You will receive pre-arrival communications with your reservation details and an explanation of the CleanStay program.

 honors members can use Digital Check-In and Digital Key through the Hilton Honors app to bypass the front desk and go straight to your room. Non-Honors guests will notice enhanced cleaning and hygiene standards at the front desk.

As you walk through the lobby, you'll notice that seating has been arranged to accommodate social distancing. You will see our team members cleaning and disinfecting the lobby more frequently. Signage encouraging social distancing and explaining the CleanStay program will also be placed throughout the lobby.

As you approach the elevator, you will see a hand sanitizing and disinfecting station for added peace of mind. Additionally, you'll notice that elevators are being cleaned more frequently, with disinfecting wipes available for your use.

Along the way, you may encounter team members welcoming you and demonstrating hospitality while staying respectful of social distancing.

As you approach your room, you’ll see that it has been sealed by housekeeping after deep cleaning and disinfection. The seal confirms no one has accessed the room since being cleaned.

When you visit the fitness center, you will notice that the equipment has been arranged to accommodate social distancing. You’ll also see increased availability of disinfectant wipes with signage on proper use.

For meals and beverages, you will experience seating arranged to accommodate social distancing, order from sanitized (or single-use) menus, and notice special attention to cleanliness and hygiene. Certain of our hotel brands will feature to-go breakfast offerings to minimize contact. If you order room service, you will experience contactless delivery, with orders and single-use serviceware placed outside your door.

If you use the hotel shuttle, you will see disinfectant wipes and communications that outline the frequency of shuttle interior hot-spot disinfection and cleaning by the driver.