



Preventative Measures Regarding COVID-19/Corona Virus

At the Crowne Plaza Dulles, the health & well-being of both our guests & associates remains our top priority. In response to concerns around the COVID-19 health crisis, our team is going above and beyond to provide a safe, clean and comfortable environment for our guests & associates.

Our team has carefully reviewed the [CDC's policies and best practices](#) regarding COVID-19 and implemented the CDC's recommendations into our daily operations. This includes additional cleaning & sanitizing of all guest rooms and public spaces, PPE provided for all hotel employees and the encouragement of social distancing in all public spaces.

We would like to share some of the changes in our daily operations, as you may notice some changes in how we interact and operate.

Cleaning & Sanitation Practices

Our housekeeping staff uses **hospital grade** cleaning products and procedures to disinfect guest rooms and all common areas, including our lobby, hallways, restrooms & public spaces. Our housekeeping team is focused on disinfecting all spaces, with special attention being paid to high-touch surfaces such as elevator buttons and door handles.

Arrival Process

The hotel has installed plexiglass partitions at the Front Desk to maintain social distancing. The Front Desk is also equipped with contact-free receptacles for the return of guestroom keys and pens to avoid unnecessary physical contact. Guestroom keys and pens are sanitized regularly throughout the day.

Food & Beverage

Houlihan's is open from 6:30am-10:00pm daily **for carry-out orders only**. [Please click here to view Houlihan's menu.](#)

The Market Place is available for grab and go snacks and beverages 24 hours a day through a self-service pay station.

Our kitchen & restaurant staff uses **hospital grade** cleaning products and procedures to disinfect all common surfaces and frequently touched items such as payment portals, pens, host stand, and all food prep stations. All employees have been instructed to maintain at least six feet distance from guests, except when necessary to momentarily accept payment or deliver food & beverage.

Temporary Closure of The Following Amenities

In accordance with Virginia State Guidelines, the following amenities are temporarily suspended until further notice:

- Fitness center
- Room service
- Club Lounge
- Meeting Spaces

On-property Management & Support

To promote social distancing and good hygiene, our staff are electing to smile and wave instead of offering a handshake. We ask that you partner with us to minimize personal interaction as much as possible and to adhere to social distancing. We appreciate your understanding and remain committed to ensuring all of our traveler's needs are met in a safe way.



Preventative Measures & Best Practices

[According to the CDC](#), the most important preventative measures include:

- [Washing your hands](#) often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **using a hand sanitizer that contains at least 60% alcohol.**
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.
- Staying at home when sick.
- Covering your cough/sneeze with a tissue and discarding the tissue in the trash.
- Cleaning & disinfecting frequently touched objects & surfaces.
- Continuing to keep about 6 feet of distance between yourself and others.
- Following CDC guidelines on when to wear a facemask.

As we encourage our guests to use these best practices, please rest assured that our associates will be doing the same to maintain a safe and healthy environment for everyone.

As always, we are grateful for your loyalty and look forward to welcoming you to the Crowne Plaza Dulles Airport!