

Tru-Hotel Brand Standards - North America

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Hilton



Tru-Hotel Standards - North America

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Tru-Hotel - North America Preface

This Standards Manual (“**Manual**”) has been developed to provide the Owner (as defined below) of the Hotel with the required minimum standards, procedures, rules, regulations, policies, and techniques (the “**Brand Standards**”) of the Tru by Hilton (“**Brand**”) focused service brand system (the “**System**”). To achieve and maintain high standards of quality and service and associated goodwill for the System, it is essential that Owner strictly adhere to all elements of the System, including, without limitation, the Manual and the Owner’s Agreement. Notwithstanding anything in this Manual to the contrary, the policies contained in the Resources to this Manual are not required to be adopted by a franchised Hotel as long as the Hotel adopts a policy covering the subject matter in the attachment that meets all legal requirements.

All references in this Manual to “**Owner**” refer to the Owner operating under a License Agreement or Franchise Agreement (which may be the owner of the Hotel) or the owner under a Management Agreement, as applicable, with the Brand (the “**Agreement**”). All references in this Manual to the “**Hotel**” refer to the Hotel that has been provided with this Manual. At times this Manual imposes obligations on the Hotel that are essential to the System. Owner is responsible for ensuring the hotel’s compliance with those obligations. All references in this Manual to the “**Brand**” refer to Hilton Franchise Holding LLC or HLT Existing Franchise Holding LLC if the hotel is designated as a USA hotel. Otherwise, these references refer to Hilton Worldwide Franchising LP. All references to Hilton Worldwide refer to Hilton Worldwide, Inc.

These Brand Standards are subject to change, amendment, or supplement from time to time by the Brand. The Brand has the sole and absolute discretion to grant exceptions to these Brand Standards as it deems appropriate.

These Brand Standards are designed to protect the System and the trademarks and service marks associated with the System, and not to control the day-to-day operation of the Hotel. Owner at all times will remain responsible for the operation of the Hotel, and all activities occurring at the hotel. Owner must hire and train its own employees. The Brand is not responsible for and does not direct or control the conduct of any Hotel employee.

Owner must comply with and maintain the Brand Standards at a level equal to or greater than as set forth in this Manual. Violation of any of these Brand Standards by Owner shall constitute default of Owner’s Agreement and would allow the Brand to take all necessary action to protect the integrity of the System.

This Manual is the property of the Brand and is provided to Owner for use and reference during the term of its Agreement with the Brand. Additions and modifications to this Manual will be posted at a website of which the Brand will provide Owner notice, or will be sent to Owner, and Owner must comply with these additions and modifications to the same extent as if set forth in this Manual at this time. For the avoidance of any doubt, any such additions or modifications set forth at such a website are incorporated herein by reference.

Owner must maintain the confidentiality of the Manual. Upon termination of its Agreement, Owner must return this Manual and all other confidential material owned, created, or used by the Brand without retaining any photocopies.

At or about the time Owner executes the Agreement, the Brand will place Owner in a Region set forth below. The Region that Owner is placed in is within the sole and absolute discretion of the Brand and may be modified from time to time. Owner must comply with all Brand Standards applicable to that Region, which includes those Brand Standards that are not limited by Region.

For the avoidance of any doubt, if the applicability of a Brand Standard or a section of a Brand Standard is limited to a specific Region and the Owner has not been placed in that Region, then the Brand Standard or section, as the case may be, is not applicable to the Owner. Conversely, if the Owner has been placed in that Region, the Owner must comply with the Brand Standard or section.

For the avoidance of doubt, wherever it is stated in this Brand Standards Manual that certain requirements/specifications would apply where the Hotel has or decides/ elects to have certain elements, whether the Hotel has or will have such elements is to be determined in the sole discretion of Hilton Worldwide.

Portable Document Format (PDF) Disclaimer

Tru-Hotel - North America Preface

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The information contained in the portable document format (PDF) version of this manual represents the brand standards as of the effective date. Hilton Worldwide reserves the right, at our sole and absolute discretion, to change modify, add or remove portions of these standards at any time. These brand standards should be used for internal purposes only and may not be publicly distributed. This PDF contains confidential information and any unauthorized disclosure, copying or distribution of this material is strictly prohibited.

2017 Tru-Hotel Summary of Changes

Standard No.	Old Summary	New Summary	Comments	Change Type	Applicable Locations
803.05		<p>If the hotel chooses to install electric vehicle charging stations, they must be procured from the brand-approved solution provider:</p> <ul style="list-style-type: none"> • General Electric (GE) - universal charger, compatible with multiple vehicle brands. • Tesla - dedicated charger, compatible with Tesla brand vehicles only <p>The hotel must comply with the Brand's Design, Construction and Renovation Standards at the time of installation.</p> <p>If the hotel currently offers electric vehicle charging stations from an alternative vendor, they must install the approved solution upon replacement.</p> <p>For ordering details and additional information, please refer to http://hilton.evconnect.com.s3-web.site-us-west-2.amazonaws.com/index.html.</p>	Release 1: 2017	Addition	Global
1105.00			Revision	Revision	Global
1805.02.M		Ensure that large items of luggage are delivered separately to the	Added enterprise standard	Addition	Global

Standard No.	Old Summary	New Summary	Comments	Change Type	Applicable Locations
		guestroom within fifteen (15) minutes of arrival.			
2501.02.L	Provide handrails or guardrails at the top of all retaining walls 42"/1.0 m above grade accessible to the guest.	Provide guardrails at the top of all accessible retaining walls with a 42"/1.0 m or more drop. Railings must be a minimum of 42"/1.1 m in height and must have intermediate rails or ornamental pattern such that a 4"/102 mm diameter sphere is not able to pass through and that children cannot climb (i.e. horizontal rails).	Railings must be a minimum of 42"/1.1 m in height and must have intermediate rails or ornamental pattern such that a 4"/102 mm diameter sphere is not able to pass through and that children cannot climb (i.e. horizontal rails). - added to standard.	Revision	North America
2501.03.I	Provide seating and tables at the patio area including modular sofas, rocker lounge chairs, ottomans, dining chairs, side tables, coffee tables, dining tables and games. Refer to the prototype drawings and Development Guide for requirements.	Provide a variety of seating and tables at the patio area. Refer to the prototype drawings and Procurement Guide for requirements.	Revision	Revision	North America
2501.04.A	Refer to the prototype drawings for building exterior requirements.	Exterior building finish materials must be approved by Hilton. Refer to the prototype drawings and Architectural Finish Specifications for acceptable material, texture and color combinations.	Revision	Revision	North America
2501.05.A	A porte cochere is optional. When provided the porte cochere must comply with the following standards.	A porte cochere is optional. When provided the structure of the porte cochere must be separated from the main building and comply with the following standards.	Revision	Revision	North America

Standard No.	Old Summary	New Summary	Comments	Change Type	Applicable Locations
2501.05.B		The width of the drive aisle must be minimum 13'-0"/4.0 m and maximum 19'-0"/5.8 m, not including minimum 5'-0"/1.5 m wide clear access aisle. Refer to prototype drawings for detailed requirements.	Revision	Addition	North America
2501.05.C	Porte cochere height clearance must not be less than 13'-6"/4.1 m. Porte cochere minimum width must be 15'-0"/4.6 m.	Porte cochere height clearance must not be less than 13'-6"/4.1 m.	Revision	Revision	North America
2501.05.D	The structure of the porte cochere must be separated from the main building.	The structure of the porte cochere must be separated from the main building.	Deletion	Deletion	North America
2502.01.I.1.a	Base (minimums): 4"/100 mm porcelain tile	Base (minimum): 3"/75 mm porcelain tile	Revision	Revision	North America
2502.01.I.2	Wall: Vinyl wallcovering	Wall: Paint	Revision	Revision	North America
2502.02.B	All lobby construction must comply with the elements and zones shown in the prototype. Refer to the prototype drawings and Development Guide for requirements.	All lobby construction must comply with the elements and zones shown in the prototype, including a local mural wall. Refer to the prototype drawings, specifications and Development Guide for requirements.	Revision	Revision	North America
2502.02.E	The Command Center is composed of the front desk and the market. The front desk side must be on axis with the main	The Command Center is composed of the front desk and a built-in marketplace. The front desk side must be on axis with the main	Revision	Revision	North America

Standard No.	Old Summary	New Summary	Comments	Change Type	Applicable Locations
	entry. Refer to the prototype drawings for requirements.	entry. Refer to the prototype drawings for requirements.			
2502.02.J.1	Floor: Luxury vinyl tile and carpet tile, refer to prototype drawings for layout requirements.	Floor: Combination of luxury vinyl tile and carpet tile. Refer to Architectural Finish Specifications and prototype drawings for material and layout requirements.	Revision	Revision	North America
2502.02.K	A coffee area must be provided as indicated on prototype drawings.	A coffee cart in the Lounge Zone is required. Refer to the prototype drawings and Procurement Guide for requirements.	Revision	Revision	North America
2502.02.M.9	Provide floor power outlets (socket outlets) at the community table, play zone, command center, the lounge and under the breakfast/island bar.	Provide floor power outlets (socket outlets) at the command center, community table, game zone, lounge zone and under the breakfast/island bar.	Revision	Revision	North America
2502.02.O	Two 55" HDTVs are required in the lobby.	Provide the following: one 70" and one 55" HDTV's at Media Wall; one 55" HDTV at first floor elevator lobby; three 42" HDTV's at Command Center - pole mounted from ceiling soffit.	Revision	Revision	North America
2502.02.P	Refer to the prototype drawings, the Development Guide and Procurement Guide for FF&E requirements.	Refer to the prototype drawings and Procurement Guide for FF&E requirements.	Revision	Revision	North America
2502.02.P.3	Seating must be composed of four types of seating zones: the	Seating must be composed of four types of seating zones: Eat Zone, Work Zone, Game Zone and	Revision	Revision	North America

Standard No.	Old Summary	New Summary	Comments	Change Type	Applicable Locations
	eat zone, the play zone, the lounge zone and the work zone. Seating for eight must be provided at the community table.	Lounge Zone. Refer to prototype drawings for approved layout and quantities for all seating zones.			
2502.02.P.6	Tables Refer to the prototype drawings and Development Guide for requirements.	Tables a) Eat Zone must include 24" x 30" dining tables. b) Work Zone must include large rectangular work table, counter ledge and print station. c) Game Zone must include powered community table console table with shelving for games, and game table. d) Lounge Zone must included cocktail and side tables	Revision	Revision	North America
2502.02.P.6.g	The community table must seat a minimum of eight guests. End seating is not allowed. Table length must comfortably accommodate four guests per side at minimum. Table must have a combination of power outlets and USB outlets. The outlets must be plug-in type grommets and not hard wired unless required by local code. All power cords must be concealed. Refer to the	The community table must be bar height and seat a minimum of eight guests. Table length must comfortably accommodate four guests per side at minimum; end seating is not allowed. Table must be powered and include interior wire mangement. The outlets must be plug-in type grommets and not hard wired unless required by local code. All power cords must be concealed. Provide three power sources, each with three power outlets and one dual USB port. Purse hooks must be provided. Refer to the prototype drawings	Revision	Revision	North America

