

Dear Valued Partner,

Hilton Daytona Beach Oceanfront Resort has been closely monitoring the Coronavirus (COVID-19) pandemic, much like you have. As your partner, we're in this together and we want you to know that we will stand by you throughout this crisis.

We want to assure you that the health and safety of our guests and employees is our paramount concern. During these uncertain times, this has been at the heart of all of our discussions and actions. The Response Plan that follows outlines our actions and protocols moving forward.

From cleaning rhythms that will keep common touch points consistently sanitized, to team members outfitted with personal protective equipment, our approach to cleanliness is second to none in the hotel industry. We have put together a plan that is driven by Hilton CleanStay, CDC, WHO and OSHA guidelines, and we are confident that we'll be able to provide a high level of service to guests, while keeping everyone safe.

You can rest assured that your hotel and event experiences will be exceptional. We are excited to begin operations again, and look forward to our continued partnership for many years to come.

If you have any questions or concerns, please do not hesitate to let our team know. We are always here for you.

Sincerely,

The Hilton Daytona Beach Oceanfront Resort Team



Physical Distancing

Guests and Team Members are required to practice physical distancing by standing at least six feet away from others while standing in queues, using elevators or moving around the resort. Restaurant tables, meeting spaces and other physical layouts have been arranged to ensure such appropriate distancing, complying with, or exceeding, local and state mandated occupancy limits. Specific examples include:

- Resort Front Desks, Guest Services Desks and Concierge Desk: Agents utilize every other workstation to ensure six feet of separation between Team Members whenever possible. For additional separation, transparent plastic barriers have been installed.
- Guest Queuing: All areas where guests queue are marked to indicate proper distancing, including front desks, elevator lobbies, entertainment venues, coffee shops and casual dining, and parking and taxi lines
- Resort Guest Elevators: Signs will be placed in every elevator lobby to remind guests of the suggested limit of six guests per elevator. Primary elevator lobbies will be staffed during peak hours to provide assistance and additional sanitation, such as wiping of buttons.
- Restaurants and Bars: All restaurants and bars have reduced seating capacity to allow for appropriate distancing between each seated group/ party of guests.
- Meeting and Convention Spaces: Meeting and banquet rooms are arranged to allow for appropriate physical distancing between guests in all meetings and events, based on CDC and state recommendations.
- Pools: Pool seating is configured to allow for at least six feet of separation between every family or couple.
- Team Member Areas: Physical distancing protocols are used in Team Member back areas such as employee dining rooms, entrances, locker rooms, employee restrooms and shared office spaces
- Retail Space: Guest occupancy limits will be enforced to allow for appropriate distancing in our gift shop.



Public Spaces

We want you to feel confident when you stay with us. That's why you may notice us cleaning and disinfecting our public areas more often, and enhancing our already high standards of cleaning for our guest room to ensure you feel safe. Examples of some new protocols include:

- Following the city of Daytona Beach mandates and for the safety of our guests and team members, you are required to wear a mask in all public spaces of the resort as well as in all public establishments and at any time when social distancing is not possible. For more information on these safety requirements, please visit: Codb.us/coronavirus
- Floor mounted markers installed to queue distance and physical distancing reminders throughout the hotel, lobby, food & beverage outlets, gift shop and elevators
- Signage on stands near desk, in lobby and exits with beach rules & regulations
- Pool signage up and pool capacity decreased, with groups of chairs set up with proper distancing
- Hand sanitizer dispensers, touchless whenever possible, have been placed in the lobby, near elevators, food & beverage outlets and other public areas
- Increased frequency of cleaning public areas including wiping down flat surfaces, railings, door handles, pin pads, etc.
- Guest-accessible disinfecting wipe stations at primary entrances and key high-traffic areas
- Contactless check-in: Guests can check in, choose their room, access their room with a digital room key and check out using their mobile devices through the Hilton Honors mobile app. Hilton will continue to expand its Digital Key capabilities to common doors and access points throughout the hotels
- Focus on fitness centers: Improved guidelines for disinfecting the hotel fitness center, possibly closing for cleaning multiple times daily and limiting the number of guests allowed in at one time
- Increasing the frequency of air filter and HVAC cleaning to maximize fresh air exchange
- Hotel team members will be provided with personal protective equipment and enhanced training designed to protect their well-being throughout the new cleaning process
- Signage posted throughout the property reminding employees of the proper way to wear, handle, and dispose of PPE, wash hands and to avoid touching their faces
- Employee screening and self-disclosure requests if not feeling well or have a fever before clocking in
- Enhancing cleaning and sanitizing high traffic Team Member areas and equipment such as employee dining rooms, entrances, restrooms, loading docks, offices, security scanning podiums, phones, radios, payment terminals, tools, etc.



