

WE  CARE



MANDARIN ORIENTAL  
THE HOTEL GROUP

# We Care Programme Foundation

Mandarin Oriental Washington, D.C. maintains the Lloyd's Register "Safe Hotel" certification which outlines 160 safety standards and strict cleanliness protocols for operation. Additionally, the Hotel has developed 50+ property-specific COVID-19 SOPs. They include:

- Designating points of contact within the hotel responsible for communicating guidance from local authorities regarding further developments.
- Incorporating sanitization with hospital grade cleanser, following deep clean of all public space, guestrooms, as well as in back of house operational areas
- Increased frequency of disinfecting those high-touch surfaces with antibacterial cleansers including front desk, lounge tables and chairs, elevator buttons, public restroom door handles, etc.
- Hand sanitizer stations throughout public spaces and in the elevator bank of every guestroom floor.
- Control of foot traffic through doorways including hotel lobby, breakfast room, and on banquet floor.
- Establish maximum occupancy levels and social distancing cues in elevators.
- New signage with health & safety reminders throughout the hotel.
- Encourage contactless communication through our Hello MO app.



# Arrival, Check-In and Departure



# Accommodations and Housekeeping



Housekeeping services will be provided daily.



Should guest opt-out of Housekeeping service entirely, a We Care bundle with extra linen, towels and disinfectant wipes will be provided for self-cleaning.



Guest may chat to a designated colleague via Hello MO in order to communicate their in-room preferences.



Throw pillows, decorative blankets, quarterly publications and other paper collaterals have been removed from the rooms to further reduce germ surfaces and clutter.



Hotel will offer evening turndown service daily



# Dining and Spa



Breakfast Restaurant  
Open Daily; 7A-12P.  
Empress Lounge  
Wednesday to Sunday;  
11A-11P.  
Club Lounge  
are currently closed.



In-Room Dining service  
is available 7 days/week,  
Breakfast: 6:30A-11P  
All Day Dining  
Sunday-Thurs: 11A-10P  
Friday & Saturday;  
11A-11P



There are three In-Room  
Dining service options;  
traditional, contactless and  
to-go.  
Menus are available via QR  
code, found on the in-room  
television



The Spa by MO is open!  
Spa treatments available  
Wednesday to Sunday,  
9:30A-7:30P.  
Spa Reservations must be  
made 24-hours  
in advance.



A separate spa desk will be  
available in lobby proximity  
to reception desk.



Pool and fitness center is  
available 7 days/week.  
No reservation is required  
and adult swim is offered  
daily, 8A-9:30A



# Meetings and Events



Banqueting menus have been updated to offer groups options for:

- Grab'n'Go
- Bento Box
- Attended Stations



Banquet areas will have a designated “entry” and “exit” doors and paths to control the flow of foot traffic, allowing for more space between guests.



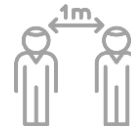
Hand sanitation stations and sanitizing wipes are available for attendees and will be prevalent throughout the ballroom level.

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Banquet tables will be sanitized during refreshment breaks and between events, then a We Care table tent will be placed at each seat.

Public spaces will see an increase in frequency of cleaning, high-touch surfaces will be wiped down.



Meeting spaces can be setup with the social distance upon request



Our Encore team can offer technology solutions for video conferencing and live-streaming to support virtual or hybrid meetings





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