



Hello Friends:

We sincerely hope that you, your family and friends continue to be safe and healthy during this very difficult time. While these are testing time, it is heartening to take note of acts of courage, humanity and love from around the world; especially of the brave and courageous hospital staff and other key frontline workers.

Our hotels have always placed the highest emphasis on the safety and wellbeing of our guests and colleagues based on Hilton standards of cleanliness and hygiene. We would like to take this opportunity to share how we have used this time to implement even more detailed measures to prepare ourselves to welcome you back whenever you feel safe to travel.

We have enhanced our cleaning and hygiene standards to include the following additional steps:

- Touch points in public areas like door handles, elevator buttons, counter tops, table tops, railings, etc. are cleaned continuously using a sanitizer/disinfectant. These practices are also in place in guest rooms during the morning housekeeping service.
- Electrostatic sprayers with professionally identified chemicals will be used to disinfect the hotel entrances, employee entrances, as well as, various public areas.
- We have implemented completely Hilton Clean Stay with Lysol Protocol
- Protocols are in place for staff in the kitchen, restaurant, in-room dining, business center and banquet halls to sanitize their hands every time they serve food or touch food related items.
- Updated and detailed cleaning checklists, including the use of professionally identified chemicals and agents for all areas, including laundry, are being followed and monitored closely.
- All supplies and materials are sanitized before being admitted into the hotel premises.
- Correctly formulated hand sanitizers are in place at all public spaces and include the entrances, lobby, corridors, business center, etc.
- Our shuttles are disinfected after each use.
- Masks and disposable gloves are being worn by all team members at all times and changed frequently. Housekeeping staff use fresh gloves for every room they service.
- Restaurant and seating in the lobby have been reconfigured to ensure safe distances are maintained between guests.

To ensure all standards and protocols are adhered to, our hotel has a dedicated Hygiene and Safety Manager.

I would also like to remind you that if we can be of any assistance in any way, please do not hesitate to contact us at 313-336-3340.

I once again extend my warmest wishes to you and your family. We thank you for your continued support and look forward to welcoming you back at Doubletree by Hilton Detroit-Dearborn.

Warmest regards,

Mimi Sion

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Director of Sales

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