



INTRODUCING:

MARRIOTT'S COMMITMENT TO CLEAN

OUR APPROACH

A LONGSTANDING COMMITMENT

Since our founding over 90 years ago, health and safety have been at the heart of Marriott's approach to hospitality. This commitment to our guests and associates continues to anchor us and it informs our decisions as we adapt to new challenges presented by COVID-19.

We understand that people are thinking about travel differently now. We are too. That's why we have elevated our exacting standards and rigorous protocols to create

hospitality norms and behaviors to address the unique challenges presented by the current pandemic environment.

Because nothing is more important than the trust of our guests and associates, our Executive Chairman JW Marriott, JR. wanted to give you his word on our new processes.



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TO CLEAN**

A SHARED RESPONSIBILITY

Through the decades, we have come together as partners. Never has that been more important than now. Responding effectively to this new environment is a shared responsibility. We are laser-focused on providing our teams with the tools, training and resources that are necessary in this environment.

Likewise, travelers must also take steps to protect everyone's health: to avoid traveling if not well, practice good hand hygiene, and physical distancing in high-traffic areas throughout the hotel.

We believe success is never final, but it begins with listening. Please let us know if there is anything we could be doing differently or better. We always welcome guest feedback on the Marriott Bonvoy™ app, and we are grateful when our business partners share ideas or concerns directly with us.

You can count on us, and we know we can count on you.



**MARRIOTT RESORT
FORT LAUDERDALE
HARBOR BEACH**

GLOBAL GUIDANCE, LOCAL EXECUTION

We believe that travel and tourism is a celebration of diversity that connects cultures. Globally, we fly many flags over hotels in more than 130 countries and territories. It has never been more important for us to align with local authorities to fulfill the expectations of us in the communities of which we are a part.

Our new protocols work for all 30 brands. While elements of these new practices may vary based on differing geographies, travelers should know that our hotels will continue to follow local government and public health guidelines and operate with health and safety top of mind.



WE'RE IN THIS TOGETHER

OUR COMMITMENT

We believe that travel connects us to each other, widens our perspective, enriches us and inspires us. We will travel again soon. And, when you are ready to:



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This 'new normal' may evolve and change over time to reflect government guidance and new societal expectations. What will never change, though, is our commitment to keeping hotel associates, guests and customers safe. This is our utmost priority.

We recently launched our Global Cleanliness Council, including experts from the field of medicine and public health to supplement our reputation of cleanliness and hospitality we've built throughout our history. Additionally, we've developed 200+ cleaning protocols throughout each step of our guests' journey and every physical space in the hotel. We are deploying scientifically supported practices and innovations, with focus on these specific details:

✓ DEEPER, MORE FREQUENT CLEANING

- Enhancing cleaning protocols to disinfect every space, ongoing and especially during peak usage
- Consistently and frequently disinfecting all high-touch items like elevator buttons and escalator handrails
- Hand sanitation stations added throughout the hotel, especially in high-traffic areas

✓ YOUR SANCTUARY

- Deep cleaning each guest room between stays
- Removing nonessential high-touch items that can't be disinfected, and providing disinfecting wipes in every guest room
- Limit in-stay housekeeping frequency to reduce contact during each stay

✓ LESS CONTACT, MORE CONNECTION

- Using mobile technology: Mobile Key, Mobile Dining, eFolio delivery and Mobile Requests via the Marriott Bonvoy™ app
- Enabling social and physical distancing practices: reducing allowable capacities in spaces, increasing distance between furniture, and managing queueing areas
- Supporting hybrid meetings via live-streaming capabilities

✓ NOURISHING THE 'NEW NORMAL'

- Replacing self-service buffets with a variety of 'grab and go' contactless food + beverage options
- Redesigning food + beverage station set-ups to include protective barriers; removing non-essential items
- Tailoring options for groups and enabling reserved spaces

