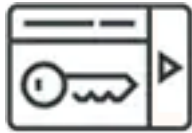


Taking as a guide the recommendations of the Center for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA), the Environmental Protection Agency (EPA) and Health Canada, the **We Care Clean** program takes an approach from cleaning rooms and common areas to redefining processes that minimize contact between guests and associates while maintaining the customer service you've come to expect from a **Best Western Hotel**.

The next time you stay with us you will see some clear changes at a glance, while many others are being developed "behind the scenes" such as reinforcement and the addition of additional comprehensive cleaning standards. The **We Care Clean** program focuses on five key areas of our hotels:

Hotel reception and lobby:



- Protocols minimize guest contact with staff through a streamlined check-in and check-out process, including the use of **Best Western's Mobile Concierge** platform.
- High touch areas will be cleaned frequently and brochures, magazines and newspapers will be removed from the lobby.
- Enhanced disinfection procedures will be in place at the front desk, in the lobby, and at guest touch points throughout the hotel and disinfection will occur regularly.
- Availability of disinfection stations or wipes in all hotels.

Room and cleaning service:



- Enhanced and comprehensive cleaning protocols will be implemented in guest rooms. Bedding, towels, and all touch points such as faucets, door handles, light switches, thermostats, clocks, and hangers are cleaned with specially created chemicals to eliminate COVID-19.
- Unnecessary items have been removed from the rooms, such as decorative pillows, decorative blankets, paper notebooks, and pens.
- For greater security and well-being of guests and employees, the daily cleaning service is performed at the request of those interested.



Best Western
We Care CleanSM



Best Western
Cumbres Inn Hotel,
Chihuahua

Public facilities:



- When open to the public, public facilities such as gyms, swimming pools, and meeting rooms will be cleaned on closely controlled schedules with disinfectant chemicals. Each night these areas can also be disinfected with the use of electrostatic fogging, ozone generators, or ultraviolet devices.
- Hand sanitizer or wipes will be provided to guests and employees in all public areas.

Requirements for hotel employees and staff:



- Hotel employees follow strict guidelines that include the use of personal protective equipment when required by local or state regulations and strict and frequent handwashing protocols. Cleaning and laundry staff must wear gloves and a mask.
- Employee workstations are cleaned and disinfected after each shift.
- Employees will be able to stay home if they have any symptoms and should notify management of their possible exposure to COVID-19. They will also receive full training on how to keep the home safe and clean.

Breakfast offers:



- Serving our guests with the highest level of service has always been a priority for **Best Western® Hotels & Resorts**. Depending on local health and government rules and regulations, our breakfast offering may be one of several options. Where possible under local regulations, many of our full-service hotels will be able to offer a more traditional form of breakfast service.
- If there are local restrictions, guests will be offered a grab and go breakfast. Grab-and-go breakfast may also be available for guests checking out before breakfast service begins.
- Where social distancing measures remain in place, guests will continue to find breakfast rooms modified to allow more space between tables. In addition, we will also offer hand sanitizing stations and staff will sanitize tables and chairs after each guest.

We look forward to welcoming you back to our Hotel,
where we focus on the health, safety and well-being of our guests.