Standard No.	Old Summary	New Summary	Comments	Change Type	Applicable Locations
	Procurement Guide for FF&E requirements.	and Procurement Guide for additional requirements.			
2502.02.P.7	A mobile TV/dry erase unit is required. Provide a 55" HDTV. Refer to the prototype drawings and the Development Guide for requirements.	A multi-media wall is required that provides two hanging metal magazine and book storage units along with personal locker charging stations with keypad locks.	Revision	Revision	North America
2502.02.Q.1	A work zone with a countertop and three work booths with sound absorption qualities must be provided in the lobby area. Refer to the prototype drawings, Procurement Guide and the Development Guide for requirements.	A Work Zone with a counter top and three work booths with sound absorption qualities must be provided in the lobby area. Seating booths to include ambient light fixture attached to back side of sofa bench. Refer to the prototype drawings and Procurement Guide for requirements.	Revision	Revision	North America
2502.02.Q.11		A tablet for guest use is required, mounted at the work counter.	Addition	Addition	North America
2502.02.Q.12	Provide a combination of power outlets (socket outlets) and USB outlets for computer equipment and personal use devices. Outlets are allowed to be built into the casegoods.	Provide a combination of power outlets (socket outlets) and USB outlets for computer equipment, guest-use tablet, and personal use devices. Outlets are allowed to be built into the casegoods.	Revision	Revision	North America
2502.04.A	Provide a minimum of two registration workstations at the Command Center. Refer to the prototype drawings for requirements.	Provide a minimum of two registration workstations at the Command Center. One guest self check-in and check-out POS station must also be provided.	Revision	Revision	North America

Standard No.	Old Summary	New Summary	Comments	Change Type	Applicable Locations
		Refer to the prototype drawing for requirements.			
2502.04.N.1		Provide metal frame Hhonor Cart on casters. Must have concealed cold well, storage basket, drawer, and display hooks. Refer to the prototype drawings and Procurement Guide for detailed requirements	Addition	Addition	North America
2503.00.H.2.f		Baby changing station required in one unisex restroom (alternate location allowed in an accessible stall or separate accessible restroom).	Revision	Addition	North America
2504.01.Q.2		Wall: Porcelain tile	Revision	Addition	North America
2504.01.Z.1		Provide for the following commercial grade equipment. Refer to the Food Service Equipment Specifications for details.	Revision	Addition	North America
2504.01.Z.1.b	Two vertical reach-in refrigerators with stainless steel finish. One with single solid swing door, 35 ft ³ /1 m ³ minimum. One with two solid swing doors, 70 ft ³ /1.9 m ³ minimum. Residential units and top and bottom units are not permitted.	Two vertical reach-in refrigerators with stainless steel finish and single solid swing door. Residential units and top and bottom units are not permitted.	Revision	Revision	North America

Standard No.	Old Summary	New Summary	Comments	Change Type	Applicable Locations	
2504.01.Z.1.c	Vertical reach-in freezer with dual solid swing doors and a stainless steel finish, 70 ft ³ /1.9 m ³ minimum. Residential units and top and bottom units are not permitted.	Vertical reach-in freezer with dual solid swing doors and a stainless steel finish. Residential units and top and bottom units are not permitted.		Revision	Revision	North America
2504.06.W.8	A breakfast serving counter, 17'-0"/5.2 m, must be provided as shown on the prototype drawings. The breakfast serving counter must be closed off during non-breakfast hours. Refer to the prototype drawings and Development Guide for requirements.	A breakfast serving counter, 23'-0"/7.0 m, must be provided as shown on the prototype drawings. The breakfast serving counter must be closed off during non-breakfast hours. Refer to the prototype drawings for requirements.		Revision	Revision	North America
2504.06.W.9		Provide two ceiling mounted, motorized roller shades of equal width to span breakfast opening. Shades operated by a hardwired switch are required at the breakfast serving area to close it off when not in use.		Addition	Addition	North America
2504.06.X.1	Refer to the prototype drawings and Development Guide for lighting requirements.	Refer to the prototype drawings and Procurement Guide for lighting requirements.		Revision	Revision	North America
2504.06.Z.1	Refer to the prototype drawings and Development Guide for seating and table requirements.	Refer to the prototype drawings and Procurement Guide for seating and table requirements.		Revision	Revision	North America

Standard No.	Old Summary	New Summary	Comments	Change Type	Applicable Locations	
2506.01.A	A market is required at the Command Center in the lobby area. Refer to the prototype drawings and the Development Guide for requirements.	A market is required at the Command Center in the lobby area. Refer to the prototype drawings and the F&B Guide for requirements.	A market is required at the Command Center in the lobby area. Refer to the prototype drawings and the F&B Guide for requirements.	Revision	North America	
2506.01.O.1	Two commercial-grade, refrigerated horizontal open display cases, 8.8 ft ³ /249 L capacity each, and one mobile undercounter freezer, 7.3 ft ³ /207 L capacity, each with self-contained condensation evaporation system must be provided. Units must have vinyl-coated adjustable shelves for product display. Exterior surfaces must be stainless steel.	Two commercial-grade open air coolers and one under-counter refrigerator, each with self-contained condensation evaporation system, must be provided. Exterior surfaces must be stainless steel.		Revision	Revision	North America
2508.01.A	All hotels must have a fitness center. Refer to the prototype drawings and the Development Guide for requirements.	All hotels must have a fitness center. Refer to the prototype drawings and Procurement Guide for requirements.		Revision	Revision	North America
2508.01.K.1	The fitness center must have brand approved finishes. Requirements include rubber flooring and vinyl wall covering with branded graphics.	The fitness center must have brand approved finishes. Refer to the Architectural Finish Specifications and Procurment Guide for requirements		Revision	Revision	North America

Standard No.	Old Summary	New Summary	Comments	Change Type	Applicable Locations
2508.01.O.2		Personal viewing screens in cardio equipment are required. They must support a free-to-guest signal from head-end or set-top box input to display at a minimum 12 channels with a mix of news, sports, and entertainment programming.	Revision	Addition	North America
2508.01.O.3	Provide personal viewing screens in the cardio equipment or one remote controlled, wall mounted, 55" minimum television in the cardio zone.	Wall mounted guest interactive tablet must be provided with convenient power and data access.	Revision	Revision	North America
2508.01.P.8.a	One wall mounted mirror must be provided near the strength and recovery zones. Minimum size: 35"/889 mm x 71"/1.8 m.	Two wall mounted mirrors must be provided, one in the Cardio zone and one in the Core/Stretching zone.	Revision	Revision	North America
2508.03.E.4	The minimum pool depth must be 3'-0"/900 mm except when a zero entry ramp is used and the maximum depth must be 5'-0"/1.5 m.	The minimum pool depth must be 3'-0"/900 mm except when a zero entry ramp is used and the maximum depth is 5'-0"/1.5 m.	Revision	Revision	North America
2508.03.P.5	The pool and whirlpool copings must have the international no diving symbol and the words "NO DIVING" around the pool and whirlpool perimeter. The text must be legibly displayed in 4"/100 mm high, contrasting characters in the English language. Text in the local language may also be added.	The pool and whirlpool copings must have the international no diving symbol and the words "NO DIVING" around the pool and whirlpool perimeter. The text must be legibly displayed in contrasting characters in the English language. Text in the local language may also be added.	4"/100 mm high deleted from standard.	Revision	North America

Standard No.	Old Summary	New Summary	Comments	Change Type	Applicable Locations
2510.01.C.3		Entry doors must have sound stripping and smoke seal.	Revision	Addition	North America
2510.02.A	Refer to prototype drawings for size and location of required guestroom windows.	Refer to prototype drawings for location of required guestroom windows. They must be a minimum of 7'-0"/2.0 m and a maximum of 8'-0"/2.5 m wide aluminum window with thermal, broken frame, insulated glazing.	Revision	Revision	North America
2510.03.A	Floor: Luxury vinyl tile with accent luxury vinyl tile at Landing Zone. Refer to the prototype drawings and the Architectural Finish and Fixture specifications for requirements.	Floor: Luxury vinyl tile. Refer to the prototype drawings and the Architectural Finish and Fixture specifications for material requirements and approved layouts.	Revision	Revision	North America
2510.03.A.2	Base (minimums): 4"/100 mm architectural vinyl	Base (minimums): 3"/75 mm architectural vinyl	Revision	Revision	North America
2510.03.C.4	Entry ceilings must be a minimum height of 8'-0"/2.4 m. The Landing Zone ceiling must be a minimum height of 7'-6"/2.13 m.	Entry ceilings must be a minimum height of 8'-0"/2.4 m.	Revision	Revision	North America
2510.04.B	The Landing Zone must include the luggage bench with undercounter refrigerator located below the luggage bench and a metal coat rod installed at 6'-0"/1.8 m above finished floor.	The Landing Zone must include the luggage bench with undercounter refrigerator located below the luggage bench and a custom fixture comprised of the following: (2) wall mounted side panels, (3) colored art bars each with a metal coat hook, and (1) steel hang-bar installed at 6'-0"/1.8 m above	Revision	Revision	North America

Standard No.	Old Summary	New Summary	Comments	Change Type	Applicable Locations
		finished floor. Panels to be mounted directly to wall using exposed fasteners.			
2510.05.B.1	Platform beds are required with the interior design package. Box springs are not allowed with platform beds.	Platform bed base with support box below to fit mattress is required. Mattress to rest inside bed base frame - no boxspring allowed. Provide rubber stops at back of bed base to prevent wall damage	Revision	Revision	North America
2510.06.A.10.b	A TV Ledge with storage shelf below must be provided.	A wall mounted TV Ledge with open metal legs and storage shelf below must be provided. TV Ledge to have maximum hold depth of 1'-2-1/2" as to not interfere with PTAC bench.	Revision	Revision	North America
2510.06.A.10.i	Casegoods placement must be coordinated with outlet locations to prevent conflict.	Two quad outlets, three power (socket) outlets, TV and Data outlets must be placed a minimum of 3'-4" A.F.F per prototype drawings.	Revision	Revision	North America
2510.06.A.19.a	A bench is required over the PTAC unit. Bench must be steel frame with factory painted finish with two removable padded seat cushions.	A bench is required over the PTAC unit. Bench must be 1" steel frame with powder coat metal finish with 2" polyester woven webbing.	Revision	Revision	North America
2510.06.A.24.a	A multi-function chair with integrated work surface is required in single king rooms.	A multi-function chair with integrated work surface is required in single king rooms. An upholstered chair with metal legs is required in double queen rooms.	Revision	Revision	North America

