



Our Commitment to You  
**Meet with Confidence**

Whenever and wherever you travel, IHG<sup>®</sup> Hotels & Resorts is ready to meet you there. When you are ready to plan your next meeting or group event, you can book with confidence with our new flexible meeting offer.

Providing a safe, healthy, and clean stay for every traveler has always been important to us. Our new **Meet with Confidence** program allows you to stay focused on your meeting objectives. Giving you the additional confidence in our approach is more critical to us than ever before. IHG will continue to refine and update the plan as guidance continues to evolve from global health organizations including the World Health Organization (WHO) and Centers for Disease Control (CDC), and state and local authorities.

## Meetings & Events

Our team is ready to deliver safe and creative solutions with physical distancing in mind - modifying seating capacities and Catering & Banquet services to fit your event needs.



We've introduced new meeting room set-up and floor plan diagrams, seating charts and maximum room capacities.



Our Audio-Visual team is ready to offer technology solutions for video-conferencing and live-streaming to support virtual or hybrid meetings.



Banquet catering is served in individual portions. Coffee breaks and buffet meals are served by the culinary team to minimize contact.



No-touch forehead thermometers are available for meeting planners upon request.



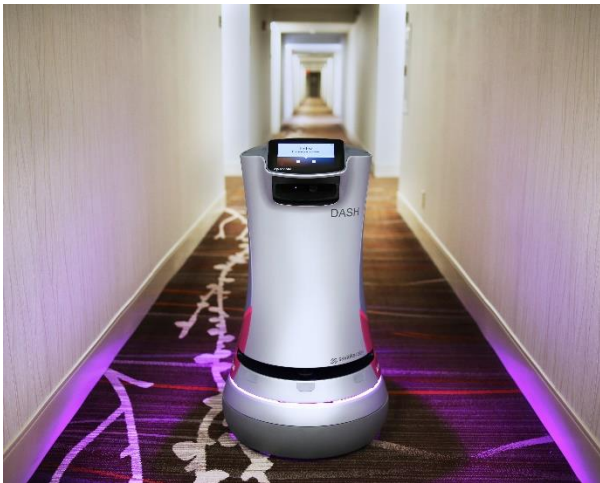
Linens and underlays are replaced after each use. Tables, chairs, AV equipment, meeting amenities are disinfected regularly.



Hand sanitizer and sanitizing wipes are available for attendees in all meeting spaces.



Our restrooms are disinfected every 1 – 2 hours with special attention to high touch surfaces.





With updated measures in place, we launched the [IHG Clean Promise](#).

Good isn't good enough – we're committed to high levels of cleanliness. That means clean, well maintained, clutter free rooms that meet our standards. If this isn't what you find when you check-in then we promise to make it right. We are also partnering with Cleveland Clinic to further enhance our cleaning program with new science-led protocols and service measures.



## Reception, Public Spaces, and Facilities

are disinfected every 1 – 2 hours with special attention to “frequent touch” spots.



We've reduced contact at check-in with touchless transactions, front desk screens, clean and disinfected key-cards, and paperless check-out.



We've established maximum occupancy levels and social distancing cues. Personal sanitation kit/items are available upon request.



We've introduced a guest communication handout outlining details for enhanced health & safety guidelines and operational hours and protocols for all outlets, the business center, gift shop, spa, fitness center, and pool.



We've compiled a comprehensive contact list of area medical providers and hospitals, available 24/7 at the front desk and through security.



Our housekeeping team has implemented enhanced cleaning protocols of high touch-point areas at the front desk and lobby/public spaces.



We've increased the availability of hand sanitizer, sanitizing wipes, and other necessary personal protection equipment.



Our Clean Champion focuses on our guests and colleagues as they navigate the new environment and help on-property teams to consistently deliver elevated cleanliness standards.



New signage with health & safety reminders throughout the hotel.



## Guest Rooms

IHG Clean Promise



Our housekeeping team has implemented enhanced cleaning of our guest rooms and suites using hospital-grade sanitization products.



We are training all hotel colleagues on new strategies and procedures. All colleagues have mandatory temperature checks upon arrival to work.

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## Food & Beverage

### Sevens Bar & Grill

M – Su 4:00 pm – 10:00 pm

### In-Room Dining

M – Su 4:00 pm – 10:00 pm



We have modified and contactless menus available in the restaurant, bar, and in-room dining.



Guest queues will be marked for appropriate physical distancing & reduced seating capacity.



Dining tables, bars, stools and chairs are disinfected after each use.



Self-serve buffets are suspended at this time.



Condiments are available in individual packets or served in ramekins. Beverages are also served in single-use bottles.



Rolled-up flatware or pre-packaged plastic flatware will be served upon request.



## Responsible Business

At the **Crowne Plaza San Jose – Silicon Valley**, caring for the environment and the health and safety of our guests, colleagues, and local community goes hand-in-hand with creating “Great Hotels Guests Love.” We continue to implement activities and practices that help reduce our carbon footprint and use biodegradable cleaning and disposable products.