



MEETING NEW EXPECTATIONS

Marriott International has redefined processes and reimaged spaces to align with expert protocols on cleanliness. Meeting planners and their attendees will see key changes in their event experience at every stage through the planning process and on-site execution.

PLAN

Leverage our Connect with Confidence materials to review our Commitment to Clean initiatives, new meeting and event protocols and best practices from other events executed around the world. Arrange a virtual site inspection with the hotel and consult with their designated Cleanliness Champion.

BOOK

Work with our team to develop a customized plan to meet your specific needs. Easily book our new innovative solutions with our hotels and partners. Finalize the details of your event, including expected social distancing practices for attendees; contactless registration; virtual/live hybrid meeting solutions; and food & beverage offerings.

MEET

Experience the “new normal” for meetings and events. On-site registration conducted at multiple desks with space for queueing. Where available, utilize contactless services through our Marriott Bonvoy™ or Meetings Services app. Room sets reinforce social distancing. AV equipment sanitized between uses. Breaks and food and beverage stations are separated for each event.



COMMITMENT TO CLEAN



CONTACT LIFE EXPERIENCE



HYBRID MEETINGS



PHYSICAL DISTANCING



REDESIGNED FOOD & BEVERAGE



MEETING & EVENT SPACES

LESS CONTACT, MORE CONVENIENCE

- Reducing seating capacity according to the local laws and government regulations specific to each market. Where possible, outdoor spaces will be utilized.
- Consulting with each meeting planner to review and align on expected social distancing practices and cleanliness protocols.
- Equipping associates with required personal protective equipment.
- Enabling live/virtual hybrid meetings through live-streaming capabilities.
- Leveraging technology to reduce contact via mobile check-in, event registration and attendee badging.



MEALS & BREAKS

NOURISHING THE 'NEW NORMAL'

- Setting meals and breaks in spaces reserved for the specific event (i.e., no co-mingling with other event attendees).
- Offering a wide variety of hygienic F&B options tailored to group size, including: grab & go, canned & bottled beverages and plated service.
- Redesigning F&B station set-ups to maintain appropriate distancing.
- Breaks served by associates or providing pre-packaged options for guests.
- Reducing or removing non-essential items, including linens, pre-set plates, glassware and chargers, décor and other non-essential items.



DEEPER, MORE FREQUENT CLEANING

- Enhancing cleaning protocols to disinfect meeting spaces.
- Sanitizing restrooms as often as every hour.
- Disinfecting frequently touched items such as elevator buttons, escalator & stair handrails and door knobs as often as every hour.
- Providing hand sanitizer stations throughout the meeting spaces.



GUEST ROOMS

A SANCTUARY

- Deep cleaning for high-touch areas.
- Limiting in-stay housekeeping frequency to reduce contact.
- Mobile Check-In and Mobile Key (where available).
- Mobile Chat and Guest Requests via Marriott Bonvoy App (where available).
- Offering sanitization wipes for guest use.

FACE COVERING POLICY



All Marriott International associates wear face coverings as a part of their uniforms. Following American Hotel & Lodging Association (AHLA)'s "Safe Stay Guest Checklist", Marriott International requires all guests to wear a face covering in its hotels in North America, the Caribbean and Latin America.

"Health experts have made it clear that wearing face coverings in public spaces is one of the easiest steps that we can all take to protect one another and reduce the spread of COVID19. As part of our commitment to clean, we made it a brand standard that associates wear masks and set an example."

– Arne Sorenson, Marriott International President and CEO, July 20, 2020

Overview

Meetings and events support more than ten million jobs worldwide. Getting the live event industry, event planners, and our teams back to work and begin the road to recovery following the COVID-19 pandemic, meeting safely is undoubtedly a priority.

Encore is at the forefront in safe meeting practices related to the services provided by our industry leading brands. As shelter-in-place restrictions ease, physical distancing and enhanced cleaning procedures will remain an essential part of making people comfortable with meeting.

Risk and health are two key considerations for businesses and associations. Phase one recovery for our industry represents smaller meeting sizes following evolving government guidelines. With fewer people meeting and a cleaning routine in place, the risk to attendees will be reduced.

How will meeting safely in the early stages of recovery look?

Working alongside venue partners, Encore has designed a series of meeting formats, equipment packages, and recommendations that address how to reduce risk, increase confidence, and promote health within the meeting space. Meeting design, room layout, traffic flow, technology considerations and enhanced cleaning procedures are at the heart of this offering with the goal to make the meetings and events industry strong, and healthier than ever.

