



INTERCONTINENTAL
NEW ORLEANS

444 St. Charles Avenue
New Orleans, LA 70130
www.icneworleans.com

For 360-degree review of all hotel spaces, please click [here](#).

Cleanliness Standards

Overall Key Enhancements:

- Added cleaning and disinfecting frequency
- Minimized guest touchpoints through operational changes
- Visible sanitizer stations in public and colleague spaces
- Protective Equipment guidance for staff
- Social distancing protocols and visual cues
- IHG Way of Clean training completed by all appropriate staff members
- Appointment of Clean Champions in every hotel

Arrivals/Front Desk

- Reduced contact and physical interaction at check-in
- New cleaning procedures with increased disinfecting frequency of high-touch surfaces
- Social distancing protocols
- Hand sanitizer available

Public Spaces

- Social distancing practiced including spacing of furniture
- Increased frequency of sanitizing and disinfecting high-touch surfaces
- Hand sanitizer stations available throughout all public spaces

Guest Rooms

- Increased disinfecting of all hard surfaces and fixtures
- Removal of non-essential items (in-room collateral or other high-touch items), available upon requests
- Rooms audited for cleanliness
- Upgraded laundry protocol

Food & Beverage

- Updated food handling and service guidelines
- Additional cleaning and sanitizing protocols
- New approaches to buffets, banquets and catering
- Self-serve beverage stations replaced with beverage service
- Disposable or laminated menus for sanitizing/disinfecting
- Tables, chairs sanitized between each guest
- Social distancing practiced through placement of tables
- Condiments available from the kitchen upon request
- Meals charged to room or credit card vs cash
- Social distancing practiced in bar areas

Meetings & Events

- Room set up and configured to allow for social distancing
- Mealtimes staggered to avoid congestion
- Tables, chairs wiped down during breaks in meetings
- Strict food handling and service guidelines in effect
- Sanitizer available throughout space
- Recommend use of personal smart devices and tablets for taking notes
- New pens/pads to be provided, if needed

Amenities

- Updated operational practices for pools, fitness centers, club lounges and other amenity spaces
- Increased cleaning of equipment and furniture
- Sanitizer wipes available for guests
- Social distancing protocols

Food and Beverage Safety Strategies

- All staff have their temperature taken and recorded upon arrival at work. If any employee has fever and/or symptoms which could indicate COVID19, they are sent home
- All food production staff works in space that is distanced from other workers
- All staff wear face coverings (mask)
- All seating for both meeting and meals conforms to safe distancing guidelines required by LA Department of Health & Hospitals
- Signage is placed at the entrance of all meeting and meal rooms, informing guests of relevant safety procedures for that space
- Expanded access to hand sanitation is made in the meeting space and at all meal rooms
- Guests are provided single use bags for the safe removal and holding of their PPE during meals
- Meals formerly serviced as “seated/plated” meals will still be available, but with modified elements. Meeting planners can select between roll-up silver or single-use disposable. Table meal elements (condiments, salad dressings, bread service) will not be served in a communal or passed dish, favoring single use individual items
- Meals formerly serviced as buffets will need to be serviced as a Safe Market Meal. Hotel will provide guests with meal variety, but all items will be prepared in single take-away packaged servings. Service staff in PPE will monitor and replenish market space to ensure quick flow of service and safety. Multiple market stations are placed to help the flow of guests. Coffee service is facilitated with barista stations
- All meal service will conform to the needs of the meeting planner as well as adhering to requirements made by federal, state, and local health authorities