Standard No.	Old Summary	New Summary	Comments	Change Type	Applicable Locations
	A wall hook and a hanging, folding chair is required in double queen rooms.				
2512.04.F.3		The minimum shower receptor dimensions must be 48"/1.2 m x 34"/860 mm.	Revision	Addition	North America
2512.04.G.1	Provide a tank type, vitreous china water closet with an elongated bowl. 1.28 gallons per flush/4.85 liters per flush.	Provide a tank type, vitreous china water closet with an elongated bowl. 1.0 gallons per flush/3.8 liters per flush.	Revision	Revision	North America
2512.08.B.3	Refer to the prototype drawings and Development Guide for vanity base and vanity shelf requirements.	Refer to the prototype drawings and Procurement Guide for vanity base and vanity shelf requirements.	Revision	Revision	North America
2513.08.B		A minimum 8 ft ² /12 m ² room is required. For hotels with more than 300 rooms, non-prototypical hotels, the building layout or use of IDF (Intermediate Distribution Frame) rooms containing remote cabinets may affect the size requirement.	Revision	Addition	North America
2513.09.C.7	The trash enclosure must be sized to include a commercial recycling container.	The trash enclosure must be sized to include a required commercial recycling container.	Revision	Revision	North America
2514.09.E.1.c	Lobby - 2 zones: Dining/Gaming & Work/Lounge	Lobby - 4 zones: Dining, Gaming, Work, Lounge	Revision	Revision	North America
2514.10	Not Applicable to this Brand	Provide guardrails at all grading differences over 42"/1.0 m. Railings	Global guardrail standard.	Addition	North America

Standard No.	Old Summary	New Summary	Comments	Change Type	Applicable Locations
		<p>must be a minimum of 42"/1.0 m in height and must have intermediate rails or ornamental pattern such that a 4"/102 mm diameter sphere is not able to pass through and that children cannot climb (i.e. horizontal rails).</p>			

OUR BRAND

- 101.00 CORE BRAND STANDARDS 100-2
- 102.00 BRAND HOSPITALITY 100-2
- 103.00 BRAND DESIGNATIONS 100-3
- 104.00 ACCESSIBILITY 100-3
- 105.00 SUSTAINABILITY 100-11



101.00 CORE BRAND STANDARDS

101.01 COMPLIANCE

Quality Assurance checks for compliance with all Brand Standards. However, non-compliance with any one of the following Core Brand Standards will result in an overall Red Zone for Brand Standards Compliance and potential Agreement default and termination.

A. CORE BRAND STANDARDS

Core Brand Standards are currently being reviewed by the Brand and will be released when they are established and evaluated.

102.00 BRAND HOSPITALITY

102.01 Not Applicable to this Brand

102.02 Not Applicable to this Brand

102.03 BRAND SERVICE PROGRAMS

The hotel must implement the “Truly Sorry” commitment and comply with all associated requirements.

A. TRAINING

Refer to Standard 403.01 and the Brand Required Training document on The Lobby for additional details.

B. COLLATERAL AND RESOURCES

The hotel must utilize the following “Truly Sorry” collateral:

- Tru Promise signage (displayed on the pillar facing the guest)
- Service Recovery Toolbox (consisting of Brand developed tools and templates)

103.00 BRAND DESIGNATIONS

103.01 AIRPORT DESIGNATION

If the hotel is designated as an “Airport Hotel,” it must comply with the following:

- Located within 5 miles/10 kilometers of the airport
- Provide shuttle service 24 hours a day
- Provide directly, or through a third-party service, a lift-equipped vehicle to accommodate the transportation of guests with disabilities
- Transportation requirements as stated in Section 803.00

104.00 ACCESSIBILITY

104.01 NON-DISCRIMINATION REQUIREMENTS

Canada | Mexico: The hotel must meet all local disability requirements and any brand-specific requirements. Equipment/devices for travelers with disabilities must be available as a loan item, and complimentary to the guest. All management-on-duty and front desk staff must be familiar with the location and operation of such equipment/devices. A list of these items must be maintained at the front desk.

NON-DISCRIMINATION REQUIREMENTS

Puerto Rico | United States: All hotels must comply with Title III of the Americans with Disabilities Act (“ADA”). Hotels shall not engage in any practice that discriminates against any individual on the basis of disability in violation of the ADA. The items set forth below cover some aspects of ADA compliance but are not intended to cover all applicable ADA requirements. Hotels are responsible for familiarizing themselves with all ADA requirements and complying with them. Information concerning the ADA can be found at www.ada.gov.

104.02 STANDARDS FOR HOTELS CONSTRUCTED AFTER 1/26/1993

Puerto Rico | United States:

The ADA requires that hotels constructed for first occupancy after January 26, 1993, must be constructed in accordance with ADA Standards established by the U.S. Department of Justice (“Department”). The Department’s original ADA Standards for Accessible Design are referred to as the “1991 Standards.” The Department published revised ADA Standards, the “2010 Standards,” on September 15, 2010. Certain dates in the construction process determine which ADA Standards – the 1991 Standards or the 2010 Standards – must be used. Hotels newly constructed after January 26, 1993 but before September 15, 2010, are subject to the new construction requirements as set out in the 1991 Standards.

Hotels that undertook new construction between September 15, 2010, and March 15, 2012, could choose either the 1991 Standards or the 2010 Standards but must then use the selected Standard for all elements in the entire facility. For example, a hotel could not use the 1991 Standards for toilets and the 2010 Standards for visual alarms. After March 15, 2012, all hotels must comply with the 2010 Standards for new construction. The “date” of new construction for purposes of determining which Standards to apply is tied to the permitting process in those jurisdictions that have such a process, and to the start of physical construction in those jurisdictions that do not have a permitting process.

- In those jurisdictions with a permitting process, the date of new construction is the date on which the last or final building permit application for new construction is certified.
- In jurisdictions where certification of permit applications is not required, the determining factor is the date on which the jurisdiction received the permit application.
- Where no permits are required, new construction dates from the start of physical construction. The 1991 and 2010 Standards, accompanying guidance, and other technical assistance can be found on the Department’s website at www.ada.gov

A. **Puerto Rico | United States:** Among other requirements, the hotel must have the following:

1. **Puerto Rico | United States:** The required number of accessible rooms and the required number of accessible rooms with roll-in showers (1991 Standards § 9.1.2) or (2010 Standards §§ 201.1, 224.1, 224.2);
2. **Puerto Rico | United States:** The required number of removable tub seats (1991 Standards §§ 9(1), 9.1.2 and 4.20.3) or (2010 Standards §§ 607, 806.2.4);
3. **Puerto Rico | United States:** The required number of accessible rooms for the hearing impaired with the required visual alarms and notification devices (1991 ADA Standards §§ 9.1.2, 9.1.3) or (2010 Standards §§ 201.1, 224.1, 224.4, 806.3); and
4. **Puerto Rico | United States:** Roll-in showers that comply with 1991 Standards § 4.21 and Figure 57(a) or (b) or 2010 Standards §§ 224.2, 608,609, 610, 806.2.4 and Figure 608.2.2 or 608.2.3.

104.03 ALTERATIONS TO HOTELS AND BARRIER REMOVAL

Puerto Rico | United States: The ADA requires hotels, regardless of when they were constructed, to remove architectural barriers to access unless the removal is not readily achievable, even where no alterations have been made or are planned. All alterations to hotels made after January 26, 1992, must be made in accordance with the applicable ADA Standards (2010 ADA Standards since March 15, 2012) to the maximum extent feasible. In addition, alterations to primary function areas trigger an obligation to make the “path of travel” to the altered primary function area accessible as further described in the Code of Federal Regulations (28 C.F.R. § 36.403 – this section can be found at www.ada.gov/regs2010/titleIII_2010/titleIII_2010_withbold.htm).

104.04 ADA “SURVEY INSTRUMENT”

Puerto Rico | United States:

Any hotel may opt to complete the Hilton Worldwide ADA “Survey Instrument” available at www.hwisurvey.com.

Each hotel built for first occupancy after January 26, 1993, that experienced any of the events mentioned in items A. through C. below between March 30, 2011, and March 30, 2015, must complete and submit the completion chart for the hotel’s ADA Survey Instrument. This must be done through the online platform at www.hwisurvey.com once the hotel has completed all the work described in the remedial measures section of its ADA Survey Instrument. The hotel may be randomly selected for an audit.

As explained in the Survey Instrument, any areas of non-compliance must be addressed by the owner or franchisee within five to seven years (depending on the item in question) from the date of the event that triggered the requirement for the Survey Instrument (items A. through C. below). This date is available on the hotel’s ADA Survey Instrument.

Hotels whose construction began after March 30, 2011, are exempt from this requirement but must follow the ADA compliance certification process mentioned in Standard 104.05 of this Brand Standards Manual.

A. **Puerto Rico | United States:** Entering into a new franchise or management agreement with us.

B. **Puerto Rico | United States:** Renewing or extending an existing franchise or management agreement for more than a total of 6 months.

C. **Puerto Rico | United States:** Requesting we consent to a change of ownership.

104.05 CERTIFICATIONS OF ADA COMPLIANCE - NEW CONSTRUCTION

Puerto Rico | United States:

Effective Date: March 30, 2011.

Owners of hotels whose construction begins after the Effective Date must submit certifications (pre-construction and post-construction) from an architect experienced with applying ADA requirements stating that the plans for the hotel and the as-built hotel comply with the ADA. A copy of the required certification forms can be obtained from the Hilton Worldwide ADA Compliance Officer.

104.06 ADA CONTACT

Puerto Rico | United States: Each hotel must designate an existing team member as the onsite ADA Contact Person. The ADA Contact Person shall have authority to resolve complaints at the local level (e.g., General Manager, Hotel Manager, Director of Operations, Director of Front Desk or Front Desk Manager, etc.).

104.07 **Puerto Rico | United States:** ADA CONTACT PERSON AND COMPLAINTS

A. **Puerto Rico | United States:**

Each hotel must place a notice in its in-room directory of services that states:

"For any questions or complaints regarding the services, amenities, accommodations, or facilities provided to persons with disabilities, please contact the hotel's ADA Contact Person at [insert direct phone line or extension number]."

- B. **Puerto Rico | United States:** Any hotel team member receiving a disability-related complaint must refer the complaint to the hotel's ADA Contact Person or the Manager On Duty if the ADA Contact Person is not available.

104.08 ADA TRAINING PROGRAM

Puerto Rico | United States: Each hotel is required to implement an ADA training program for its team members as follows:

- A. **Puerto Rico | United States:** All hotel team members must complete a program to educate them on the use of service animals and effective communication with individuals with disabilities (Finance, Purchasing, Kitchen, Stewarding, Housekeeping, and Laundry department team members are exempt).

