

# COVID-19 Health and Safety

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**The Westin Chicago North Shore is open for business. As part of the Marriott family we have outlined below just some of the actions taken to ensure your health and safety when visiting for business or leisure.**

**93-YEAR COMMITMENT:** Health and safety have always been at the heart of Marriott's approach to hospitality, and our company's 93-year commitment to cleanliness has never been more important than it is now.

**SUCCESS IS NEVER FINAL:** We continue to innovate and test new methods.

**ENHANCED STANDARDS:** We have enhanced our cleaning standards and are carrying out a higher frequency of disinfecting protocols throughout the hotel. In addition, we have made numerous operational adjustments (such as adding signage and barriers, spacing out furniture, and removing shared-use items).

**EMBRACING TECHNOLOGIES:** We are maximizing existing technology (such as Mobile Check-In, Mobile Key

## **Lobby:**

- Front Desk shields
- Frequency of cleaning and disinfecting, with a special focus on high touch areas like elevator buttons and escalator handrails.
- Hand sanitizing stations at the entrance, near the front desk and elevator banks.
- Mobile technology such as check in, mobile key, mobile dining, mobile requests for additional services for less contact.
- Sanitizing guest room keys before use

## **Guestrooms:**

- Deep cleaning each guestroom between stays.
- Hospital-grade disinfectants on door handles, tables and nightstands, furniture knobs and handles, light switches and thermostats, drapery pull handles, telephone and keypad, remote control, alarm clock, television, safety latch and peephole, trash receptacle, faucet handles, toilet and shower handles.
- Removal of nonessential items such as magazines, marketing cards, and stationary.

## **Meeting Space:**

- Exploring new meetings technology such as live streaming support and using touchless options via Marriott's Meeting Services App.
- Following local guidance for events and developing additional operational resources like room set-up charts to support social distancing.
- Enhanced cleaning protocols for all meetings and event spaces.
- Follow local government ordinances and health authorities' guidance.
- Rigorous cleaning protocols address a broad spectrum of viruses, and additional steps, such as re-positioning fitness equipment to accommodate social distancing.

- Fitness equipment cleaned with hospital grade disinfectant solutions.
- Chemicals in all swimming pools and spas are to be kept at the proper levels, and disinfectant levels must always meet code.

**For the safety of our guests and staff, and consistent with Centers of Disease Control and Prevention (CDC) guidance, we ask all persons who believe they may have COVID-19, or who are awaiting test results for COVID-19 to refrain from checking into the hotel until they are cleared by a medical professional. If you are required to quarantine or if you test positive for COVID-19 during your stay at the hotel we request you quarantine in your room and immediately contact the hotel general manager to discuss next steps. In the event you are diagnosed with COVID-19 within 15 days of departure we ask that you notify the hotel so we may take the necessary guest and associate precautions.**

**\*\*As of 2/28/22 Masks are optional and there are no vaccine mandates in the state of IL\*\***