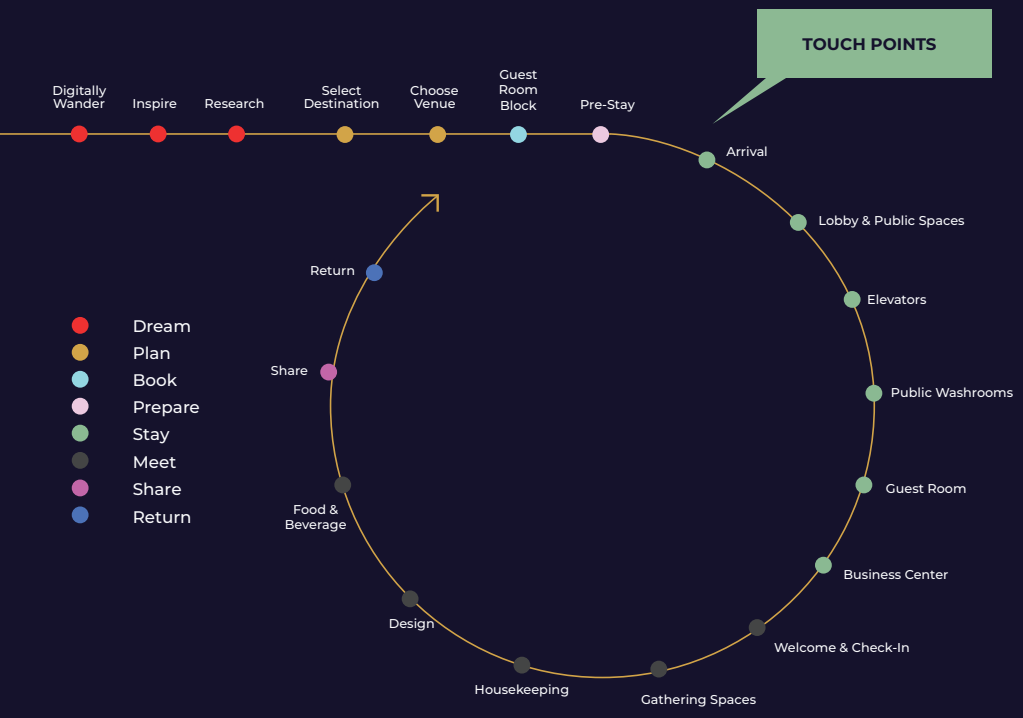
ACCOR LIVE LIMITLESS

ALL Meet Well.

Our commitment to keeping you safe and well, for the gatherings of today and tomorrow

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.

Attendee Journey



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,
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Andrea Torrance
Senior Vice President,
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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

Arrival

Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival

Welcome greeter manages queues to promote physical distancing

Mandatory screening for all attendees, which may include a temperature check

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

Guest Room

"Wellness kits" provided in each room (masks, gloves, hand sanitizer, disinfecting wipes, etc.)

Removal of: tea / coffee maker, minibar items, pens & stationery, hotel collateral, print magazines, alarm clock, etc.; items available upon request, and disinfected between each use – new items provided where possible

48 hour "resting period" between guest stays

Enhanced focus on disinfection of all guest room touchpoints, using EPA-registered disinfecting chemicals proven effective in preventing the transmission of COVID-19

Stayover housekeeping service every third day while guest is out of room and wellness checks daily

Business Center

Hand sanitizer stations

Set-up of computer and equipment to promote physical distancing

Business amenities (i.e. stapler, hole punch, etc.) available upon request, ensuring disinfecting between each use

Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19

Meetings & Events: Welcome & Check-In

Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival

Welcome greeter manages queues to promote physical distancing

Mandatory screening for all attendees, which may include a temperature check

Set-up of check-in to promote physical distancing

Meetings & Events: Gathering Spaces

Gathering spaces rearranged to facilitate physical distancing

Signage and markers communicating physical distancing protocols in gathering spaces

Hand sanitizer stations in key areas throughout gathering spaces

Masks & gloves for all Meeting & Event staff, front and back of house

Meetings & Events: Housekeeping

All furniture and equipment inside room sanitized before and after every Meeting or Event

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

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

Larger aisles and directional signage for one-way aisles

All setups will allow 6' between chairs

Increased outdoor and private spaces available for meals and breakouts

Shift to disposable accompaniments (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

The above represents a sampling of the new health & safety measures being implemented at Accor luxury properties across North & Central America. This list is not intended to be all-inclusive, but to offer an overview of how Accor is working to safeguard the health and wellbeing of its guests and employees. All standards will be reviewed and re-evaluated regularly to ensure relevance and maximum efficacy, and are subject to change based on the guidance of the WHO, CDC & PHAC, AHLA & USTA, and local health and government authorities.