MARRIOTT INTERNATIONAL







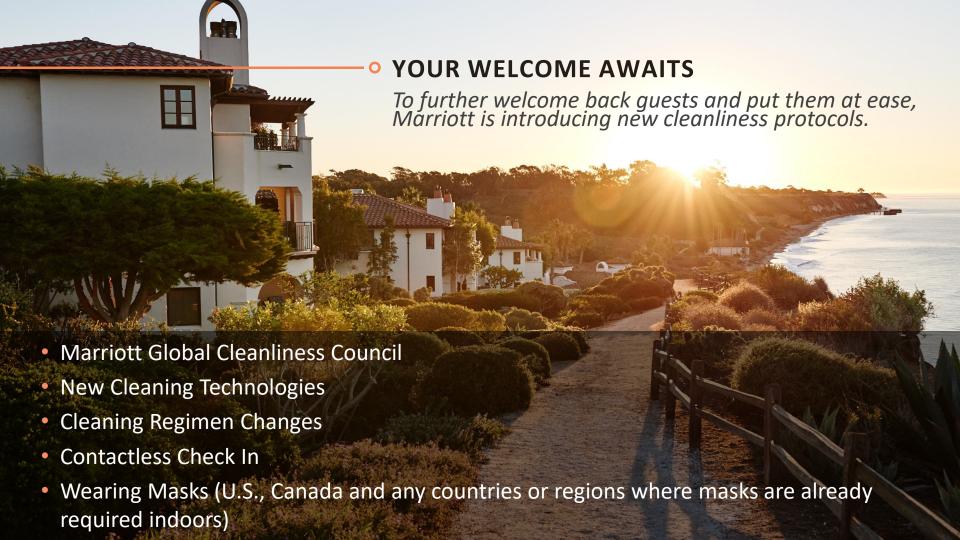


GLOBAL PROTOCOLS & PRODUCTS

10 CORE/MANDATORY GLOBAL STANDARDS FOR ALL HOTELS & RESORTS

Aligned with:

American Lodging & Hotel Association (AHLA)
U.S. Centers for Disease Control (CDC)
World Health Organization (WHO)
World Travel & Tourism Council (WTTC)



FACE COVERING POLICY (IN SELECT LOCATIONS)



All Marriott International associates wear face coverings as a part of their uniforms. Following American Hotel & Lodging Association (AHLA)'s "Safe Stay Guest Checklist", Marriott International requires guests to wear a face covering in its hotels in **North America**, the Caribbean and Latin America.

"Health experts have made it clear that wearing face coverings in public spaces is one of the easiest steps that we can all take to protect one another and reduce the spread of COVID-19. As part of our commitment to clean, we made it a brand standard that associates wear masks and set an example."

- Arne Sorenson, Marriott International President & CEO, July 2020







OPEN FOR BUSINESS

WE'RE READY: To deliver a new "normal stay."

- 94% of Marriott International hotels are open
- 96% in North America

New Openings (Summer 2020):

- JW Marriott Anaheim
- JW Marriott Orlando Bonnet Creek Resort & Spa
- JW Marriott Savannah Plant Riverside District
- Marriott Virginia Beach Oceanfront
- The Lytle Park Hotel, Autograph Collection
- The Joseph, a Luxury Collection Hotel, Nashville



CONTACT LITE EXPERIENCE MOBILE SOLUTIONS

Marriott Bonvoy^m members can take advantage of mobile options available via the Marriott Bonvoy^m App – enable you to skip the front desk altogether and reduce contact with associates and other quests.

MARRIOTT BONVOY APP*

MOBILE CHECK-IN AND CHECK-OUT

Benefit from a personalized, expedited and contactless arrival experience, check-in to upcoming reservations prior to arrival, receive a room ready alert notification from the hotel and check-out on a mobile device.

MOBILE KEY

Use smart phones as a room key to conveniently access guest rooms and common areas around the hotel.

MOBILE REQUEST

Select what you need from the list of amenities and our hotel associates will bring it to you.

MOBILE CHAT

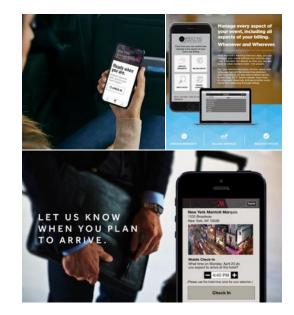
Communicate directly with the hotel if you need special services or specific amenities before, during or after the stay.

MOBILE DINING

Browse the hotel's menu and order from your phone on your schedule.

SHUTTLE TRACKER

Track the location of your hotel shuttle in real time, right from the app. Live maps and estimated wait times allow you to get to and from your hotel with ease.









CONNECT WITH CONFIDENCE

Marriott International's new meetings & events protocols are based on 6 key pillars to ensure you can "Connect with Confidence."



Commitment to Clean

Enhanced cleaning protocols throughout the hotel, including public spaces, guest rooms and meeting spaces.



Contact Lite Experience

Leveraging technology to give attendees the choice on how to interact with hotel associates.



Hybrid Meetings

Providing options with technology and AV partners that enable meeting planners to customize solutions to best suit their needs.



Physical Distancing

Reimagining spaces to enable more distance in accordance with best practices and local guidelines.



Redesigned Food & Beverage

Offering a wide variety of F&B options including prepackaged, grab & go and plated service.



Flexible Terms

Adjusting our process to offer flexible terms and simplified contracts.

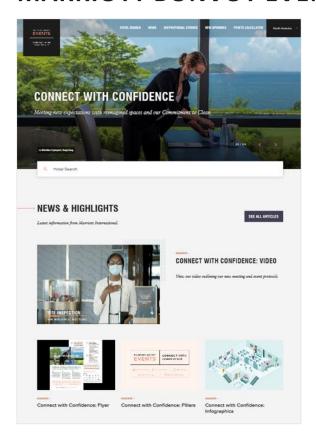


MARRIOTT BONVOY

CONNECT WITH CONFIDENCE

Watch the video

MARRIOTT BONVOY EVENTS



Marriott Bonvoy Events is more than a travel program offering for meetings and events. It is also a resource for meeting and event planners as well as a source for inspiration and best practices from the hotels and planners.

This website also includes:

- News and updates about Marriott International's meeting & event protocols.
- Inspirational stories and best practices of recently held events.
- Detailed information with over 5,700 participating properties.
- Group promotions and offers from around the world.

Visit MarriottBonvoyEvents.com



HYBRID MEETINGS

Benefits:

- Expands the reach to a broader audience (face to face plus virtual).
- Brings speakers together who can't travel.
- Provides new content delivery and communication options.
- Attracts sponsors who would not have otherwise been drawn to a live event.
- Provides alternatives for attendees who have travel or budget constraints.







SIMPLIFIED BOOKING PROCESS & FLEXIBLE TERMS

As we work together to ensure you can "Connect with Confidence," we have also adjusted our contracting process.

We offer flexible terms and simplified contracts for small groups arriving through June 30, 2021:

- In the U.S./Canada and Caribbean/Latin America regions, Marriott International's Letter of Intent (LOI)* eliminates cancellation and attrition clauses for small, short term business, which gives you the flexibility and saves time on negotiations.
- In Europe, Middle East, Africa and Asia Pacific (excluding Greater China), our Group Sales Agreement (GSA) Lite* document does the same.

For meetings that do not qualify for a LOI, we have modified some of our standard contract clauses to ensure you have confidence in booking a meeting or event at our hotels.

*Note: Subject to hotel approval.





MARRIOTT BONVEY**
EVENTS

CONNECT WITH CONFIDENCE