B. **Puerto Rico | United States:**

Front Desk team members, General Managers, and Chief Building Engineers / Directors of Engineering must complete the program described above, and must complete an additional program that includes the following topics:

- Proper assignment of accessible rooms
- Emergency procedures for guests with disabilities
- Reasonable modifications of policies, practices, and procedures for guests with disabilities
- Maintenance of accessible features
- The provision and use of roll-in showers with fold-down seats
- The provision and use of removable tub seats

- The operation of communications equipment for individuals with hearing impairments

- C. **Puerto Rico | United States:** Newly-hired team members falling into the categories set forth above shall complete their training within 3 months of hire.
- D. **Puerto Rico | United States:** All team members required to have ADA training shall undergo refresher training every 3 years. The hotel's ADA Contact Person must undergo refresher training every 2 years.
- E. **Puerto Rico | United States:**

Hilton Worldwide Managed Hotels must utilize the ADA Training Program available on Hilton Worldwide University. Instructor-led materials are available for the two modules specified in Standard 104.08.A above on The Lobby's Accessibility site (The Lobby > Departments > Accessibility).

Hilton Worldwide will permit franchised hotels to utilize its ADA training program. However, franchisees may develop their own ADA training program provided that it meets the requirements set forth above. If a franchisee uses its own ADA training program, it must provide a copy of the training program to Hilton Worldwide's ADA Compliance Officer at least 30 days prior to the commencement of team member training for approval.

104.09 ACCESSIBLE ROOM UPGRADES

Puerto Rico | United States: If an accessible room that has been reserved by a guest with a disability is not available upon check-in and there is a more expensive class of accessible room that is available, the hotel must upgrade the guest to the more expensive accessible room at no additional charge. Where or when a more expensive class of accessible room is not available, the hotel must accommodate the guest in another accessible room that will meet the guest's needs. If the guest's needs cannot be met with any of the hotel's rooms, alternate accommodations must be made for the guest elsewhere, following the relocation standards per the Brand's Operating Standards Manual. Guests with disabilities can always upgrade to another available room at their own expense on the same basis as other guests.

104.10 SERVICE ANIMALS

Puerto Rico | United States:

Service animals that provide assistance to individuals with disabilities are welcome at all hotels. Service animals are not pets and no policies or requirements that apply to pets should be applied to service animals. Hilton Worldwide Managed hotels must follow the Service Animal Policy at Attachment A located under "Resources" in this section.

Franchisees may adopt the policy at Attachment A or may implement their own policy as long as it meets all state and federal legal requirements.

104.11 MOBILITY DEVICES USED BY INDIVIDUALS

Puerto Rico | United States:

Hotels must allow individuals with mobility disabilities to use manual and powered devices for mobility at the hotel. Hilton Worldwide Managed hotels must follow the Policy for Mobility Devices at Attachment B located under "Resources" in this section.

Franchisees may adopt the policy at Attachment B or may implement their own policy as long as it meets all state and federal legal requirements

104.12 COMMUNICATION WITH INDIVIDUALS WITH DISABILITIES

Puerto Rico | United States:

Consistent with the requirements of Title III of the Americans with Disabilities Act (ADA), all hotels must ensure effective communication between its team members and guests or potential guests with disabilities. Hilton Worldwide Managed hotels must follow the Effective Communication Policy at Attachment C listed under "Resources" in this section.

Franchisees may adopt the policy at Attachment C or may implement their own policy as long as it meets all state and federal legal requirements.

104.13 RESERVATION AND ASSIGNMENT - ACCESSIBLE GUEST ROOMS

Puerto Rico | United States: Hotels have an ongoing obligation to ensure that their accessible room inventory accurately reflects this information. If a hotel makes any changes to the accessible room inventory or any of the features listed above in that inventory, it must update all OnQ Systems as needed to reflect these changes. Hotels must, in any event, review their accessible inventory at a minimum every 2 years to ensure that the information in the reservations system is accurate.

A. Not Applicable to this Brand

B. **Puerto Rico | United States:** Hotels must state whether the following elements/spaces at the hotel are accessible (or not accessible): This information must be provided on OnQ PiM under Marketing > Property Information > ADA Amenities, Hotels have an ongoing obligation to ensure that the above accessibility information is accurate. If a hotel makes any changes to the accessibility of these areas, it must update OnQ PiM to reflect these changes. Hotels must review this information at a minimum every two years to ensure that the information in the reservations system is accurate.

1. **Puerto Rico | United States:** Entrance
2. **Puerto Rico | United States:** Check-in area

3. **Puerto Rico | United States:** Path of travel to essential services
 4. **Puerto Rico | United States:** Accessibility of areas where goods, services, and amenities are provided (e.g., food and beverage venues, meeting rooms, gift shop, swimming pool/spa, exercise room, and business center)
- C. **Puerto Rico | United States:** Every hotel must have at the Front Desk a list of all accessible rooms showing the applicable room features from the list stated in Standard 104.13.A for each room. The hotel's ADA Contact Person, Director of Engineering and Front Desk team members should also be prepared to answer more specific questions from potential guests about the hotel, including but not limited to the following:
1. **Puerto Rico | United States:** The availability of text telephones and communications kits for guests who are deaf or hard of hearing;
 2. **Puerto Rico | United States:** The availability of tub seats for use in accessible rooms with tubs;
 3. **Puerto Rico | United States:** The general layout of accessible rooms; and
 4. **Puerto Rico | United States:** Features of accessible rooms, including the design of the accessible bathing fixtures, grab bars locations, and other amenities available (e.g., tub seats).
- D. **Puerto Rico | United States:**

Hotels may only reserve and/or assign upon check-in accessible rooms to individuals who specifically request an accessible room until the rooms are the last remaining within their comparable category of rooms (see example below). At that time, the accessible rooms can be sold/assigned to individuals who have not requested an accessible room.

***Example:** There are 10 King Standard rooms available and 2 of those are accessible rooms. The hotel must hold those 2 accessible rooms for persons requesting accessible rooms until none of the 8 non-accessible King Standard rooms are left. At that time the hotel can sell the accessible King Standard rooms to any guest.*

If there are different types of accessible King Standard rooms (e.g. one mobility accessible with a roll-in shower and one mobility accessible with an accessible tub), the room with the roll-in shower should be the last to be sold.

When a guest checks in for a reserved accessible room, the hotel may ask if the guest needs the accessible features of that room for a disability. If the guest does not need the features of the accessible room for a disability, the hotel shall substitute a comparable available non-accessible room for that guest if one is available.

- E. **Puerto Rico | United States:** After taking or being notified of a reservation for an accessible room, hotels must promptly ensure that the accessible room reserved is blocked and removed from the available rooms inventory. The room may only be released back into available inventory if the reservation is cancelled or in case of a No-Show.
- F. **Puerto Rico | United States:** Hotels must guarantee that a room within the specific accessible guest room type reserved by a guest is held for the reserving customer, regardless of whether rooms within a specific room type are held in response to reservations made by others.
- G. **Puerto Rico | United States:** If a guest has a reservation for an accessible room but the room is unavailable for reasons beyond the hotel's reasonable control (e.g., the room's current occupant has not checked out or vacated the room, the room is undergoing maintenance, the room's condition does not allow it to be used by a guest, or the hotel is closed in whole or in part), the hotel must attempt to identify and reserve an appropriate equivalent accessible accommodation for the guest at that hotel or another hotel. If the room is unavailable because its current occupant has not checked out or vacated the room, before seeking alternate accommodations for the guest, the hotel must first call the guest occupying the room to ask if he/she would be willing to move to a non-accessible room if one is available. If the hotel cannot reach the guest by phone, a voicemail with this question must be left and a note on the hotel letterhead put under the door. However, the hotel is not required to remove any non-disabled guests who are staying in the accessible room type reserved by the incoming guest in order to make it available for the guest with a reservation.

104.14 MODIFICATIONS TO POLICIES, PRACTICES, AND PROCEDURES

Puerto Rico | United States:

Hotels must make reasonable modifications to their policies, practices, and procedures, at no additional charge, to ensure that individuals with disabilities have access to the goods, services, amenities, and accommodations that are available to other guests unless making the modifications would fundamentally alter the nature of the goods, services, facilities, privileges, advantages, or accommodations of the hotel. Hilton Worldwide Managed hotels must follow the Policy for Making Reasonable Modifications to Policies, Practices, and Procedures at Attachment D located under "Resources" in this section.

Franchisees may adopt the policy at Attachment D or may implement their own policy as long as it meets all state and federal legal requirements.

104.15 MAINTENANCE OF ACCESSIBLE FEATURES

Puerto Rico | United States:

Hotels must keep their indoor and outdoor accessible features in operable working condition to ensure that the features are accessible and usable to guests with disabilities. Hilton Worldwide Managed hotels must follow the Policy for the Maintenance of Accessible Features at Attachment E located under "Resources" in this section.

Franchisees may adopt the policy at Attachment E or may implement their own policy as long as it meets all state and federal legal requirements.

104.16 GUEST TRANSPORTATION SERVICES

Puerto Rico | United States:

If the hotel provides guest transportation either directly or through a third party, it must ensure that guests with disabilities have full and equal access to its guest transportation services. Hilton Worldwide Managed hotels must follow the Policy for Accessible Guest Transportation Services at Attachment F located under "Resources" in this section.

Franchisees may adopt the policy at Attachment F or may implement their own policy as long as it meets all state and federal legal requirements.

105.00 SUSTAINABILITY

105.01 LIGHTSTAY™

The hotel must utilize the Hilton Worldwide sustainability measurement system LightStay. All requirements below refer to LightStay functionalities. New hotels must comply with all Brand Standards in this section within three months of opening.

A. ENERGY, WATER AND WASTE

The hotel must input the following data:

- All applicable energy sources' consumption and cost (e.g., electric, steam, gas, solar PV, etc.)
- All applicable water sources' consumption and cost (e.g., municipal water, "grey" water, etc.)
- All applicable waste streams' output and cost (e.g., solid waste, recycling, food waste, hazardous, etc.)

The hotel must correct all alerts for missing, incomplete or outside range data within 30 days of the alert.

B. PROPERTY AND OPERATIONS SURVEYS

The hotel must complete its property survey and operations survey. These two surveys must be reviewed and updated as applicable every year before April 30.

C. GOALS AND IMPROVEMENT PROJECTS

- The hotel must have annual energy reduction, water reduction, and waste diversion goals. These three goals must be saved on LightStay before April 30 of each year.

- The hotel must have three active improvement projects at all times, one per each of the area mentioned above (energy, water and waste). Projects do not need to be started and completed in one year. For instance, an active energy reduction improvement project can be to install energy efficient lighting in all guest rooms over a period of two years. The hotel must track the progress of its improvement projects on LightStay.

