

#StaySafeWithMelia

Melia Hotels International and INNSIDE New York are very much aware that events related to the COVID-19 coronavirus require us to make an extra effort regarding transparency, openness, and proximity with respect to everyone who has placed their trust in our hotel.

Operations

Given the situation created by COVID-19, Melia has devised an operational strategy based on the following premises...

- Safety for employees and guests
- Reduced contact in interactions
- Optimization, simplifying, and digitalization of services
- Adaptation of our brands to new customer needs.

Based on these principles, new cleaning, hygiene and social distancing measures have been developed to allow a framework of confidence and safety.

Social Distancing

- New signage system
- 6 ft (2m) distance markers
- Protective screens in public areas
- Capacity reduction
- Buffet modification
- Take-away meal service
- Digital concierge
- Requests via the Melia App
- Fitness Center access via reservation

Accreditation

- Bureau Veritas Certified
- World Travel and Tourism Council

New Hygiene Measures

- New cleaning equipment; sterilized after each use
- New maintenance plan for HVAC
- Personal Protective Equipment (PPE)
- New linen washing procedures
- Cleaning upon request
- Seals on areas and articles
- Elimination of paper products in-room
- Elimination of in-room minibar
- Hands-free waste bins
- Automatic sanitizing stations in all public areas
- Cashless operation

Other Safety Measures

- "Stay Safe Ambassador" on property to answer all new COVID-related procedures
- Sterilization of front desk stations between guest interactions
- On-call doctor
- Body temperature recording for staff/guests on arrival
- Automatic and contactless check-out
- New washing and heat treatment protocols of dishware