Creating Transmission Barriers



- **Less Contact, More Connection**
 - Touchless or low-touch solutions and adopt contactless technologies including
 - Mobile Key
 - Mobile Dining
 - Mobile Chat
 - Guest requests via Bonvoy App
 - Guest greetings modified with nod, wave or bow while continuing to insure guests' needs are met
- **Providing Personal Protective Equipment (PPE)**
 - All associates that wear a Marriott badge will wear a face mask covering as part of their uniform
 - Guests should wear personal face masks or coverings and should abide by local regulations
 - Personal face masks and additional amenity items such as hand sanitizer, disinfecting wipes and gloves, may be offered where available
- **Physical Distancing**
 - Guests and associates should practice distancing by standing at least 6' apart from others not travelling with them
 - Certain areas, such as arrival queues or gathering areas will be marked with signage, and if necessary, one-way guest flow will be indicated
 - Where applicable, lobby furniture, restaurant layouts and other public seating areas will be reconfigured
- **Installing Physical Barriers**
 - Transparent screens, plexiglass shields or other physical barriers may be installed in areas such as desks, booths, fitness centers or food stations

Enhancing Sanitation



- **Emphasis on Hygiene & Cleanliness**
 - Each hotel required to have a hygiene plan
 - Associates will be required to be aware of and follow for personal hygiene, physical distancing and PPE, in compliance with all federal, state and local public health guidelines
 - Hand sanitizing stations for guest use will be placed in all high-traffic areas and public spaces
- **Deeper, More Frequent Cleaning**
 - Enhanced cleaning protocols will require frequently disinfecting high-touch items and sanitizing restrooms frequently and after high-guest use
 - Focus on using the right chemicals and procedures to kill COVID-19
- **Cleanliness Training**
 - We're building on our reputation for high standards of hotel cleanliness with well-established cleaning processes
 - Each property is required to have a Cleanliness Champion to help lead the hotel in how it can ensure guest and associate safety
 - Associates will be required to take training on COVID-19 and safety and sanitation protocols
- **Leveraging Technological Innovations**
 - We have initiated plans to roll out enhanced technologies at our properties over the next few months, including electrostatic sprayers and the highest classification of disinfectants recommended by the CDC and Prevention and WHO to sanitize surfaces throughout hotels
 - While guests may not see these technologies immediately, these sprayers can rapidly clean and disinfect entire areas and can be used in a hotel setting to clean and disinfect guest rooms, lobbies, gyms and other public areas
 - In addition, we are testing ultraviolet light technology for sanitizing guest room and shared devices

Promoting Health Screening

- **Guest and Hotels: A Shared Responsibility**
 - Guests are critical in preventing the spread of COVID-19 and other infectious diseases. To fulfill this responsibility, hotels will provide COVID-19 related signage and materials describing good health practices
 - Signage will be posted to remind guests of physical distancing guidelines and hygiene practices to prevent the spread of disease
 - Associates are educated on the proper way to wear, handle, and dispose of PPE, as well as the appropriate way to wash hands, sneeze, and to avoid touching their faces
- **Thermal Screening**
 - Where allowable by law, hotels may have a place at entry points for discreet and non-invasive temperature checks for associates and vendors. Where required by law, guests may also be required for screening
 - Those with a temperature at or over 100.4°F (38°C) will be subject to secondary screening. Those confirmed to have a temperature at or over 100.4°F (38°C) will be denied entry and be directed to appropriate medical care
- **Associate & Guest Health Concerns**
 - Hotels will respond swiftly to associate and guest health concerns and follow all current public health guidelines
 - Associates feeling sick are encouraged to stay home. Those exhibiting symptoms will be required to self-isolate from the onset of symptoms and meet applicable public health criteria before returning to work. Additional protocols specific to COVID-19 are in place and summarized below
- **Guidance to Local Public Health Resources**
 - Hotels continually monitor and become educated on requirements and guidance from local health authorities and practice those requirements throughout the hotel
 - Where testing or treatment of guests or associates is needed, hotels will provide appropriate resources to the available local public health options

Nourishing the 'New Normal'