D. OPTIONAL DATA

As LightStay continues to evolve, additional data points will be included in the hotel's rating calculations. While not required at this time, it is recommended that the hotel also inputs the following data:

- Number of food covers
- Weight of laundry processed on-site
- Number of banquet hours

105.02 Not Applicable to this Brand

105.03 Not Applicable to this Brand

105.04 ANIMAL WELFARE

A. Not Applicable to this Brand

B. Not Applicable to this Brand

C. ENDANGERED SPECIES

All food and beverage operations contained within or provided by the hotel (including third-party operations) must ensure compliance with applicable laws and Hilton Worldwide sustainability commitments. Menu offerings that feature endangered species of wild fauna and flora (as defined by the Convention on International Trade in Endangered Species of Wild Fauna and Flora) are strictly prohibited (e.g., shark fin, humphead wrasse, etc.).

For a detailed list of prohibited species please refer to the Convention on International Trade in Endangered Species of Wild Fauna and Flora web site: <http://www.cites.org/eng/disc/species.php>

QUALITY ASSURANCE

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200 - QUALITY ASSURANCE

201.00 GENERAL RULES

201.01 Not Applicable to this Brand

201.02 BRAND STANDARDS WAIVERS

It is the responsibility of the hotel to request a waiver through The Lobby and provide specific backup such as pictures, future capital budgets, past approved waivers, etc.

The Brand Committee will review all submitted waiver requests within approximately 30 days of submission. Delays may occur if additional information is required or if the waiver process is not followed. Once the waiver is processed the hotel will receive an automatic response with the updated waiver status.

If the hotel is renovated or executes a Product Improvement Plan (“PIP”) as part of the relicensing process, all existing waivers associated with the hotel will become null and void.

NOTE: *Waivers submitted on the day of a Quality Assurance evaluation will not be considered nor will the process be expedited by The Brand Committee.*

A. ADMINISTRATIVE RED ZONE

If it is discovered that the hotel has policies or offerings that are not in compliance with Brand Standards during a non-inspection period, the hotel will be issued an Administrative Red Zone Quality Assurance (QA) evaluation. The hotel will then have the opportunity to work with the Brand in order to get the hotel back into compliance. If a hotel is under a Brand-approved PIP, the compliance date on the PIP supersedes any compliance date for the same requirement in these Standards.

B. BRAND DISCRETION

Waivers are designed for a hotel that cannot comply with a Brand Standard for a specific, justifiable reason. Approved waivers will be noted and reflected during QA visits and may be revoked prior to expiration date based on the needs of our guests, the competition, or re-evaluation from Brand Management. The approval or denial of a waiver is within the Brand’s sole and absolute discretion.

201.03 DATA INTEGRITY

The Brand, Hilton Worldwide Portfolio of Brands, and the hotel collect Guest data for use in Customer Relationship Management and research.

A. PROHIBITED ACTIVITIES

The hotel must not in any way attempt to solicit scores from guests at any time including the use of buttons, posters or other forms of guest communication (written or verbal) unless otherwise noted below. This includes soliciting comments and/or reviews for third-party scoring media not sanctioned by the Brand. The hotel is not permitted to run independent feedback programs (e.g., surveys, kiosks, etc.) without prior approval from Brand Performance Support and the Hilton Worldwide Guest Experience Team. The hotel is not permitted to solicit feedback from employees of the hotel, management company, owner or their immediate family for the hotel in question.

B. ALTERING DATA

Manipulating or altering the data or information of a guest is not permitted except at the request of a guest. Should there be evidence that indicates a hotel, or individual affiliated with the hotel, has manipulated guest data in any way, the Brand may take the following action:

1. If altered data is related to the manipulation of SALT surveys, those surveys deemed fraudulent will be removed from the sample (survey sample size will be replaced throughout the remainder of the year).
2. The hotel and/or individual affiliated with the hotel will not be eligible for recognition from any Brand awards or other Brand recognition opportunities for that current year, including both quarterly awards and annual awards.
3. The hotel will automatically receive a non-reversible, administrative unacceptable on their next QA Evaluation.

202.00 QUALITY ASSURANCE PROGRAM

202.01 PERIODIC EVALUATION

All Brand hotels are subject to periodic Quality Assurance (QA) audits performed by the Brand Quality Assurance team.

202.02 SPECIAL EVALUATIONS AND AUDIT FEES

Hotels scoring an “Unacceptable/Red Zone” on a follow-up evaluation are deemed to be substantially non-compliant with Brand quality standards. The hotel will be submitted to The QA Committee for review and may be issued a Notice of Default and Termination. If a hotel is issued a Notice of Default and Termination, a Special Product Evaluation will be conducted by QA at the hotel. The date of the Special Product Evaluation will be announced and communicated to the hotel via certified mail to the principal correspondent indicated in the Agreement for the hotel. The purpose of the Special Product

Evaluation is to verify the hotel has corrected all of the previous deficiencies within the QA audit and ensure that no new substantial issues are present at the hotel.

The hotel will be charged a \$2,500 (or local equivalent) fee (subject to change) payable each time a Special Product Evaluation is conducted:

- If the hotel fails a follow-up Special Product Evaluation, or;
- To verify the hotel deficiencies noted in an QA audit or Product Improvement Plan (PIP) have been corrected or completed by the required dates, or;
- For any additional QA audits for the hotel that exceed two annually, or;
- If the hotel fails to open and accept guests immediately after the initial QA opening evaluation.

202.03 STRUCTURE AND DÉCOR

The hotel must maintain a structure and décor package that offers guests a fresh and contemporary product meeting Brand Standards. During a voluntary renovation, including the replacement of furniture, fixtures and equipment (FF&E) or soft goods, the hotel must comply with the current Brand Standards.

For existing hotels, any soft good or casegood must be replaced when condition, design style, and/or relevance warrants, as determined by the Brand or at the following ages (whichever comes first):

- 6 years for soft goods (e.g., drapes, bedding, etc.)
- 12 years for furniture, fixtures and equipment

203.00 THRESHOLDS AND RANKINGS

203.01 MINIMUM PERFORMANCE

A. SERVICE

The hotel's Overall Service score as detailed in SALT must not fall below the Brand defined minimum. The hotel's Overall Service score will be measured on a rolling six-month or past full six-month average (whichever is higher) and will be calculated at the end of each month.

If the hotel's Overall Service score is below the Brand defined minimum, the Owner will be in default, but may be given a 180-day cure period. At the end of the cure period, if the hotel is still below the Brand defined minimum, there may be grounds for termination.

B. CLEANLINESS

The hotel's Guest Room Cleanliness score as detailed in SALT must not fall below the Brand defined minimum. The hotel's Guest Room Cleanliness score will be measured over a rolling six-month or past full six-month average (whichever is higher) and will be calculated at the end of each month.

If the hotel's Guest Room Cleanliness score is below the Brand defined minimum, the Owner will be in default, but may be given a 180-day cure period. At the end of the cure period, if the hotel is still below the Brand defined minimum, there may be grounds for termination.

204.00 QUALITY ASSURANCE IMPROVEMENT PLANNER

204.01 IMPROVEMENT PLANNER

All Quality Assurance (QA) audits will include a detailed "Improvement Planner" that outlines all items found to be deficient at the hotel.

If the hotel receives a Red Zone score for Overall Cleanliness, Overall Condition, Brand Standards Compliance, or any hotel sub-area, the hotel must complete an Online Improvement Planner and submit it to their Brand Performance Support contact within 30 days of the evaluation for approval. The hotel will then use the Online Improvement Planner to ensure timely improvements in quality.

205.00 RELICENSING / RENOVATION / CHANGE OF OWNERSHIP

205.01 PRODUCT IMPROVEMENT PLAN (PIP)

The Product Improvement team will conduct an audit of the hotel, noting deficiencies and variances from the current Brand Standards including, but not limited to, design, construction, and renovation standards. A Product Improvement Plan (PIP) will be prepared. Failure to identify deficiencies does not relieve the hotel of the responsibility of completing/correcting these items or making modifications necessary to comply with Brand Standards.

Submissions for approval must be made as follows:

A. REDESIGN / REFURBISHING

Where the redesign/refurbishing of existing facilities is required, design drawings including, but not limited to, guest room and commercial area furnishings, layouts and interior/exterior color elevations, must be submitted to and approved by Hilton Worldwide. Color renderings must be submitted to and approved by Hilton Worldwide.

B. CONSTRUCTION

Where construction of additional facilities is required, complete drawings and specifications must be submitted to and approved by Hilton Worldwide Architecture and Construction Department before beginning construction. The assigned Project Manager will visit the hotel or hotel site during construction to verify progress on the approved PIP.

205.02 DESIGN SUBMITTAL PROCESS

The hotel's renovation plan must be submitted through the Focus Design Site and follow all Brand specifications as detailed in the Design, Construction and Renovations Section 2500 of this manual.

The Design Approval Process is not required in cases where the hotel is renovating back of house areas. The hotel must be in full compliance with the Brand's Design, Construction and Renovation standards during these types of renovations.

A. BRAND APPROVAL

When replacing, updating, or renovating any part of the hotel, all proposed changes or updates must be pre-approved by Global Design Services before the products or services are ordered and purchased. Projects requiring approval include major renovations and construction as well as routine replacement of items such as, but not limited to, carpets, draperies, furniture, and wall treatments.

The submittal, compiled by a professional interior designer, must include:

- Written Scope describing the proposed work or alterations
- Scaled drawing, to include but not limited to plans, elevations, reflected ceiling, FF&E layouts, millwork & shop drawings
- Physical samples of and technical specifications for all fabrics & finishes securely tagged and cross-referenced to the FF&E layouts
- If a partial renovation or replacement is planned, digital photographs of existing goods and surrounding areas must be included to demonstrate how the new selection will coordinate with the existing decor.
- All documents must be presented digitally for review to Global Design Services via Focus.Hilton.com. More detailed information can be found on our self-service website www.HiltonWorldwide.com/design

NOTE: *To ensure a timely review, the submittal must be made in its entirety, not in phases.*

EMPLOYEES

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300 - EMPLOYEES

301.00 Not Applicable to this Brand

302.00 MANDATORY POSITIONS

302.01 GENERAL MANAGER

The hotel must have a dedicated General Manager.

If the General Manager oversees two or more hotels, a dedicated Hotel Manager must be in place. The Hotel Manager must be certified in all General Manager training requirements.

A. HIRING AND TRAINING

- The hotel's General Manager must complete all training requirements as mandated in Section 403.01
- The hotel is not permitted to operate longer than 150 days without a certified General Manager or Hotel Manager (if applicable)
- If the hotel is not open a General Manager or Hotel Manager (if applicable) must be in place 120 days prior to the scheduled opening date
- All General Manager or Hotel Manager training certifications expire 24 months after leaving the Brand

B. Not Applicable to this Brand

C. Not Applicable to this Brand

D. Not Applicable to this Brand

E. COMMUNICATIONS

The hotel must ensure that the General Manager or Hotel Manager (if applicable) has access to perform the following:

- Attach their email address to "CITYHOCN_GM@hilton.com" distribution list
- Subscribe to the Brand's NOW newsletter

The Brand must be notified within 10 days of a change in General Manager or Hotel Manager (if applicable) by submitting an e-mail to: advice@hilton.com

302.02 SALES LEADERSHIP

The hotel is required to have at least one person from management (General Manager, Hotel Manager, Director of Sales or Sales Manager) certified in the required training as mandated in Section 403.01.

