Since opening the doors of our first hotel, more than 130 years ago, we have set the stage for tens of thousands of unforgettable meetings and events, from history-making moments such as the signing of the United Nations charter at Fairmont San Francisco and John Lennon and Yoko Ono’s Bed-In for Peace at Fairmont The Queen Elizabeth, to iconic events like Truman Capote’s Black and White Ball at The Plaza. We have a long-standing tradition of setting new benchmarks for excellence in our industry and today is no different.

Our loyal planners, delegates, attendees and guests across North & Central America entrust us with their care and safety, and we remain deeply committed to the wellbeing of our Accor family. As we navigate through this unprecedented moment in our history, this means ensuring that you are safe when you gather in our hotels – partnering with top experts, investing in research, new standards of safety, enhanced protocols and procedures which will address our new reality. And though it is impossible to know what tomorrow holds, please be assured that we are looking ahead, through and past the COVID-19 pandemic, to ensure that you, our valued planners, delegates, attendees and guests, will always be looked after with the highest degree of care and comfort. Meet well with ALL.

Meet our Expert Advisors

- **Dr. Amesh Adalja**
  Senior Scholar at the Johns Hopkins University Center for Health Security & spokesman for the Infectious Diseases Society of America

- **Ruth Petran**
  Ph.D., CFS, Senior Corporate Scientist, Food Safety and Public Health, Ecolab

- **Ben Conway**
  MSTM, Principal Technical Account Specialist, Research Development & Engineering, Ecolab

- **Andrea Torrance**
  Senior Vice President, Guest Experience, Accor North & Central America

- **Brett Patterson**
  Senior Vice President, Food & Beverage, Accor North & Central America

- **Jeff Doane**
  Senior Vice President, Sales & Marketing, Accor North & Central America

- **Marc Cassier**
  CMP, Vice President, Event Sales & Services, Accor North & Central America
At each touchpoint along a guest’s journey attending a meeting or event at an Accor property, extensive measures are being taken to protect our planners, delegates, attendees, guests and employees, and aid in preventing the spread of COVID-19. All protocols have been developed following the guidance of the WHO, CDC & PHAC, AHLA & USTA, and local health and government authorities, and have been validated by our expert advisory partners for maximum efficacy.

Hands-on training for all employees, a dedicated on-property rollout committee and a formal audit program, validated under the global ALLSAFE Cleanliness label, ensure initial and continued compliance. The ALLSAFE label represents some of the most stringent cleaning standards & operational procedures in the hospitality industry. All hotels must apply Accor’s global and regional cleanliness & prevention standards and be audited either by the Group’s operational experts or third-party auditors to achieve the new ALLSAFE label.

For an interactive view of the guest journey, detailing the stringent new health & safety standards being implemented at more than 20 key touchpoints throughout a stay or visit ALLStayWell.com.

Guest Room Block
Flexible cancellation for all Meeting & Event related room reservations in 2020
Customized website for each Group, with the ability to add in tailored instructions or copy specific to the Meeting or Event

Pre-Stay
Pre-arrival communication sent to each attendee with a room reservation, which includes:
- Request for guest to self-identify if they belong to a risk group for COVID-19 – if yes, we ask that they postpone their travels until the risk period has passed, in order to help us ensure the wellbeing of all our guests and employees
- Additional information on arrival process, online check-in, hotel services & amenities, fast checkout, and more
- Guests encouraged to use pre-arrival communications to reduce contact upon arrival

Lobby & Public Spaces
- Hand sanitizer stations in key areas throughout hotel
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points
- Cleaning time sheets displayed
- Gathering spaces rearranged to facilitate physical distancing
- Signage and markers communicating physical distancing protocols in public spaces

Elevators
- Signage to indicate maximum occupancy to promote physical distancing
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points
- Hand sanitizer stations available in elevator foyers

Public Washrooms
- Antibacterial soap year-round
- Hand sanitizer stations located outside washrooms
- High touch disinfecting every hour with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- Cleaning time sheets displayed

Meetings & Events: Design
- Signage and markers communicating physical distancing protocols in all spaces
- Larger aisles and directional signage for one-way aisles
- All setups will allow 6’ between chairs
- Increased outdoor and private spaces available for Meetings & Events
- Eliminate all preset items on tables (except single serve bottled water)
- Promote “hybrid” AV technology options to support all delegates, regardless of location
- Onsite PSAV teams will follow their “MeetSAFE” guidelines and protocols

Meetings & Events: Food & Beverage
- All F&B equipment in room sanitized before and after every Meeting or Event
- Increased outdoor and private spaces available for meals and breakouts
- Shift to disposable accommodations (salt and pepper, etc.)
- Eliminate all buffets and self-serve options
- Provide options that include self-contained vessels for service, or all items either wrapped individually or served individually with a cover on each plate
- Masks & gloves for all Meeting & Event staff, front and back of house
- Increased frequency of cleaning and disinfecting for both front and back of house with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19

Employees
- Mandatory screening for all employees upon arrival, which may include a temperature check
- Masks worn by all employees
- Gloves worn as needed by department
- Hand sanitizer dispensers at entrance and throughout all work spaces and employee common areas
- Physical distancing observed in all employee areas, including dining areas and in hotel communication sessions
- Adjusted shift start times to promote physical distancing of employees
- No self-service or buffet in employee dining areas
- Increased frequency of cleaning and disinfection in all common areas, i.e. cafeteria, locker room, washrooms, etc. with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19
- COVID-19 related training and retooling provided to all employees
- Signage and markers communicating physical distancing protocols throughout employee areas