- **Supplementing our Food Safety Protocols with ServSafe Guidelines**
 - When serving food and beverages, hotels will continue to follow guidelines from the U.S. Food & Drug Administration (FDA), as well as the National Restaurant Association's longstanding ServSafe program, and other international government agencies, as applicable
 - Marriott's food and beverage operations are required to conduct self-inspection using the company's food safety standards
- **Tailored Options for Meetings & Events**
 - Modifications to Food and Beverage service will aim to reduce person to person contact
 - Traditional self-service buffet service should be suspended, or when offered, be served by an associate wearing appropriate PPE, with physical protective barriers in place, as appropriate, for food displays
 - Locations of meals, breaks, and food displays may be modified or restricted to spaces specifically reserved for each meeting or event, with physical distancing designed into every meeting set
- **Eliminate or Modifying Shared Use/Reuse Items**
 - In restaurants and bars, items such as condiments, silverware, glassware, napkins, etc. should not be pre-set on tables, to allow for effective disinfection in between each guest. Sealed, packaged, or single-use silverware, disposable or digital menus may be offered as alternatives
 - Self-service items that can't be disinfected after guest use, such as ice scoops, candy/fruit bowls, must be removed and replaced with alternative options, such as pre-packaged or associate-attended
 - Payment methods may be modified to reduce handling of guest personal property, including use of trays to pass items, QR codes, or offering self-service pay-at-table options where possible
- **Grab & Go and Pre-Packaged Items**
 - Traditional in-room dining may be modified to either no-contact delivery methods or pick-up / grab-and-go. All packaging and products should be single-use and disposable
 - We will continue to source responsibly while working to reduce our environmental impact

Marriott Fort Lauderdale Harbor Beach Resort & Spa Commitment to Clean

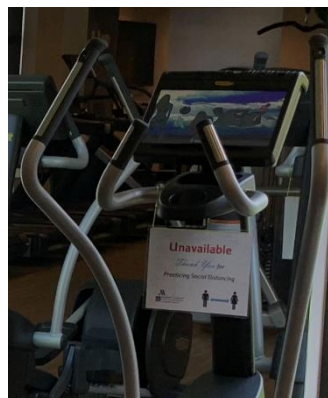


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Social Distancing – Fitness Center