A. REPRESENTATION

The hotel's sales employees must not represent brands other than Hilton Worldwide Portfolio of Brands, including while in discussion with local or national business contacts.

B. HIRING AND TRAINING

- The hotel's Sales Leader must complete all training requirements as mandated in Section 403.01
- The hotel is not permitted to operate longer than 150 days without a certified Sales Leader
Sales Leader training certification expires 24 months after leaving the brand.

302.03 DIRECTOR/MANAGER OF REVENUE MANAGEMENT

The hotel is not required to have a Director or Manager of Revenue Management, however an employee on site must be certified in all Director of Revenue Management/Revenue Manager training requirements.

303.00 GENERAL RULES AND EXPECTED BEHAVIORS

303.01 REQUIRED LANGUAGES

At least one employee must be available 24 hours per day who can communicate with guests in English as well as the official language of the country in which the hotel operates.

303.02 EXPECTED BEHAVIORS

A. SOLICITATION

300 - EMPLOYEES

The hotel must not solicit tips. However, gratuities, when offered, may be accepted. Tip jars and/or seed money (tip money left in customer view) are prohibited.

In addition, the hotel must not solicit guests for donations (including donations benefiting charities) except for Brand-approved and implemented programs. The hotel may solicit donations from guests for special cases if submitted and approved by the Brand.

B. Not Applicable to this Brand

C. RESIDENCY

No franchisee or hotel-level employee is allowed to reside in the hotel.

303.03 MANAGER ON DUTY

A. GENERAL RULES

A designated Manager on Duty must be on the premises at all times.

1. The hotel must have a process by which unexpected situations and service issues are resolved immediately and at the appropriate level.

304.00 EMPLOYEE APPEARANCE

304.01 UNIFORMS

All hotel employees must wear a Brand-approved uniform while on duty. Uniforms must be clean, well-maintained, and fit appropriately.

A. BRAND UNIFORMS

Uniforms must be selected from the Brand Uniform Program and procured from the Brand-approved vendors, specified next to each item.

Minimum requirements for all Front-of-House employees:

- T-Shirt (Girvin Marketing)
- Blue or Black Jeans (Lands End)

- Secondary Layer (Lands End)*

Minimum requirements for all Heart-of-House employees:

- T-Shirt (Girvin Marketing)
- Blue or Black Jeans (Lands End)

***NOTE:** *Hoodies are not permitted for Supervisor or higher-level positions.*

304.02 NAMETAGS

Each employee must wear the following items from the Brand-approved vendor (Cawley):

A. NAMETAG REQUIREMENTS

- Nametag
- One Flair Button
- One "Tru by Hilton" Pop Dot button
- Optional: one or two additional Pop Dots

LEARNING AND DEVELOPMENT

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400 - LEARNING AND DEVELOPMENT

401.00 GENERAL RULES

401.01 ADMINISTRATION

The Brand reserves the option, at its sole discretion, to require training/Brand Learning Programs for hotel employees. Similarly, the Brand reserves the option to require re-certification on certain training from time to time. Brand Learning Programs are mandatory for all hotel employees. Hotel employees must also achieve certification upon completion of any mandatory Brand Learning Program.

Owners, managers and employees of management companies must attend all Brand mandatory orientation and training programs, and annual Brand conferences.

A. ELIGIBILITY

To be eligible to participate in any Brand orientation, training program, or conference, individuals must be currently employed by the hotel.

B. DOCUMENTATION

All completed Brand Learning Programs must be documented and maintained by the hotel.

401.02 FEES / EXPENSES

The hotel will be held financially responsible for participation fees for Brand orientation, training programs, and conferences, as well as the wages, room, board, travel expenses and tuition charges (if applicable) during attendance.

A. Not Applicable to this Brand

B. PAYMENT

Payment of participation fees for Brand orientation, training programs, or conferences must be made at the time of registration. This includes the program and all associated fees, tuition, cancellation, and/or rescheduling fees (if applicable).

400 - LEARNING AND DEVELOPMENT

402.00 FRANCHISEE TRAINING

402.01 OWNER PROGRAMMING

Owner orientation is required for all first-time franchisees or management company representatives prior to beginning construction. Visit <http://hilton.ownersaccess.com/ownerorientation> to register.

- Participant must be the Franchisee or the person designated as responsible for supervising the General Manager.
- If a change of ownership takes place and the Franchisee is a first-time brand Franchisee, they must attend this program within 180 days of the date of “ownership transfer.”

403.00 EMPLOYEE TRAINING

This Section is currently being reviewed by the Brand and will be published when the Standards have been fully established and evaluated.

IDENTITY AND MARKETING

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501.00 LOGOS

501.01 HILTON WORLDWIDE TRADEMARKS AND LOGOS

Hilton Worldwide trademarks and logos must be used according to the guidelines posted on markIT.

PATH: THE LOBBY > MY APPLICATIONS > MARKIT - HILTON WORLDWIDE MARKETING TOOLKIT

501.02 BRAND TRADEMARKS AND LOGOS

Tru by Hilton trademarks and logos must be used according to the guidelines posted on markIT.

PATH: THE LOBBY > MY APPLICATIONS > MARKIT - HILTON WORLDWIDE MARKETING TOOLKIT

A. BRAND LOGOS

Brand logos, must be utilized in all matters connected with the operation and management of the hotel. Whenever logos are utilized, they must be used as defined in the Brand Identity Guidelines.

B. BRAND TRADEMARKS

The Marks, including the official names and/or Brand logos, must be utilized in all matters connected with the operation and management of the hotel. Whenever the Marks or official hotel names and/or logos are utilized, they must be used as defined in the Brand Identity Guidelines. For purposes of this Manual, “Marks” refer to the Brand’s service marks and all other service marks, copyrights, trademarks, logos, insignia, symbols, designs, slogans, distinguishing characteristics, trade names, domain names and all other marks or characteristics associated or used with or in connection with the System and similar intellectual property rights that the Brand designates from time to time to be used in the System.

1. The Marks may only be used as set forth in this Manual, and neither the Marks nor any other Brand logos or signatures may be used for any other purpose or by any other entity without prior approval from the Brand.

C. BRAND PUBLIC RELATIONS

The Brand creates and distributes the hotel opening press release for all new hotels. The hotel should expect to receive the “draft” press release to route through necessary approvals (i.e., hotel management, ownership, etc.) at least two weeks prior to the hotel opening.

All properties must submit press releases for Brand PR approval prior to distribution. Non-English language releases must be accompanied with the English translation. Properties must use the approved press release templates provided by the Brand PR Team housed in the PR Suite located on the markIT. The press release templates cover such topics as topping off, groundbreaking, and new staff appointments. Additionally, Brand PR recommends all properties download and review *Commcierge: A Guide to Hilton Worldwide Public Relations* in the PR Suite. The document provides policies and guidelines for media interviews, social media, and crisis situations (any event that has the potential for regional and/or national media coverage damaging to the Brand). The document also details filming guidelines. Any filming involving a third party, regardless of compensation or whether Brand Marks will be used or featured while filming, must be approved by the Brand.

501.03 INFORMATION PRIVACY

These [Privacy Brand Standards](#) are intended to promote customer trust, to facilitate compliance with privacy and data protection laws, and to help manage privacy-related risk. They apply to all collection, use, sharing and other handling and processing of customer “Personal Information” at the property level, by all brands globally.

A. DEFINITION OF PERSONAL INFORMATION

“Personal Information” (PI) or “Personally Identifiable Information” (PII) is any information that:

1. can be used (alone or in combination with other information within the hotel’s control) to identify, locate or contact a specific individual, or
2. can be associated with an identified or identifiable individual.

B. DEFINITION OF SENSITIVE (OR SPECIAL) PERSONAL INFORMATION

“Sensitive” or “Special” Personal Information is a subset of Personal Information, which due to its nature has been classified by law or by policy as deserving additional privacy and security protections. Special Personal Information includes:

1. Information about the race, religion, ethnicity, medical or health information, political opinions, trade union membership, background check information or sexual life of an identifiable individual; or
2. Social Security Number.

C. DEFINITION OF CARDHOLDER INFORMATION

"Cardholder Data" means:

1. Cardholder Information consists minimally of the full payment account number (PAN) but can also include cardholder name, expiration date and/or service code.

D. COLLECTION, USE AND ACCESS TO PERSONAL INFORMATION

Hotel must collect and use Personal Information in a reasonable and lawful manner, in accordance with these Standards.

1. Hotel may collect and use Personal Information only for the following purposes:
 - a. The purposes stated in the Hilton Worldwide Global Privacy Statement (including to process reservations and provide customer service), or other applicable Hilton Worldwide-approved privacy policy/notice or consent form,
 - b. fulfilling or responding to a request from the individual,
 - c. performing Hotel's contractual obligations to the individual,
 - d. complying with legal requirements, or
 - e. other purposes approved in writing by Hilton Worldwide.
2. Personal Information and Credit Card Information must never be collected on a stand-alone website.
3. Hotel or owner may not collect or use Personal Information for direct marketing purposes (e.g., direct mail, email campaigns, telemarketing) unless approved in writing by Hilton Worldwide.
4. Within the hotel, access to Personal Information must be limited to personnel who reasonably need access to such Personal Information for legitimate business purposes (such as to facilitate personalized guest interactions) or to carry out their assigned functions in an efficient and effective manner.

5. Personal Information may never be used to market the products or services of a third-party or a non-Hilton Worldwide brand hotel.
6. Hotel may not collect Sensitive Personal Information unless required by local law.
7. Hotel may only use Sensitive Personal Information (as appropriate to provide customer service, meet an individual's particular needs or respond to a request from the individual).
8. Hotels may not call customers on property to ask for Cardholder (payment or credit card) information. Cardholder Information (other than card on file transactions) must be taken in person at the front desk.
9. Guest collateral (e.g. key packets) must contain language that states: "The Hotel will never call your room to ask for credit card information."

E. CCTV

1. CCTV cameras must not be placed in, or aimed at, guest rooms/suites, locker rooms, restrooms or other non-public areas.
2. Hotel's use of CCTV cameras, installation, and the retention of CCTV footage must comply with applicable local laws including notice provisions.

F. NOTICE AND TRANSPARENCY

Hotel must provide information about its privacy practices with individuals whose Personal Information is processed by Hotel.