Food & Beverage

Hilton Daytona Beach Oceanfront Resort may adjust/reduce hours of operation for food and beverage outlets to meet market demand. Many local, state and federal laws, customs and regulations have mandated dining capacity levels which will be adhered to within our outlets. Enhanced cleaning and protocols have also been established to ensure health and safety of guests and Team Members, including:

- Designated attendants wiping down all tables, chairs, surfaces with disinfectant after each use
- Dining room seating set up to honor the 6-foot distance rule and occupancy levels monitored to ensure state mandates are being met
- Smaller single-use menus being utilized in all outlets
- Eliminated buffet offerings
- Utilizing additional outdoor areas to help with physical distancing
- Floor mounted queues installed to distance guests entering dining outlets and physical distancing reminders posted throughout the food & beverage establishments
- Replacement of table amenities such as salt, pepper or condiment bottles with single use items
- Food and Beverage staff utilizing personal protective equipment such as masks and gloves



guestrooms

We know that peace of mind when you travel starts with a clean room. At Hilton Daytona Beach Oceanfront Resort we are enhancing our cleaning protocols to make sure we maintain the highest standard of cleanliness. Some examples of our enhanced guestroom cleaning include:

- Minimization of daily guest room cleaning for guests staying multiple nights however, fresh linens and supplies are available daily upon request
- Removal of all loose guestroom amenity items i.e. directory, pens, paper and glasses (swapped with sealed plastic)
- Discarding the soap and shampoo amenities on check-out status
- Using hospital grade disinfectant mist in all guestrooms
- Hilton CleanStay Room Seal: Added an extra measure of assurance by placing a room seal on doors to indicate to guests that their room has not been accessed since being thoroughly cleaned
- 10 high-touch, deep clean areas: Extra disinfection of the most frequently touched guestroom areas, including light switches, door handles, TV remotes and thermostats
- Increasing the frequency of air filter and HVAC cleaning with disinfecting mist to maximize fresh air exchange

About Hilton CleanStay

Hilton has developed a global program introducing a new standard of hotel cleanliness and disinfection:

Hilton CleanStay with Lysol protection.

Hilton CleanStay builds upon Hilton's already high standards of housekeeping and hygiene, where hospital-grade cleaning products and upgraded protocols are currently in use, to ensure Hilton guests enjoy an even cleaner and safer stay from check-in to check-out.



KEY FEATURES:

- Hilton CleanStay Seal to indicate that guest rooms have not been accessed since they were cleaned
- Increased focused disinfection of top 10 touch areas in guest rooms like light switches and door handles
- Increased cleaning and disinfection frequency of public areas
- Guest-accessible disinfecting wipes at entrances and high traffic areas
- Enhanced cleaning and disinfection for fitness centers
- Enhanced cleaning & operational changes to restaurants, bars, in-room dining and meeting spaces
- Reduced paper amenities (like pads & guest directories) in rooms
- Industry-leading contactless check-in and check-out with Digital Key at more than 4,700 properties globally
- Evaluation of new technologies like electrostatic sprayers with disinfecting mist and ultraviolet light to sanitize surfaces and objects
- Enhanced Team Member safety and well-being with personal protective equipment and enhanced training and protocols

