



# HILTON'S COMMITMENT TO YOU, OUR GUESTS, AS WE NAVIGATE THROUGH CORONAVIRUS (COVID-19)

As it has always been, the safety and security of our guests and team members remains our highest priority. We are doing everything we can to ensure your travel safety and provide maximum flexibility as the situation around novel coronavirus (COVID-19) continues to evolve.

**We will continue to update this page with the latest information regarding booking flexibility, Hilton Honors membership Points and Status, supporting our communities and workforce, and travel safety.**

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**Hilton CleanStay with Lysol Protection** Hilton has developed a global program that will introduce a new standard of hotel cleanliness and disinfection to ensure Hilton guests enjoy an even cleaner and safer stay: **Hilton CleanStay with Lysol protection**. The program has been developed with experts from RB, maker of **Lysol** and **Dettol**, brands trusted for safely disinfecting surfaces. In addition, experts from the Infection Prevention and Control team at **Mayo Clinic** will advise and assist in enhancing Hilton's cleaning disinfection protocols.

**Hilton CleanStay** builds upon Hilton's already high standards of housekeeping and hygiene, where hospital-grade cleaning products and upgraded protocols are currently in use. The program will feature **Lysol's** trusted cleaning products, solutions and training in North America. RB and Hilton are also exploring opportunities to expand the program into a global partnership. The program will include:

- **Hilton CleanStay Room Seal** to indicate that **guest rooms haven't been accessed since they were cleaned**
- **Extra disinfection of top 10 high touch areas in guest rooms** including light switches and door handles
- **Increased cleaning frequency of public areas**
- **Guest-accessible disinfection** at entrances and high traffic areas
- **Enhanced cleaning for fitness centers**
- **Reduced paper amenities** (like pads and guest directories) in rooms
- Enhanced cleaning & other changes to **dining and meeting spaces**
- **Enhanced Team Member safety and well-being** with personal protective equipment and enhanced training and protocols

The rollout of **Hilton CleanStay** will begin at Hilton hotels worldwide in June 2020.

**Current Health and Hygiene Standards.** We take great pride in maintaining the highest standards of cleanliness and hygiene. Given the effects of COVID-19, we have taken additional measures in our hotels today, developed in consultation with global and local public health authorities (including the [WHO](#) and [CDC](#)), to make our cleaning and hygiene protocols even more rigorous:

- Our hotel teams are receiving ongoing briefings and enhanced operating protocols.
- We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations.
- We have increased the deployment of hand sanitizers.

We have activated our regional and global response teams to provide around-the-clock assistance to our hotels and are prepared to act swiftly should we be alerted to a case of coronavirus at one of our properties.

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The safety and security of our guests and team members remains our key priority at this time, and the hotel continues to maintain the highest standards of cleaning and infection control practices.

Therefore and following to the instructions and requirements stated from the Egyptian Ministry of Health and The Egyptian Ministry of Tourism to resume hotel operations; many of our services and facilities are modified as follows:

#### Open Facilities:

- **Pebbles main restaurant:** is open during (**Breakfast: from 07:00am until 11:00am – Lunch: from 01:00pm until 04:00pm – Dinner: from 07:00pm until 10:30pm**). Please note that social distancing measures are taken and have been put in place while organizing dining tables and seating areas within the restaurant. Besides, that all meals will be served on Set Menu basis and guest will be served at their tables.
- **Waves Beach Bar:** is open daily **from 10:00am until 06:00pm** offering beverages and light snack takeaway lunch from 01:00pm until 04:00pm. Please note that social distancing measures are taken and have been put in place while ordering.
- **Lobby Lounge:** is open from **10:00am until 12:00am** offering beverages. Please note that social distancing measures are taken and have been put in place while organizing seating areas.
- **Beach** is open until sunset. Please note that social distancing measures are taken and have been put in place while organizing sunbeds.
- **Main Pool & Bar** are open from **09:00 until sunset**. **Aqua play pool** is **open from 09:00am until sunset**. Slides working times are **from 10:00 until 12:00noon and from 02:00pm until 05:00pm**. Please note that social distancing measures are taken and have been put in place while organizing sunbeds and increasing sanitization dose. **Beach & pool towels will be placed and delivered to the guest room.**
- **Gym:** is open daily **from 11:00am until 07:00pm**. Please note that social distancing measures are taken and have been put in place. The maximum number of guests have to be in the gym at the same time **is 2 persons**, with one **hour training at a time!**
- **Diving Center & Water Sports:** is open and available throughout the day. Please note that all sterilization measures stated by the local health & tourism authorities have been put in place and taken into consideration.

**Closed Facilities:**

- Second-line section
- Spa & hairdresser
- Champs Bar, Marina Bar, Saj Oriental Café, 321 Bar & Lounge
- La Casa & Lagoon Restaurants
- Tennis, squash & football courts
- Kids Club

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**Important Note:** In the event of Covid-19 suspicious, guest will be quarantine in a designated building inside the hotel premises for a period of 14 days. At that case, all accommodation expenses will be covered directly by the guest as stipulated by the Egyptian Ministry of Tourism for resuming hotel' operations manual.

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Prior booking, please feel free to review all rates & offers directly with the hotel' reservations department via

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