1. Hotel must print two copies of the Hilton Worldwide Global Privacy Statement and keep them available at the front desk. One copy must be in the local language. The Global Privacy Statement must be provided to individuals upon request.
2. In countries where an abbreviated privacy notice has been approved for inclusion on the registration card, hotel must include that privacy notice on its registration cards.
3. All customer-facing Hotel websites must link to the Hilton Worldwide Global Privacy Statement, and no other privacy policy (unless approved in writing by Hilton Worldwide).

G. CHOICE

Hotel must honor individuals' requests to opt-out of receiving marketing communications.

1. In Hotels where the local tab of the OnQ Property Management System (or other property management system used by Hotel) is capable of recording a guest's choice with respect to marketing communications (e.g., opt-in or opt-out), Hotel must promptly enter the guest's opt-out choice in the property management system.
2. In Hotels where the property management system is not capable of recording marketing communications choices, Hotel must promptly forward requests to opt-out from email marketing to mrc@hilton.com.
3. Hotels must promptly forward requests (including the applicable telephone number) to opt-out of telemarketing to membersupport@hgvc.com.

H. DISCLOSING PERSONAL INFORMATION TO THIRD PARTIES

1. Hotel may disclose Personal Information to third parties other than Hilton Worldwide only when one or more of the following applies:
 - a. Such third party is a hotel service provider that has entered into a written agreement with hotel that is substantially similar to the Hilton Worldwide Privacy and Data Protection Standards for Service Providers. Prior to entering into a contract or disclosing Personal Information, hotel should have a reasonable basis for believing that the service provider (a) is capable of maintaining appropriate safeguards for the Personal Information, and (b) maintains sufficient procedures to detect and respond to security breaches that could compromise Personal Information.
 - b. The disclosure is made to government or public authorities (including law enforcement) in accordance with applicable laws and policies.
 - c. The disclosure is reasonably necessary to protect the safety and security of Hotel, its guests or personnel, or to respond to an emergency.
 - d. The individual has consented to the disclosure.
 - e. The disclosure is otherwise approved in writing by Hilton Worldwide.
2. Personal Information must never be sold or rented to third parties.
3. Personal Information must never be shared with third parties for third-party marketing purposes.

I. ACCESS AND CORRECTION

Hotel must provide guests a reasonable opportunity to review and correct the Personal Information that Hotel maintains about them, consistent with applicable law. Before allowing someone to review and correct Personal Information, Hotel must confirm that either (a) the Personal Information pertains to that individual, or (b) that individual has been authorized to review and correct the Personal Information by the person to whom the Personal Information pertains.

J. ACCURACY, DATA RETENTION AND DISPOSAL

Hotel must take reasonable measures to keep Personal Information appropriately accurate, complete and up-to-date. Hotel must retain and dispose of Personal Information in an appropriate manner that prevents unauthorized access to the Personal Information, and in accordance with applicable law.

1. Hotel must limit the number of copies of Personal Information and Credit Card Information stored to those reasonably necessary for ongoing business and record-keeping purposes, consistent with the applicable retention schedule.
2. Making photocopies of credit cards, passports or other identification is prohibited, unless required by local law. When applicable, the hotel must make the card security code unreadable on any printed copy and electronic image, and secure the copies in accordance with PCI-DSS and applicable data protection laws.
3. See Section 1701.00 (Information Security Standards) of the Brand Standards for additional details regarding storage and disposal of Personal Information.

K. INFORMATION SECURITY

It is Hotel's responsibility to safeguard the Personal Information in its possession or control, and to comply with these Standards (including Section 1701.04 of the Brand Standards) and applicable laws.

1. Hotel will adopt, implement and maintain appropriate security procedures and practices to prevent the unauthorized access, destruction, modification, use or disclosure of Personal Information. Such procedures and practices will be compliant, at a minimum, with the terms of Hotel's agreement(s) with Hilton Worldwide, these Privacy Standards and applicable laws. All such procedures and practices will take into account the nature of the Personal Information and the commensurate risks associated with such Personal Information.
2. Hotel will ensure that: (i) its team members and agents will be required, as a condition of employment or retention, to protect all Personal Information in hotel's possession or otherwise acquired by hotel; (ii) its team members and agents who will be provided access to, or otherwise come into contact with, Personal Information will receive appropriate training relating to the protection of Personal Information; and (iii) it will

impose appropriate disciplinary measures for violations of its information security policies and procedures.

3. Hotel will review and, as appropriate, revise its security procedures and practices: (i) at least annually or whenever there is a material change in hotel's business practices that may reasonably affect the security or integrity of Personal Information; (ii) in accordance with prevailing industry practices; (iii) in accordance with applicable laws, and (iv) as reasonably requested by Hilton Worldwide.
4. See Section 1701.04 (Information Security Standards) of the Brand Standards for additional details.

L. COMPLAINTS AND COMPLAINT RESOLUTION

Hotel must promptly and appropriately address any allegations that Personal Information has not been handled or protected appropriately. Complaints that allege a violation of law should be reported promptly to privacy@hilton.com

M. BREACH NOTIFICATION

Hotel must immediately (which in no event will be longer than 24 hours) notify Hilton at ISC@hilton.com if it has reason to believe that:

1. any Personal Information, or information or other material that can be used to access Personal Information,
2. in any form or on any media,
3. has been acquired, modified, used, disclosed or accessed,
4. by any unauthorized person, or any person in an unauthorized manner or for an unauthorized purpose.
5. Additionally, Hotel must appropriately investigate and remediate any such breach at its expense, in cooperation with Hilton Worldwide.

502.00 ADVERTISING

502.01 GENERAL RULES

All hotels must comply with the following advertising requirements:

- Only Brand Management authorized and approved advertising and promotional materials may be displayed within the hotel. Posting advertising or additional signage (framed or unframed), flyers, or messages of any type in the elevators and public space that is beyond the required or approved interior signage and décor package is prohibited. This includes postings such as the weather forecast, restaurant, or local attraction promotions in the elevators, corridors, lobby, front desk, etc.
- The hotel must only allow advertising and promotion of Hilton Worldwide Portfolio of Brands hotels and business partners approved by Brand Management on its premises. Advertising of any business that competes with any business of Hilton Worldwide or its affiliates is prohibited.
- The display of non-Hilton Worldwide logos is prohibited. The hotel must only advertise with other Hilton Worldwide Portfolio of Brands hotels.
- The hotel's approved name, as stated in the Agreement, and signature must always appear in all advertising.

A. ACCEPTABLE ADVERTISING

The hotel must comply with all aspects of Brand and/or Hilton Worldwide mandated programs and promotions. This includes, but is not limited to, the procurement and placement of promotional collateral, rate offerings and other associated guidelines communicated as part of these programs.

502.02 THIRD-PARTY ADVERTISING

A. GENERAL RULES

All hotels must comply with the following outdoor advertising requirements:

1. All outdoor advertising must be created using brand-approved templates located on the marKIT.
2. Photographs of all current billboards and airport courtesy board signage and a map noting the location of each board must be maintained at the hotel.

B. CONSTRUCTION SIGNS

When utilized, new construction signs must be created using the Brand-approved templates on the MarKIT and must be removed within 6 months after the hotel's opening.

502.03 CO-OP ADVERTISING

Hotel specific third party external advertising is prohibited by the Brand. The Brand may unilaterally ask the Hotel to immediately discontinue the display of third party advertising that is reasonably believed to be not in the best interest of the hotel, the Brand or the System.

Hilton Worldwide is currently reviewing specific opportunities for revenue generating third party and strategic partnership advertising (applying the Hilton Worldwide Advertising Blacklist) through currently available digital channels: Wi-Fi, Signage and messaging under strict parameters lead by the Brand. These trials apply to all Brands and regions.

For questions about this review and potential trials please email NRD@hilton.com (New Revenue Development).

502.04 Not Applicable to this Brand

502.05 VEHICLE GRAPHICS

All shuttle vehicles, excluding sedans and sport utility vehicles, used to transport guests must display the appropriate Brand identity elements as specified in the Brand Identity Guidelines.

503.00 HOTEL COLLATERAL

503.01 GENERAL RULES

Section 503.00 is currently under review by the Brand and will be published as soon as all Standards have been established and evaluated.

504.00 SIGNAGE

504.01 GENERAL RULES

Section 504.00 is currently under review by the Brand and will be published as soon as all Standards have been established and evaluated.

505.00 GRAPHICS - PRINTED MATERIALS AND SUPPLIES

505.01 GENERAL RULES

A. REFERENCE TO HOTEL / USE OF MARK

All hotels must comply with the following:

1. Whenever reference is made to the hotel and the Franchisee in printed material, the following disclosure must also be displayed: “Owned [or operated] by [name of license entity] under license from [the Brand].”
2. Special use of the Mark, including promotional or program taglines, must be developed and approved by the Brand.

506.00 INTERNET STANDARDS

506.01 GENERAL RULES

A. DOMAIN NAMES

Reference to “brand.com” in this Brand Standard refers to all websites for brands within the Hilton Worldwide Portfolio of Brands and micro sites around the world, including hilton.com, hilton.co.uk, hilton.de, hilton.jp. and hilton.es.

1. Domain names for all addresses related to the hotel or that redirect to the hotel’s Internet address must be registered to and owned by Hilton Worldwide. If the hotel is using a domain name for the hotel that it has registered, it must transfer ownership immediately to Hilton Worldwide. To transfer ownership of an existing domain the domain must be unlocked at the Registrar (Network Solutions, GoDaddy, etc.). Once unlocked an EPP or authorization key will be generated and that key must be sent to Domain_Admin@hilton.com to finalize the transfer.
2. The hotel may not register, own, maintain or use any domain names, World Wide Web or other electronic communications sites (including “micro sites”; collectively “site(s)”) relating to the network (as defined below), country, any product or service of the hotel, or that includes the Marks. The only domain names, sites, or site contractors that the hotel may use are those assigned or otherwise approved in advance in writing by the Brand Marketing team. The hotel acknowledges and agrees that the right to approve all materials is necessitated by the fact that those materials must include and be linked with the Marks. Therefore, any use of the Marks on the World Wide Web, the Internet, or any other computer network/electronic distribution, must conform to the Brand requirements, including the identity and graphics standards for all network hotels.

For purposes of this manual, network means the hotels, resorts, inns, conference centers, time share properties and other operations that Hilton Worldwide and its subsidiaries and affiliates provide services to, or own, license, lease, operate or manage.

B. SEARCH ENGINE MARKETING AND OPTIMIZATION

1. SEARCH ENGINE MARKETING AND OPTIMIZATION (SEM & SEO)

The hotel may not (directly or indirectly) purchase or use a keyword that includes any mark or other trademark name of a competitor hotel. The hotel may not sell, license, or otherwise allow any third party to use the hotel's name under any circumstance. The hotel may not take any independent action without prior approval by Hilton Worldwide, or purchase keywords or advertising, or contract with any agency, in regards to search engine optimization, banner advertising, affiliate advertising or any other online advertising.

