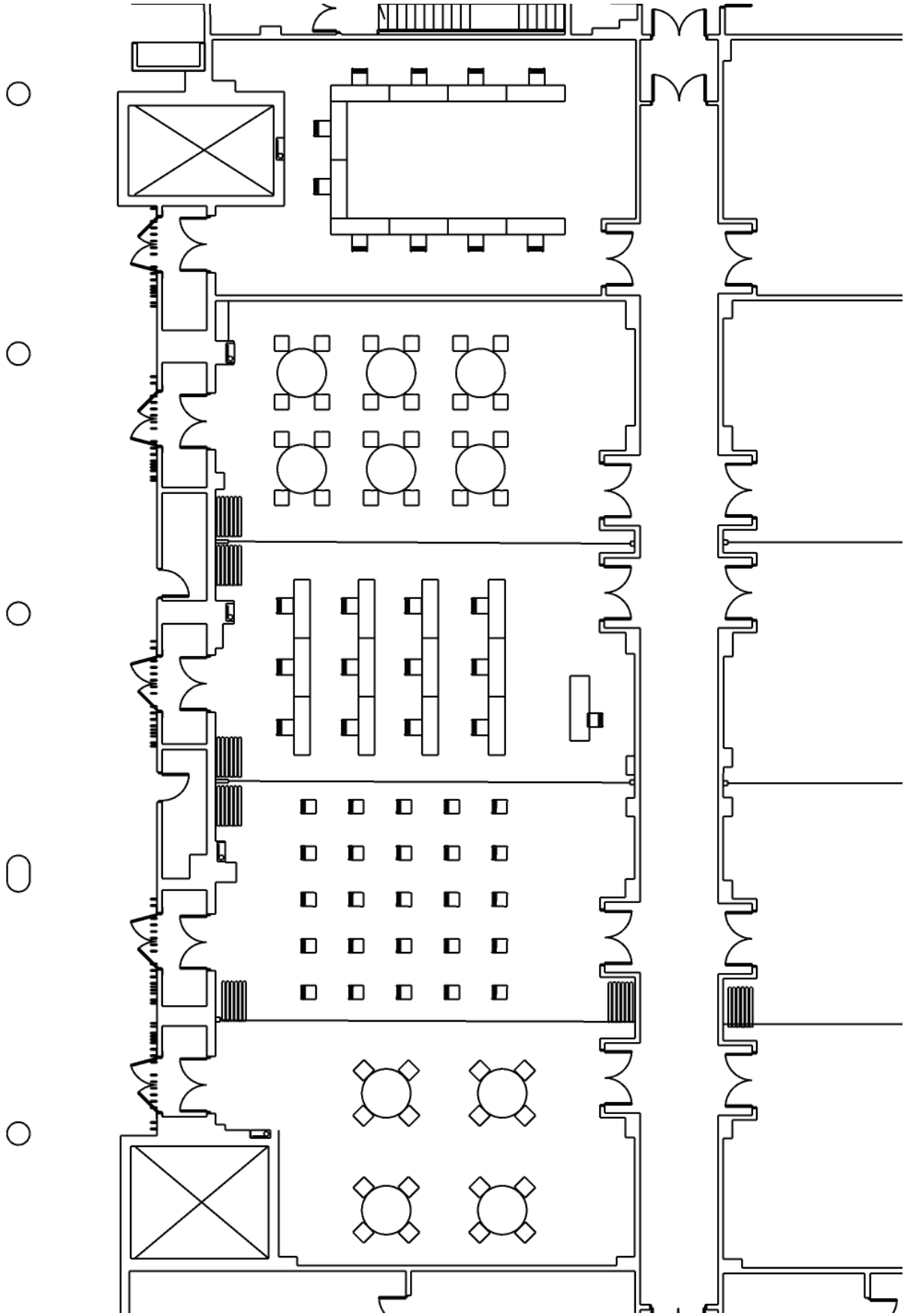


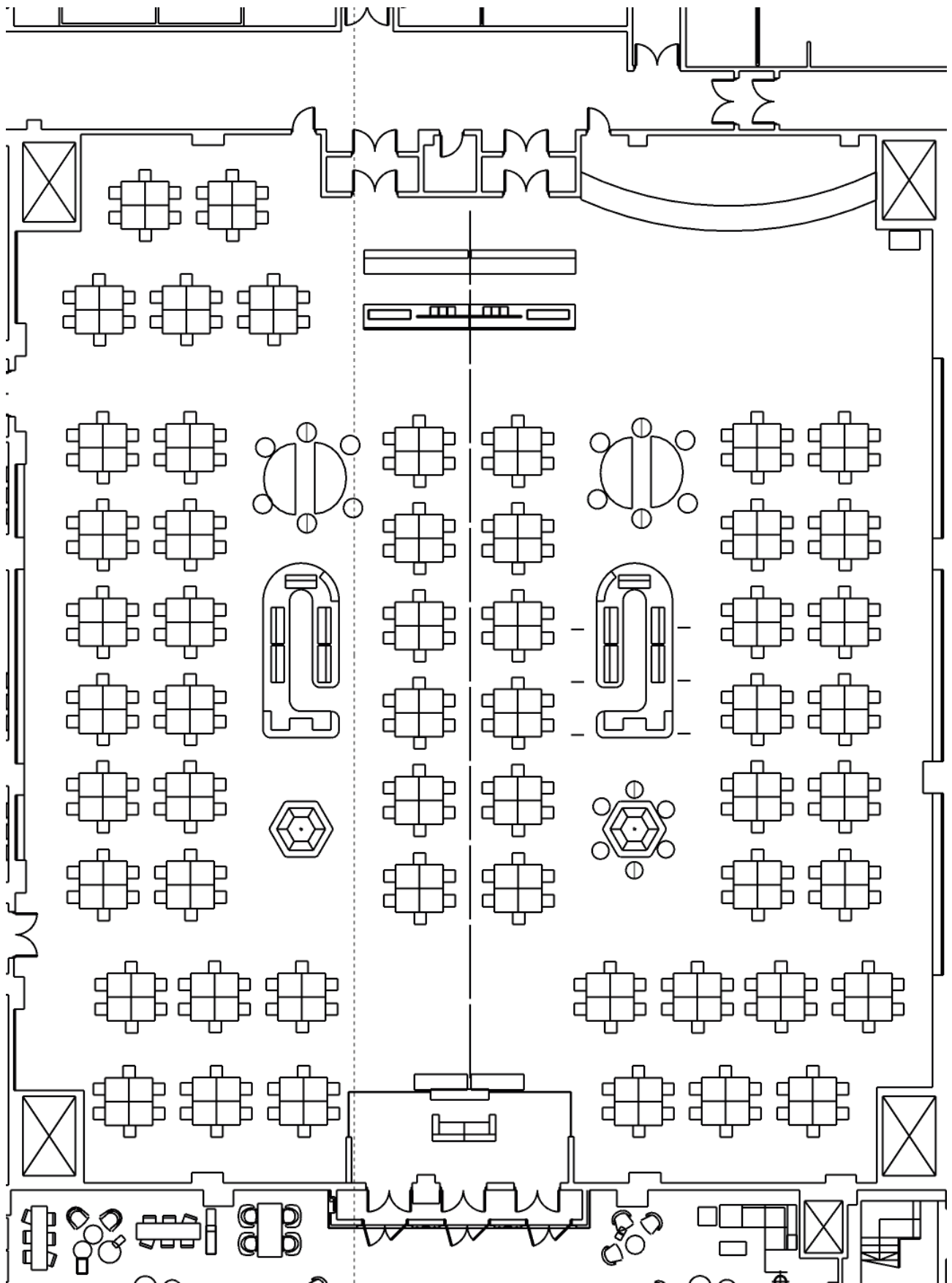
Banquet

“U” Shape

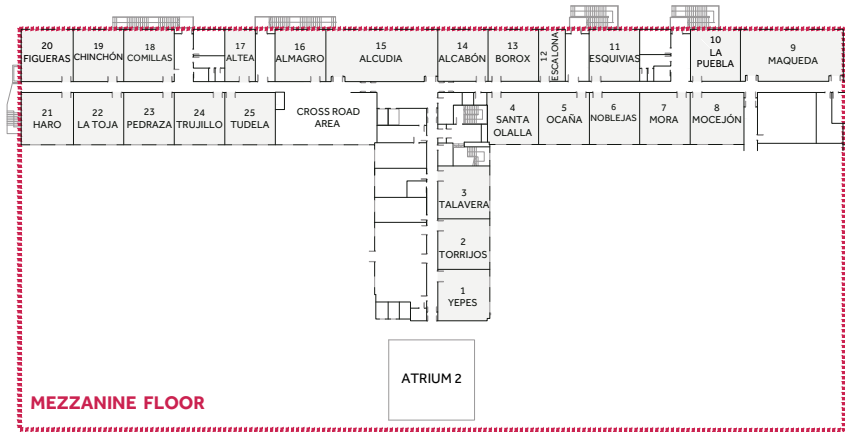


Theatre

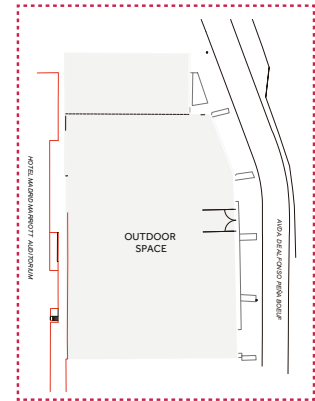




CALLE DEL INGENIERO CONDE DE TORROJA



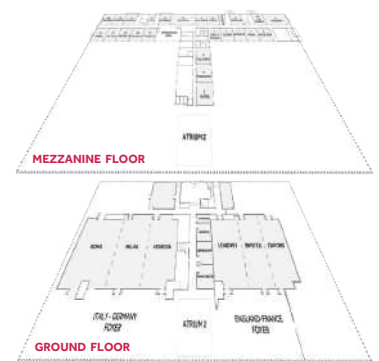
MEZZANINE FLOOR



GROUP ENTRANCE



GROUND FLOOR



WALKING DISTANCE

- Lobby to Atrium 1: 30 seconds.
- Atrium 1 to Atrium 2: 30 seconds.
- Atrium 2 to Congress Reception: 30 seconds.
- Atrium 2 to England-France Foyer: 12 seconds.
- Atrium 2 to Group Entrance: 30 seconds.

CALLE DEL INGENIERO TORRES QUEVEDO

CONGRESS ENTRANCE

LOADING POINT

MAIN ENTRANCE

AVENIDA DE ARAGÓN

A2 BARCELONA



A2 MADRID