WE CARE
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

Guest is greeted by doorman and valet services are offered.

GSA welcomes guest from behind a clear partition.

Contactless check-in is available.

Sanitize iPad in front of guest and ask them to sign with their finger. Hand sanitizer available.

GSA confirms preferences with guest. Porterage is offered by Bellman in white gloves, luggage is wiped before being delivered to room.

Check-out, including summary of the up-to-date folio of charges, will be available from the in-room television for paperless check-out.

GSA will introduce Hello MO to guest and remind them to use it throughout their stay.

We Care kit with antiseptic wipes, MO mask and gloves are available upon request.

Credit card machine sanitized in front of guest; GSA will present CC terminal to guest for them to enter their credit card.

Individually bottled welcome beverage will be presented to guest.
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 germy 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.

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.

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

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

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

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

Club Lounge
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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.

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.