Social Distancing - Outside

Physical Distancing –Beach Area



Social Distancing - Outside



Social Distancing - Lobby



Creating Transmission Barriers

Plexiglass barriers at our front desk area



Social Distance Signage



Elevator Signage



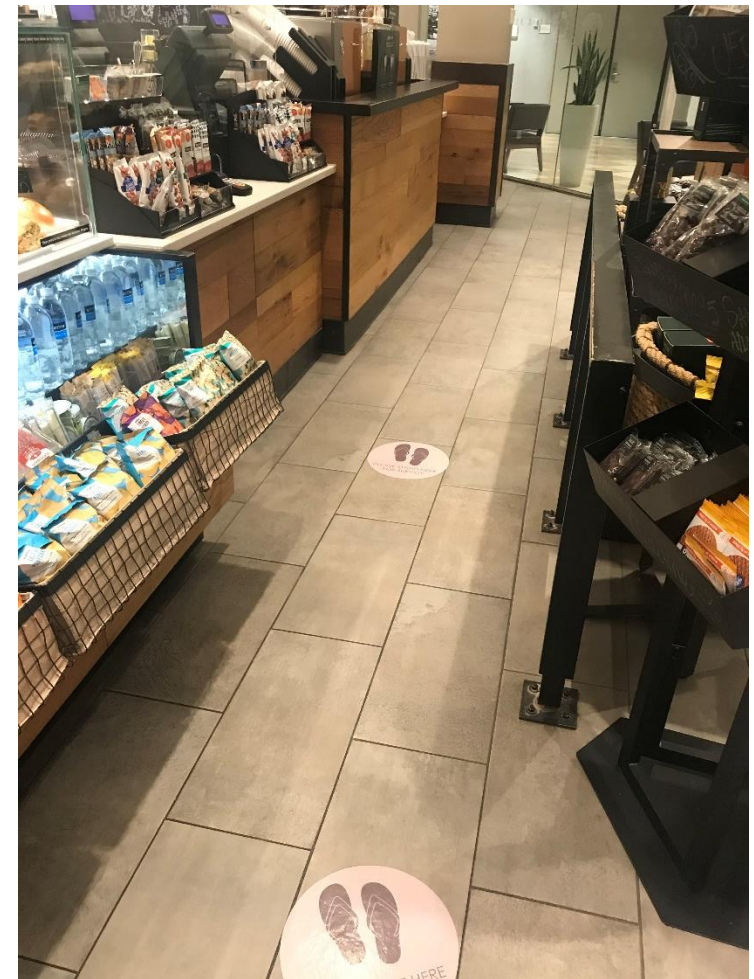
Personal Protective Equipment



Food & Beverage Signage



Starbuck's Signage Example



Sanitation Stations for Guests & Hosts

Guest hand sanitizer stations
throughout Resort (free standing)



Hand sanitizer stations
for Hosts (time clocks,
cafeteria, etc.)



Hand sanitizer
stations on
elevator landing

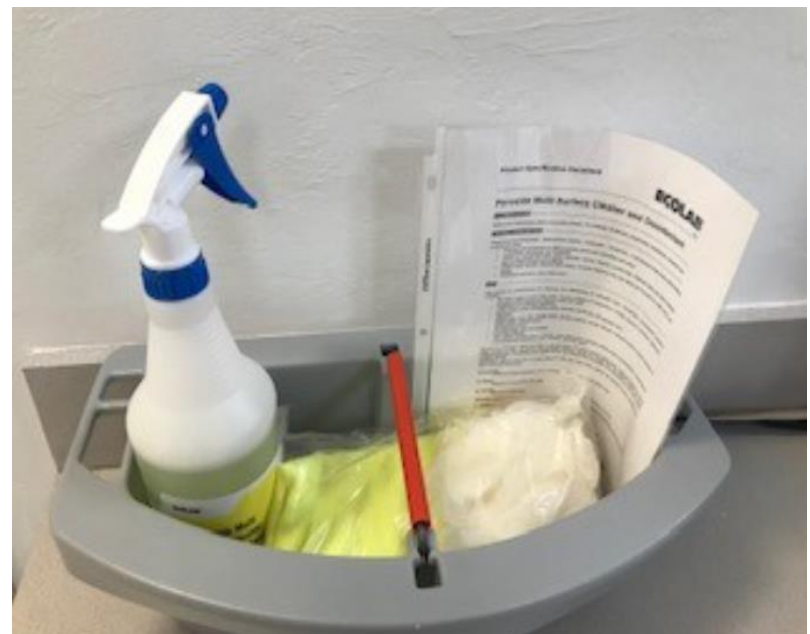
Sanitation Clean Up Kits for Hosts

ECOLAB – Peroxide Multi Surface Cleaner

- Effective with COVID-19
 - EPA Reg no. 1677-238
- Training provided to all associates on proper use
- Dedicated staff focused on public space high touch point sanitation – hourly sweeps
- Used to sanitize all pool and beach equipment / lounge chairs after each use
- Sanitation Stations located throughout the hotel for easy access to all hosts. Front and back of the house.