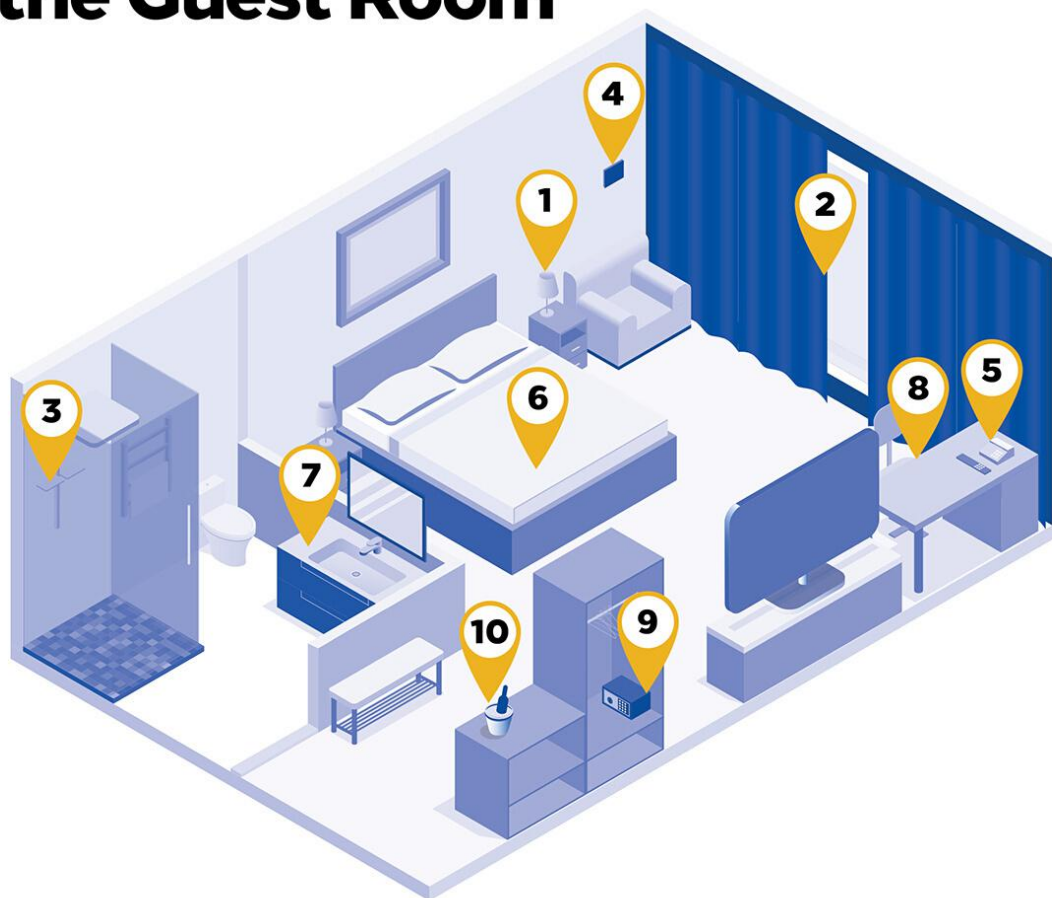
Hilton CleanStay Guest Experience



The CleanStay Guest Experience

What travelers can expect during their stay.

10 High-Touch, Deep Clean Areas in the Guest Room



- 1 SWITCHES & ELECTRONIC CONTROLS**
Lights, lamps, switches and electronic controls.
- 2 HANDLES & KNOBS**
Doors, closets, drawers, furniture knobs and drapery pull handles.
- 3 MAJOR BATHROOM SURFACES**
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.
- 4 CLIMATE CONTROL PANELS**
- 5 TELEPHONES, REMOTE CONTROLS AND CLOCKS**
Handsets, dial pads and function buttons.
- 6 BED & BEDDING**
All bed linens including duvet covers, pillowcases and sheets.
- 7 BATH AMENITIES**
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.
- 8 HARD SURFACES**
Tables, desks and nightstands.
- 9 CLOSET GOODS**
Iron, safe handle and keypad.
- 10 IN-ROOM FOOD & BEVERAGE**
Cutlery, glassware, ice buckets, mini bars, kettle and coffeemaker.

