

Hilton Strasbourg

Health and Hygiene Measures

Hilton Strasbourg

General Measures



The health and Safety of our guests and employees is our highest priority. For the safety of our guests and employees we have adjusted our services and implemented a wide range of measures. Please read our hygiene measures that apply in the different areas of Hilton Strasbourg. All our team members will follow a comprehensive training program as part of the implementation of Hilton CleanStay processes.

- ✓ Hotel Public Areas
- ✓ Guest rooms and Hilton CleanStay processes
- ✓ Restaurant and Bar
- ✓ Conference and meeting space

Hilton Strasbourg is following French Office of Public Health new regulations in terms of Hygiene, Prevention and Protection, learn more:

[https://www.gouvernement.fr/info-coronavirus?xtor=SEC-3-GOO-\[-\[425080454149\]-S-\[%C3%A9pid%C3%A9mie%20coronavirus\]](https://www.gouvernement.fr/info-coronavirus?xtor=SEC-3-GOO-[-[425080454149]-S-[%C3%A9pid%C3%A9mie%20coronavirus])



Hilton Strasbourg is implementing Hilton Worldwide Standard Operation Procedures link to the Covid-19., learn more:

<https://newsroom.hilton.com/corporate/news/hilton-defining-new-standard-of-cleanliness>



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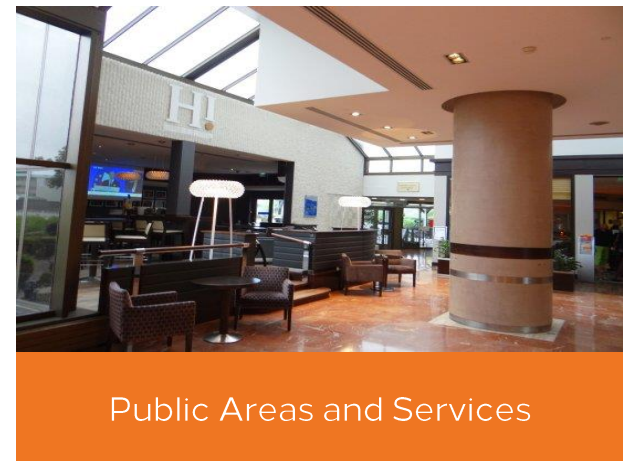
Public Areas, Reception & Services

Public Areas and Guest Amenities:

- ✓ Hand Disinfection stations are available throughout the hotel for guests and team members.
- ✓ Increase of the cleaning rotation in all public areas and Hotel services
- ✓ Guests and Team members wear masks in public areas
- ✓ Gloves and Masks available (fee applies)
- ✓ Focus on Fitness Centers with limited access of guests allowed in at one time

Reception / Lobby Area:

- ✓ Social distancing of 1 square meter - stickers on the floor to mark the 1-meter distance between each guest
- ✓ Acrylic window protection on the front desk, between the Front Office Agent and Guests
- ✓ Hand Disinfection stations are available at the Reception
- ✓ Increase of the cleaning rotation in all public areas
- ✓ Guests and Team members wear masks in public areas
- ✓ Contactless Check-In *guests can check-in, choose their room, and check-out using their mobile devices through the Hilton Honors mobile app*



Hilton Strasbourg

Guestrooms & Hilton CleanStay



Guestrooms:

- ✓ Implementation of the Hilton CleanStay *new brand standard related to Covid-19*
- ✓ Hilton CleanStay Room Seal *add an extra measure of assurance by placing a room seal on doors to indicate to guests that their room has not been accessed since being thoroughly cleaned.*
- ✓ Housekeeping team are wearing gloves and masks
- ✓ Increase of the cleaning rotation in lifts and corridors
- ✓ Higher rotation / change of the Air conditioner filters
- ✓ De-clutter Paper Amenities: *Remove pen, paper and guest directory; available upon request.*



Hilton Guestrooms

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10 High-Touch, Deep Clean Areas in the Guest Room



- 1 SWITCHES & ELECTRONIC CONTROLS**
Lights, lamps, switches and electronic controls.
- 2 HANDLES & KNOBS**
Doors, closets, drawers, furniture knobs and drapery pull handles.
- 3 MAJOR BATHROOM SURFACES**
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.
- 4 CLIMATE CONTROL PANELS**
- 5 TELEPHONES, REMOTE CONTROLS AND CLOCKS**
Handsets, dial pads and function buttons.
- 6 BED & BEDDING**
All bed linens including duvet covers, pillowcases and sheets.
- 7 BATH AMENITIES**
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.
- 8 HARD SURFACES**
Tables, desks and nightstands.
- 9 CLOSET GOODS**
Iron, safe handle and keypad.
- 10 IN-ROOM FOOD & BEVERAGE**
Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.

PART OF

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CleanStay

with  protection

Hilton Strasbourg

Restaurant, Bar and Meeting Rooms

Restaurant & Bar:

- ✓ Social distancing of 1 meter - stickers on the floor to mark the 1-meter distance between each guests
- ✓ Each tables are 1 meters from each other. Individual serving is recommended.
- ✓ Hand Disinfection stations will be available at the Restaurant, Bar and Executive lounge
- ✓ Increase of the cleaning rotation in all Food and Beverages outlets

Meeting rooms / Banqueting:

- ✓ Meeting room and Ballrooms capacity chart and floor plan have been adapted to maintain the 1 meter social distancing
- ✓ Hand Disinfection stations are available for guests and team members
- ✓ Increase of the cleaning rotation in all meeting rooms and ballrooms



HBar & HBrasserie

NEED MORE
INFORMATION?



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