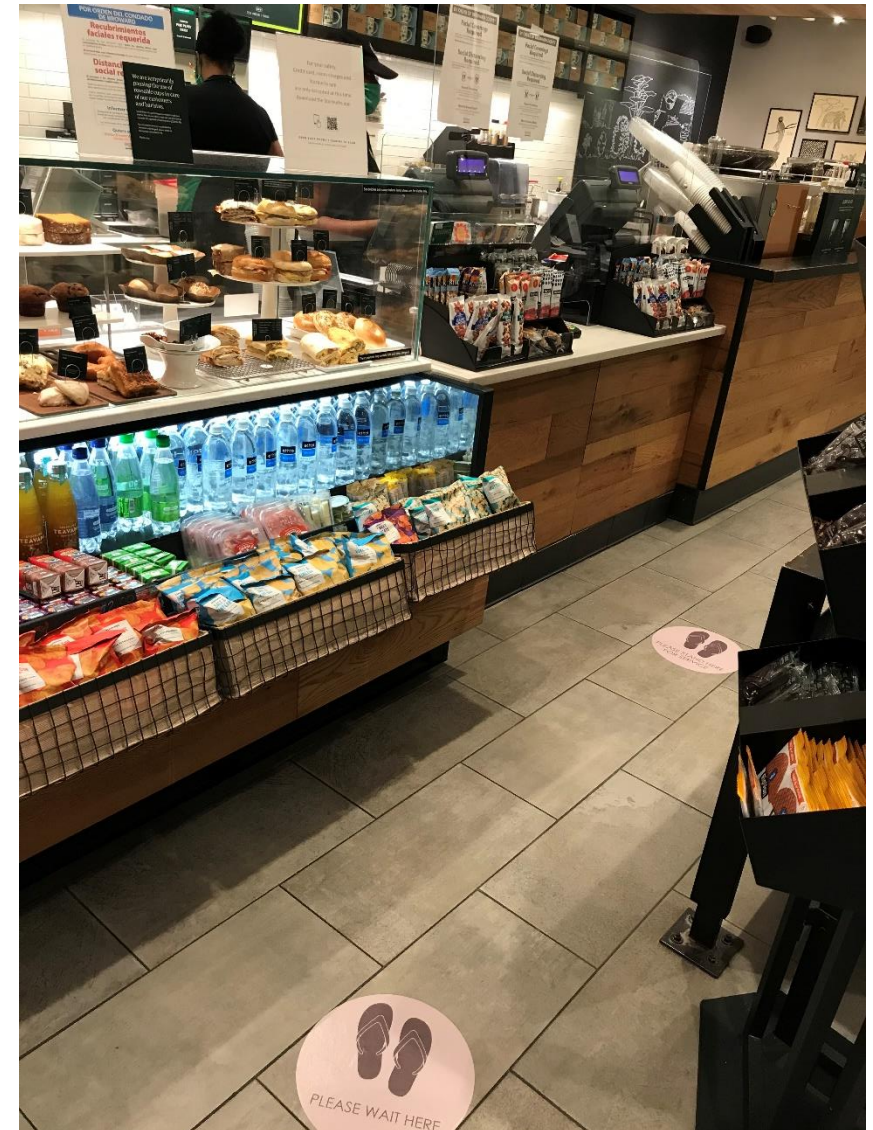
Sanitation kits provided to all departments



Nourishing the 'New Normal'



- Starbucks
 - Open for Grab and Go Breakfast (6am - 2pm)
 - Credit and Room Charge Only
- Sea Level
 - Open for A La Carte breakfast
 - Indoor seating 50% Capacity
 - Outdoor Terrace seating spaced 6' distance between each table
 - Credit and Room Charge Only



Host Temperature Checks

Pre Shift Temperature Checks for
100% of all Associates



Guest Communication – Pre-Arrival Email

FORT LAUDERDALE MARRIOTT® HARBOR BEACH RESORT & SPA
3030 HOLIDAY DRIVE, FORT LAUDERDALE, FL 33316
954.525.4000 HarborBeachMarriott.com



Dear Valued Guest,

Thank you for selecting the Marriott Harbor Beach Resort and Spa for your upcoming trip. As you prepare for your stay, we wanted to share some important information with you.

RESORT AMENITIES

We are committed to making the amenities at our property available to you while complying with local regulations, including guidance on reducing capacity in public spaces and reinforcing social distancing.

- Our beautiful ¼ mile of private beach is open and will be activated with many ways to enjoy (including live music on Friday and Saturday evenings)
- Harbor Beach Pool will be open, but limited to a smaller number of guests (due to the county social distancing guidelines). We would ask that you not "hold chairs" in order to allow as many of our guests to enjoy the area as possible and understand the importance of keeping 6 feet of social distancing around the pool area and continue to wear your mask in all public spaces. Cabanas, Bungalows and Daybeds are available for rent on a first come first serve basis.
- A variety of Food and Beverage options awaits:
 - Starbucks is open from 6:30 am – 2:00 pm daily.
 - Sea Level Restaurant is open for lunch and dinner from 11:00 am – 10:00 pm daily and also servicing poolside from 11:00 am – 5:00pm
- The Fitness Center is open from 7:00 am – 10:00 pm daily, please utilize equipment following social distancing guidelines.
- The Spa is open and is taking advance reservations for treatments.
- The FedEx Business Center is located lobby level, available 24-hours with your room key.
- 3030 Restaurant and Bar as well as room service is currently closed.

