Our Commitment to Guests and Colleagues

IHG built its reputation on a long-standing commitment to guests’ and colleagues’ health and safety. We continue our commitment to deliver on that promise using new science-led protocols and service measures, partnering with industry leading experts and launching a global Clean Promise.

IHG Way of Clean

Clean and Protection

IHG has a long-standing commitment to rigorous cleaning procedures. Launched in 2015, the IHG Way of Clean programme was developed with Ecolab and Diversey, both world leaders in hygiene and cleaning technologies and services.

This programme is now being expanded with additional COVID-19 protocols and best practices - many of which are already in place - to reflect the advice of the World Health Organization, Centers for Disease Control & Prevention and local public health authorities in markets around the world.

Global Cleanliness Board

Partnering with the Experts

Leading our clean initiatives is a group of IHG experts in operations, health, safety and guest experience working with external specialists including Dr. Jim Merlino, Chief Clinical Transformation Officer, The Cleveland Clinic to define solutions, best practice and implement processes.

IHG Clean Promise

Commitment to our Guests

With updated measures in place, IHG is launching a Clean Promise. Rolling out globally from 1 June 2020, guests can be reassured that their room will meet IHG’s high standards of cleanliness. If not, the hotel will make it right.

On property, these efforts will be deployed globally through Clean Champions to continue building the culture of clean instilled in IHG hotels around the world. These champions will focus on guests and colleagues as they navigate the new environment and help on-property teams to consistently deliver these elevated cleanliness standards.
IHG Way of Clean already includes deep cleaning with hospital-grade disinfectants, and going forward guests can expect to see evolved procedures in every area of the hotel, such as:

### Overall Key Enhancements:
- Added cleaning and disinfecting frequency
- Minimized guest touchpoints through operational changes
- Visible sanitizer stations in public and colleague spaces
- Protective Equipment guidance for staff
- Social distancing protocols and visual cues
- IHG Way of Clean training completed by all appropriate staff members
- Appointment of Clean Champions in every hotel

### Guest Rooms
- Increased disinfecting of all hard surfaces and fixtures
- Removal of non-essential items (in-room collateral or other high-touch items), available upon requests
- Rooms audited for cleanliness
- Upgraded laundry protocol

### Food & Beverage
- Updated food handling and service guidelines
- Additional cleaning and sanitizing protocols
- New approaches to buffets, banquets and catering
- Self-serve beverage stations replaced with beverage service
- Disposable or laminated menus for sanitizing/disinfecting
- Tables, chairs sanitized between each guest
- Social distancing practiced through placement of tables
- Condiments available from the kitchen upon request
- Meals charged to room or credit card vs cash
- Social distancing practiced in bar areas

### Meetings & Events
- Room set up and configured to allow for social distancing
- Mealtimes staggered to avoid congestion
- Tables, chairs wiped down during breaks in meetings
- Strict food handling and service guidelines in effect
- Sanitizer available throughout space
- Recommend use of personal smart devices and tablets for taking notes
- New pens/pads to be provided, if needed

### Amenities
- Updated operational practices for pools, fitness centers, club lounges and other amenity spaces
- Increased cleaning of equipment and furniture
- Sanitizer wipes available for guests
- Social distancing protocols

### Arrivals/Front Desk
- Reduced contact and physical interaction at check-in
- New cleaning procedures with increased disinfecting frequency of high-touch surfaces
- Social distancing protocols
- Hand sanitizer available

### Public Spaces
- Social distancing practiced including spacing of furniture
- Increased frequency of sanitizing and disinfecting high-touch surfaces
- Hand sanitizer stations available throughout all public spaces

©2020 IHG. All rights reserved. 18 May 2020 B2Bv4

At participating IHG Hotels & Resorts only.