

Marriott International

Additional Ebola Preparedness and Response Protocol | MI-Managed Hotels

24 October 2014

Also provided for Information Purposes to Marriott International Franchise Properties

What if I get a request from the local Health Authority to accommodate an individual who is in need of isolation, quarantine or public health monitoring for Ebola symptoms?

What if guests checking in inform me they are in need of isolation, quarantine or public health monitoring of Ebola symptoms?

Marriott is not equipped to provide, or capable of providing, this type of support. We take the health and safety of our guests and associates very seriously. We believe that persons who are in need of isolation, quarantine or professional monitoring of Ebola symptoms are the responsibility of health care professionals and well beyond our expertise and capabilities. Therefore, we must decline accommodations to these individuals.

If these requests are made to you, contact any of these global hotline numbers at Marriott Headquarters (USA) to receive personal guidance on next steps.

+1 301-318-8698

+1 678-410-2181

+1 301-275-2981

What is the response if a current guest self-identifies that they are under isolation, quarantine or public health monitoring for Ebola symptoms?

Inform the guest that they should remain in, or return to, their room. Inform your manager, and immediately contact any of these global hotline numbers at Marriott Headquarters (USA) to receive personal guidance on next steps.

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What should we do if we are made aware that a guest or associate is participating in the CDCs Ebola Active Self-Monitoring Program?

The CDC initiated an active monitoring program for many travelers entering the U.S. from Ebola affected countries. These persons have been instructed to self-report their body temperature to the CDC for twenty-one days. Based on CDC guidelines, a person's participation in this program does not suggest a risk to our associates or guests. They are also given educational material about Ebola. We anticipate that this procedure, or variations of this procedure, may be adopted by other cities and countries around the world.

In the case of a guest, there is no action necessary other than notifying hotel management.

In the case of an associate, managers should encourage them to comply with these health authority instructions and provide assistance if requested.

If you have questions, contact any of these global hotline numbers at Marriott Headquarters (USA) to receive personal guidance on next steps.

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What is the response if we receive a media inquiry about guests or associates, related to Ebola?

Respond with the following statement: "It is standard practice at Marriott hotels to not discuss or disclose information about our guests or associates or confirm the identity of any of our guests."

For additional PR support, please call Marriott Global Communications at +1 301-380-7770 (USA), or the 24-hour PR Crisis Hotline at +1 443-716-2303.