PART OF



Meeting & Convention Space

We believe in the power of meetings, and have implemented several new protocols to ensure all activities are within the Hilton EventReady, CDC, WHO and federal government guidelines for health and safety. Although these guidelines will continue to evolve, interim changes include the following:

Meeting Room Set Ups & Services:

- Hilton CleanStay Meeting Room Seal: Added an extra measure of assurance by placing a room seal on doors to indicate to guests that their room has not been accessed since being thoroughly cleaned
- 10 high-touch, deep clean areas: Extra disinfection of the most frequently touched meeting room areas, including light switches, door pulls, tables and chairs
- Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This will ensure compliance with physical distancing recommendations from the state, CDC, as well as Volusia County
- The addition of transparent barriers will be in use where appropriate to provide proper physical distancing in guest-contact areas. We encourage these barriers be incorporated into booth design by all exhibitors and other service elements such as conference registration and general service desks
- New third-party vendor and contractor guidelines will require new protocols and procedures to be followed
- Site inspections will be conducted in compliance with the newly established protocols
- Virtual site tours are now available to guests and meeting planners

Banquet & Catering Services:

- Banquet service standards have been revised, including operational & sanitation procedures for items such as linen and silverware
- All food will be served individually plated
- Beverages and snack items will be provided by an attendant
- Buffets and self-serve style service has been temporarily suspended, new menus have been formed to accommodate this change
- Additional hand-washing stations will be deployed near each F&B station attendant and as appropriate throughout meeting rooms



Introducing Hilton EventReady

Hilton has developed EventReady, a global meeting and events program designed to create event experiences that are clean, flexible, safe and socially responsible.

Hilton EventReady with CleanStay will provide curated solutions with creative food and beverage, thoughtful technology resources, elevated standards and practices with redesigned spaces for physical distancing, and reimagined ways to meet and gather. The goal is to create a safe and comfortable environment for event planners and their attendees.



KEY FEATURES:

- Hilton CleanStay Standards
- Flexible
- Safe and Socially Responsible
- Delivering Hilton Hospitality



Hilton CleanStay Standards

- Hilton CleanStay Standards provide elevated cleanliness and sanitation across the entire attendee journey. A cleaning protocol is completed to verify an event space is sanitized and disinfected thirty minutes prior to event start
- Sanitizing stations will have prominence in primary entryways as well as key high traffic areas including inside and outside event space(s), meal and beverage service areas, public restrooms and congregating areas.
- Vendor compliance to all standards and floor plans submitted to hotel for approval in advance of event.
- Completed EventReady Room Checklist is provided to planners.
- Hilton CleanStay Event Room Seal is applied once the room is properly cleaned, set and EventReady.

About Hilton EventReady



Flexible

- Sales and Customer Partnerships grounded in transparency and the importance of shared objectives. Providing flexible pricing, space options and contract terms.
- Responsive to meet the evolving needs of our customers.
- Small Meetings offer with simplified EXPRESS agreements at participating hotels
- Hilton EventReady with CleanStay Playbook delivering expert guidance and curated resources for topics such as:
 - Hybrid Events
 - Technology
 - Wellness
 - Creative Networking
 - Transportation/Logistics
 - Community Service