At the Harbor Beach Marriott we are focused on creating a welcoming and safe environment for all of our guests to enjoy. As such, we ask for your assistance in respecting the following guidelines:

- Wristbands will be given upon check-in to identify you as a registered guest of the resort and provide access to all resort amenities. Due to the holiday weekend, only registered guests will be allowed entry to the resort.
- Registered guests are limited to four (4) guests per room.
- Please allow the natural beauty of our beach and pool to guide your experience. No outside music or coolers will be allowed on beaches or pool decks.
- Help us protect our fragile ecosystem by keeping the nesting grounds for the endangered Loggerhead Sea Turtle free of debris. Please make certain you leave the beach as pristine as you will find it each morning.



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- Chairs are provided as a part of your resort fee. Our recreation staff will be delighted to escort you to your ideal place on the sand. For the safety of all guests, no outside tenting or umbrellas are permitted on the resort's private beach.

COMMITMENT TO CLEAN & GUEST SAFETY

We take hygiene and cleanliness standards very seriously. We would like to share details of Marriott International's Commitment to Clean and the additional measures we are taking to provide you with a safe and comfortable environment. You'll notice several enhancements to our cleaning practices throughout public spaces and guest rooms. These include:

- Face Masks are Mandatory. County regulations require all guests to wear facial coverings in all public areas as well as while moving throughout the resort. This includes on the way to the pool and beach areas. Facemasks are not required while exercising, eating, sunbathing or in the pool or ocean.
- Enhanced Public Space Cleaning. We have increased the frequency of cleaning, especially in high-traffic areas like restrooms, elevators, and escalators and provided additional hand sanitizing stations.
- Social Distancing Practices. You will see signage throughout the hotel promoting physical distancing and encouraging guests to stand at least 6 feet apart. You will also notice pool and beach lounge chairs are pre-set at least 6 feet apart (in groups of 2-4 as families can be seated within the 6' guidelines).
- Safety Partitions at the Front Desk. We have installed plexiglass partitions at our front desk to help you and our associates maintain safe space.
- Guest Rooms. We have modified our housekeeping practices to minimize the number of times we enter your room.
- Associate Safety & Standards. Each associate will have their temperature checked at the beginning of their shift. Associates will also wear required various PPE (e.g., face coverings, gloves, etc.) based on the activities they are performing.
- Guest Rooms. Every guest room is thoroughly cleaned and disinfected between each guest. We will not provide housekeeping cleaning services during your stay. In the event you need anything we are happy to have the items sent to the room. You can contact us via Mobile Chat or Request in the Marriott Bonvoy app or call/stop by the front desk. Any housekeeping special requests will be conducted while you are away from the room where possible.

MARRIOTT BONVOY APP

Maintaining safe social distances is one of the most important measures we can all take to reduce unnecessary contact. Marriott Bonvoy members can use the Marriott Bonvoy App (also available on the App Store and Google Play) to take advantage of contactless options, including:

- Mobile Check-In/Check-Out. Forgo the front desk altogether and go straight to your guest room using Mobile Key.
- Mobile Guest Requests. Connect with us via the app to request items you would like delivered to your guest room



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For our Marriott Bonvoy members: We are committed to deliver the Marriott Bonvoy benefits for your membership level. Thank you for understanding in cases where we may have to offer an alternative. For questions or to get the most up to date information on alternative offerings, please contact us directly via mobile chat, email or call the hotel directly.

If you are not a Marriott Bonvoy member yet, enroll here.

Moments like these remind us of the tremendous importance of travel. Travel has the power to connect us, to enrich our lives and to inspire us. The measures our team are taking are part of our unwavering commitment to delivering on the promise of good travel.

We look forward to welcoming you to the Harbor Beach Marriott Resort & Spa.

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Guest Communication

