

The below message was sent to owners, franchisees, and franchise management company contacts in the U.S. and Canada on Feb. 18.



*This message is being sent to owners, franchisees, and franchise management company contacts in the U.S. and Canada. Hotels will receive ordering instructions via the Feb. 18 U.S. & Canada Update.*

Owners and Franchisees,

In 2019 we partnered with you to begin our efforts to transition Marriott's portfolio of hotels from single-use small bottle bath amenities to residential-sized amenities. Together we recognized the need for this change due to evolving customer expectations, new legislative requirements for sustainable product options, and the need for cost-effective amenity solutions for hotels.

With the impact of COVID-19, the transition was immediately paused and the brand standard date deferred. While we recognize that the business environment continues to be incredibly challenging, our plan is to continue making progress with this transition to 1) ensure adequate inventory is available and 2) to maintain competitive pricing based on renegotiated vendor commitments.

To support owners and franchisees, we have worked with suppliers to reduce the impact by phasing the deployment by brand and partnering with suppliers to create more flexible payment terms. We are also extending the required implementation date for all brands to June 30, 2022.

As a first step, in-scope hotels will be able to begin ordering brackets today, Feb. 18 and should complete their ordering process within the window outlined below. Payment will not be due until after product has shipped, which will typically be 12 to 24 weeks after the close of the product ordering window.

As we deplete our inventory of existing single-use small bottle bath amenities, refillable bulk bath amenities and discontinued residential bath amenity programs (Paul Mitchell large bottles), delays in implementation could lead to increased costs to hotels from sourcing alternative products.

The following guidance will be provided to hotels on the ordering process:

#### Select and Premium Hotels | Next Steps

- **Ordering Brackets:** Select and Premium hotels offering single-use small bottle bath amenities, refillable bulk bath amenities (AH, ELMT, FP) and discontinued residential bath amenity programs (CY, FF, RI, SHS, TPS hotels using Paul Mitchell large bottles) must transition to the new program.
- **Shipping:** While bracket ordering happens early in the deployment process, the bracket shipping window is 12-24 weeks after the close of the ordering window.
- **Payment:** Payment will not be required until net 30 days after your brackets have shipped. For example, brands with ordering windows of Feb. 18, 2021 - March 31, 2021 will not have a financial commitment until Q3 2021.

Brands	Bracket Ordering Window (Ordering for all brands opens Feb. 18, 2021)	Estimated Bracket Shipping Window	Estimated Bracket Payment Window*
AH, WSTN	March 31, 2021	July – September 2021	August – October 2021
AC, ELMT, FP, SHER	April 30, 2021	August – October 2021	September – November 2021
RI, SHS, TPS	May 31, 2021	September – November 2021	October – December 2021
FF, CY	June 30, 2021	October – December 2021	November 2021 – January 2022
MH, RH	Aug. 31, 2021	October 2021 – January 2022	November 2021 – February 2022
DH, LM	Oct. 31, 2021	November 2021 – February 2022	December 2021 – March 2022

## All Other Brands | Next Steps

- Moxy and Luxury brand hotels are not currently included in this deployment. Information will be available for the Moxy and Luxury Residential Bath Amenities program in Q2 2021.
- Autograph Collection and Tribute Portfolio hotels are in scope for the brand standard but are not required to order Dovetail brackets; details are available on [MGS](#).

Additional information, including the type of brackets and bottles for each brand, are available on [MGS](#). Review the [FAQs](#) or email [ResidentialAmenities@marriott.com](mailto:ResidentialAmenities@marriott.com) for hotel specific questions.

We look forward to partnering with our owners and franchisees in a way that honors our business and improves operating models, while also addressing sustainability goals of reducing single-use plastics.

Thank you,

Marriott Owner & Franchise Services

\*Actual payment timing may vary and will be between hotel and supplier.

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