Safe & Socially Responsible

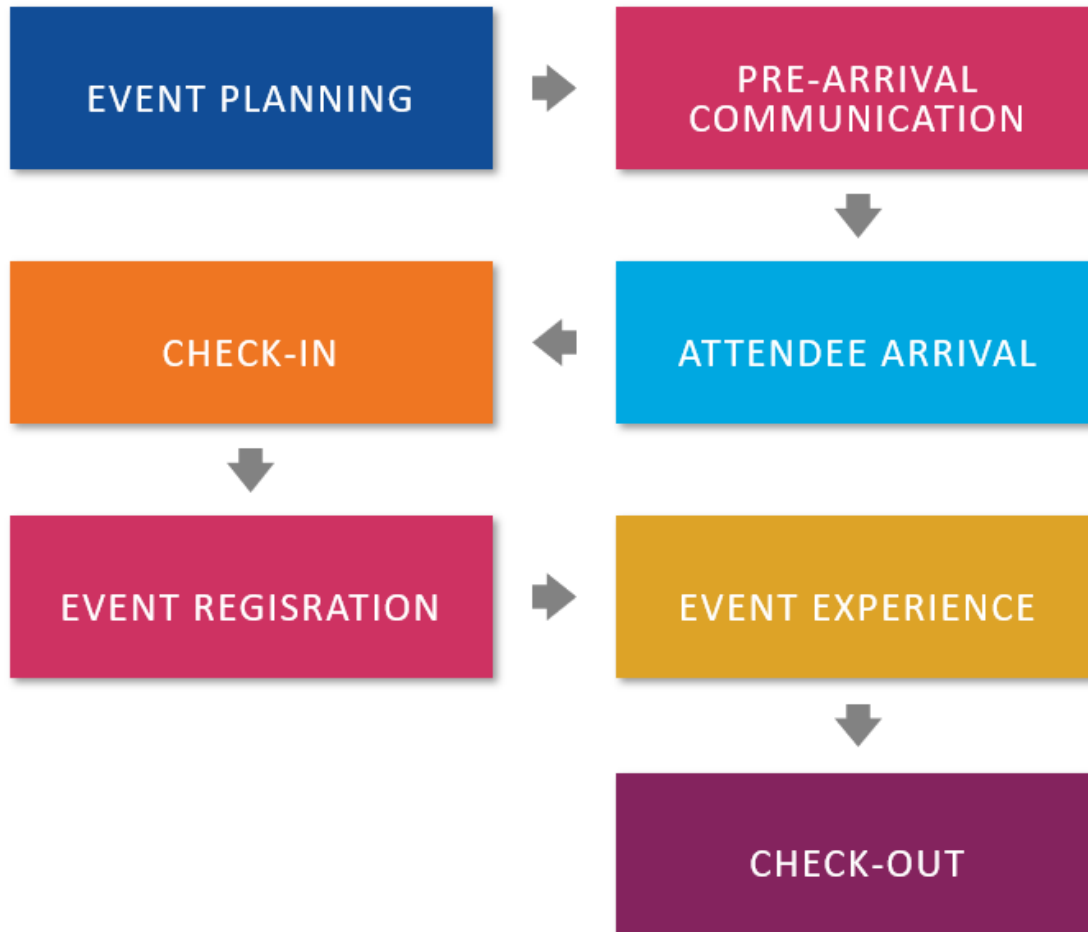
- Respecting physical distancing with creative and customized event sets and meal services.
- Inspiring food and beverage menus: thoughtfully served, timely and flexible. Meals, services and operational procedures adhering to regional physical distancing regulations, amplified hygiene & sanitation requirements, additional space to accommodate attendee flow.
- Contactless experiences with digital check-in and check-out, digital key for guestrooms and contactless communication.
- Environmental impact solutions measured by LightStay, Hilton's award-winning corporate responsibility measurement platform.
- Community service experiences to support and uplift the local community.
- Team Members are educated on the symptoms of COVID-19 and are prohibited from coming to work if they are ill or symptomatic following local ordinances.

Hilton EventReady™ with CleanStay



10 High Touch, Clean Areas in Event Space

- 1 TABLES
- 2 CHAIRS
- 3 DOOR PULLS
- 4 THERMOSTAT & LIGHTING CONTROLS
- 5 WINDOW SHADE & DRAPE CONTROLS
- 6 ROOM PHONES
- 7 STATIONARY ROOM FURNITURE
- 8 PODIUM & STAGE ITEMS
- 9 AUDIO VISUAL EQUIPMENT
- 10 SANITIZING STATIONS



Through the entire event journey, EventReady with CleanStay will create a safe and comfortable environment for you and your attendees.