

Hilton DFW
Lakes
Executive
Conference
Center
Health and
Safety



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The well being of our Guests and Team Members is our highest priority. We remain diligent in our commitment to provide a safe, hospitable environment for all who visit our hotel.

This plan presents what we will do to keep our guests, employees, and our community safe. Each operating department has it's own customized set of procedures, even more detailed than the summary presented here. These rely on the best available science & sanitation methods in consultation with the CDC, Hilton Hotels & local authorities.

We will continue to train our Team Members, and refine and update the plan as our experts provide us with more advice.



Front Desk

Front desk set-up and processes have been modified to provide social distancing and enhanced sanitizing. This includes:

- Increased advocacy for utilization of Digital Key & Honors app providing contact-free check-in process.
- Continued use of Kipsu texting application for pre-arrival & onsite communication.
- Plexiglass screens at the front desk to provide protection for guests and team members.
- Guest keys are disinfected and rotated on a 4-day basis. All areas are disinfected between each guest transaction.
- Valet/Bell Services are temporarily suspended .
- All team members temperature and health screenings are done daily.
- All guests are asked to complete a health screening form at check in.
- We require all guests to wear facemasks in public areas.
- All team members are required to wear face masks.



Public Space

All Public Space and Back-Of-House hand contact surfaces are sanitized every 2 hours with hospital grade anti-viral disinfectant. This includes, but is not limited to:

- Door handles & door plates
- Stair banisters & hand rails
- Reception desk, pens
- Light switches
- Elevator buttons
- Trash receptacles
- Tables & chairs
- Vending/ice machines
- Entry doors
- ATM
- Bell Carts
- Towel dispensers
- Computer Terminals
- Ice machines
- Vending machines



Restrooms

All public & team member restrooms are sanitized on an hourly basis.

This includes:

- Entry & stall doors
- Light switches
- Toilet handles
- Paper holders
- Faucet handles
- Baby changing stations
- Trash bags are changed as needed every 2 hours.

Sanitizing stations are placed at key guest and team member entrances & contact areas.

Guest areas include:

- Main Entrance
- Entrance to all restaurants
- Front Desk
- Lobby Elevators
- Entry to the Conference Center
- Occupied meeting rooms



Hand Sanitizing Stations



Health Club

Health Club protocols include:

- Distancing between all machines to support social distancing.
- Attendants sanitize high contact surfaces during designated attended hours of operation.
- Sanitizing wipe stations are available for guest use.
- Locker rooms are currently closed.

Pool:

- Lounge chairs are sanitized twice a day.
- Towels and wristbands are issued at the front desk.
- We currently follow State and County guidelines on pool capacity.
- Indoor pool is sanitized twice daily at 0 and prior to opening the next day.



Meetings

Protocols for cleaning/sanitizing and social distancing have been put into place for all **Meetings** following Hilton Event Ready Guidelines.

This includes:

- Hand sanitizer in all occupied meeting rooms & high-traffic meeting areas.
- Use of laminate hard surface meeting room tables only.
- All meeting room tables, chair arms, audio visual equipment, door handles, light controls, & any other touch points are sanitized before and after meetings each day.
- All trash is removed during lunch break & after meetings conclude.
- Meeting amenities of bottled water, writing pads & pens are provided upon request of the meeting planner at individual seating.
- Scale diagrams for each meeting room outlining room capacity & spacing distances are provided upon request of meeting planner.
- Rooms will be sealed after sanitizing with Clean Stay stickers following Event Stay Guidelines.

***Meeting room capacities are determined by local and state directives in place at the time of the meeting.**

Our Food & Beverage Outlets are open. Measures in place include:

- Plexi--glass screens.
- Servers in face shields or masks.
- Tables are 6 feet apart to allow for social distancing.
- Single use disposable and QR menus.
- Tables & chairs are sanitized after each use.
- Rolled silverware.
- Breakfast & Lunch buffets are self service with plexi-glass shields and disposable gloves.
- Plated and Grab n' Go options are available.
- Check presentation folders, pens and all other reusable items are sanitized after each use.
- Modified break layouts & packaging to limit person to person contact.



Food and Beverage



Guest Rooms

The safety of our guests & employees is our number one priority. The following policies have been put in place for **Guest Room Cleaning:**

- Guest rooms are cleaned upon check out or following Hilton Opt In protocol.
- Long term stay rooms will be cleaned on the 3rd day of stay.
- Amenities, linen & towels, may be requested at any time and will be delivered packaged to the guest room.
- No room will be entered or serviced while guests are in the room.
- After check out, guest rooms will not be entered for 24 hours.
- Rooms are deep cleaned prior to the next guest checking in following the Hilton Clean Stay guidelines.
- Doors are sealed with Clean Stay stickers upon completion following Hilton Clean Stay Guidelines.



Hospital grade cleaning supplies are used with attention paid to high touch areas following Hilton Clean Stay Guidelines. These areas include but are not limited to:

All door handles, door locks

- Safety latch, peep hole
- Drawer handles
- Light switches
- Thermostats
- Telephone
- Remote
- Alarm clock
- Trash receptacle
- Drapery pull handles
- Hangers, luggage rack
- Hair dryer
- Iron, Ironing board
- Coffee pot
- Faucets, shower and toilet handles
- Dresser, coffee station
- Extra Pillows and blankets that are stored in guest rooms are placed in vinyl zip bags. As they are used they are removed, and bags are sanitized.