2. The hotel, with the exception of those hotels already using the Hilton Worldwide search marketing agency of record, may register their paid search campaigns with Hilton Worldwide's search team. To reach the search team, send email to search.help@hilton.com.
3. Given the changing nature of this technology, Hilton Worldwide has the right to withhold approval, withdraw any prior approval and modify its requirements.
4. No party may display advertising on any keyword that includes a Hilton Worldwide brand or Mark, or any version or misspelling thereof. Only the Brand is approved to bid on branded keywords.
5. The hotel is not permitted to display advertising on a keyword (directly or indirectly) that is the name of another hotel or brand without its permission.
6. The hotel is not be authorized to display advertising on a keyword that includes a Hilton Worldwide Brand or Mark, including names of hotels in the Hilton Worldwide Portfolio of Brands, under any circumstance.
7. Images and content must be kept current and provide an accurate representation of the hotel facilities and guest rooms.
8. Paid search campaigns must direct click-through traffic to a Brand website or an approved vendor-hosted Web site.
9. Paid search campaigns cannot be launched in competition with Hilton Worldwide sponsored search campaigns.

10. Paid search campaigns cannot be designed to direct potential customers to a hotel or cluster at the expense of another hotel in the Hilton Worldwide Portfolio of Brands.
11. Paid search campaigns must be coordinated with the Brand sponsored search campaign. If the hotel launches a paid search campaign other than through the Hilton Worldwide search marketing agency of record, a list of proposed keywords must be submitted to the search team for validation and approval. To reach the search team, send email to search.help@hilton.com.
12. Hilton Worldwide must maintain full control over the hotel's online local business listings. The hotel name, address, phone number and website must remain consistent across all local channels to ensure maximum visibility within the search engine. Incorrect or inconsistent information listed within these listings will result in lower quality scores within the search engines ultimately resulting in lower rankings.

C. OWNERSHIP AND MANAGEMENT OF LOCAL BUSINESS LISTINGS

Hilton Worldwide must maintain full control over the hotels online local business listings. The hotel name, address, phone number and website must remain consistent across all local channels to ensure maximum visibility within the search engine. Incorrect or inconsistent information listed within these listings will result in lower quality scores within the search engines, ultimately resulting in lower rankings and visibility.

506.02 WEB SITES

All sites containing any of the trademarks and any linked sites must advertise, promote and reflect on the hotel and the system in a first-class, dignified manner and comply with the following:

A. BRAND APPROVAL

Any use of the trademarks on the World Wide Web, the Internet or any computer network must conform to the Brand's requirements including the identity and graphics standards for all system hotels. Given the changing nature of this technology, the Brand has the right to withhold its approval and to withdraw any prior approval to modify its requirements.

B. POSTING OF THIRD-PARTY CONTENT

Hotels are not allowed, without a legal license or other legal right, to post on their site(s) any material in which any third party has any direct or indirect ownership interest including video clips, photographs, sound bites, copyrighted text, trademarks or any other text or image in which any third party may claim intellectual hotel ownership interests. Hotels must incorporate on their site(s) any other information the Brand requires in the manner it considers necessary to protect its trademarks.

C. TRANSFER UPON TERMINATION

Upon the expiration or termination of the Agreement, the hotel must irrevocably assign and transfer to the Brand or to its designee all rights, titles and interests in any domain name listings and registrations which contain any references to brand marks, systems or licensed brands. The hotels must notify the applicable domain name registrar(s) of the termination of rights to use any domain name or site(s) associated with the trademarks or the licensed brand and authorize the cancellation or transfer of the domain name to the Brand or a designee as directed by the Brand. All references to the Brand's Marks or licensed brands from any other site(s) must be deleted, maintained or operated beyond the expiration or termination of the Agreement.

506.03 MICROSITES

A. BRAND POLICY

Microsites (commonly referred to as vanity, independent or local sites) are stand-alone web pages or sites that operate outside of the Brand.com environment. Microsites are prohibited without prior approval by Hilton Worldwide. Details regarding the approval process can be obtained through the hotel's Hilton Worldwide regional eCommerce Manager.

B. INFORMATION ACCURACY

The information that appears on the microsite is the sole and direct responsibility of the hotel(s)/entity. Content must be maintained by the hotel through the hotel's microsite supplier agreed upon defined process.

C. ASSOCIATED FEES

The hotel is responsible for all aspects of its microsite, including without limitation all costs, fees, licenses, permits, claims, development and maintenance related in any way to these sites.

D. Not Applicable to this Brand

E. ADDITIONAL PAGES

Additional pages or functionality added to the microsite after the initial launch of the site must be reviewed and approved by Hilton Worldwide. Details regarding the approval process can be obtained through the hotel's Hilton Worldwide regional eCommerce Manager.

F. Not Applicable to this Brand

G. PRIVACY POLICY

All customer-facing microsities must link to the Hilton Worldwide Global Privacy Policy and no other privacy policy (unless approved in writing by Hilton Worldwide). Go to **The Lobby > Departments > Legal** for complete Privacy Standards and related information.

H. PERSONAL INFORMATION

Personal Information must never be collected on a microsite.

I. DATA CAPTURE

Microsites are not permitted to create their own email capture or collect information from website visitors nor are they permitted to send promotional emails. All microsities must adhere to Section 501.03 - Information Privacy.

J. TRADEMARKS / COPYRIGHTS

All intellectual property created for the Hilton Worldwide Portfolio of Brands is owned by Hilton Worldwide. Hilton HHonors intellectual property is owned by Hilton HHonors Worldwide, LLC. Certain copyright notices and proper trademark usage must be displayed on the microsite. Any references to third-party names and logos that appear on the microsite must be approved by Hilton Worldwide.

K. LOGOS / COPYRIGHTS

All microsities must feature the copyright line of © [year, e.g., 2016] Hilton Worldwide at the bottom of each page on the microsite. If the hotel is a franchised hotel, it may feature the copyright line of its ownership group. All appropriate Brand logo usage and copyright standards must be followed.

L. PURCHASE AND REGISTRATION OF DOMAIN NAMES

1. The hotel is not allowed to promote or advertise the Brand or the hotel on the Internet or any computer network unless prior written approval, which may be withdrawn, is obtained from the Brand of the third-party Web site in which the hotel will be listed, any proposed links between the Web site(s) and any other Web site(s), any proposed changes to the Web site(s), and have registered the hotel's domain name with Hilton Worldwide.
2. All domain names must be registered through Hilton Worldwide. To request a domain or transfer an existing one, contact the hotel's Hilton Worldwide regional eCommerce Manager.
3. Once submitted, the request will be reviewed, and the hotel will receive an answer to the request within approximately 5 business days. The hotel will pay no costs for the purchase of the domain (or its renewal) if it is registered through Hilton Worldwide.

M. HOSTING

The hotel and its suppliers will be solely and directly responsible for everything relating to their microsite, including without limitation, Web site hosting and maintenance. The hotel is allowed to have its Web sites hosted by a company other than the Web site creator/developer. The third-party host must sign the Hilton Worldwide Web Services Agreement. If a domain name server (DNS) change is needed for a domain owned by Hilton Worldwide, go to The Lobby. Hilton Worldwide will make the change within 5 to 10 business days of the form submission. Once the DNS has been updated, allow an additional 24 to 72 hours for the change to propagate throughout the Internet.

N. WEB SITE CONSTRUCTION

The website must be well constructed with a "look and feel" consistent with Brand standards. All designs must be reviewed and approved by Hilton Worldwide's Digital and eCommerce teams prior to the site going live.

Details regarding the approval process can be obtained through the hotel's Hilton Worldwide regional eCommerce Manager.

O. RESERVATIONS FUNCTIONALITY

All reservation functionality must provide for the following:

1.
 - All reservations must be routed directly to the brand.com website. Any and all fees, taxes, commissions or charges of any kind due or payable in regard to reservations are the hotel's sole responsibility
 - The microsite must link back to the main brand.com reservations module for any/all reservations

- No brands outside of the Hilton Worldwide Portfolio of Brands are allowed to be cross sold
- In order to pass customers to a specific CTYHOCN reservation page or package page, certain parameters to the main reservation URL must be added

P. EDGE PROGRAM

All hotels must participate in the Brand's EDGE program that includes eCommerce and search engine marketing requirements.

NOTE: *Hotels that participate in the International Reservation Fund (IRF) will not transition to EDGE at this time.*

1. Participating hotels are required to submit their EDGE commission reports daily and pay all associated program fees on consumed commissionable online bookings including Pay-per-click (PPC) advertising (paid search), display advertising, price comparison sites and other direct response paid media as outlined per this program. For more details on the EDGE program, please visit the Lobby for program specifics.

Q. LINKS

1. The hotel website can neither promote nor link:
 - To any non-Hilton Worldwide hotel
 - To other websites that dilute traffic from the Brand.com site
 - To other websites that generally have questionable data/content over which Hilton Worldwide does not have control
2. "Framing" is the process of allowing a user to view the contents of one Web site while it is framed by information from another Web site, similar to the "picture-in-picture" feature offered on some televisions. For example, a user of a search engine may view the contents of an online store that is framed by the search engine's text and logos.

A website cannot use framing or other methods to copy or make any use of the content of stand-alone websites. Also, the hotel cannot permit the Web site to be framed.
3. If using third-party links outside of the Hilton Worldwide Portfolio of Brands websites, they must be opened using an external browser screen window.
 - a. The hotel must review, and Hilton Worldwide retains the right to disapprove at any time, linked third-party websites outside of the Brand. Any such website cannot include information about, or link to, other competing hotel websites nor have "questionable" data.

4. BRAND.COM REFERRALS

- a. The website must link back to the Brand.com reservations module for any/all reservations. See detail under Reservations Functionality Section 560.03.O.
- b. The website must link back to Brand.com/meetings or hiltondirect.com. Request a proposal for any and all group, meeting, convention, leisure, and tour/wholesale related requests.
- c. The Best Rates guarantee must be mentioned on the home page and reservation pages and link to Hilton HHonors.
- d. All HHonors content and/or integration of HHonors with links to hiltonhhonors.com must be submitted to Hilton HHonors for approval.

R. MOBILE APPS

The creation and production of new mobile apps is prohibited by the Brand without prior approval by Hilton Worldwide. Details regarding the approval process can be obtained through the hotel's Hilton Worldwide regional eCommerce Manager.

506.04 BRAND CLUSTER SITES

A. PARTICIPATION

If the hotel desires to participate with a Hilton Worldwide Portfolio of Brands Cluster website, it must comply with Hilton Worldwide cluster guidelines. Contact the hotel's eCommerce Manager for assistance.

B. CONTACTS / RESOURCES

- For Hilton Worldwide Legal Department, Brand Online Marketing, Domain Request for Purchase Tool Kit, Domain Transfers and Domain Redirects, refer to The Lobby.
- Hotel Content 877-777-7881 / hotel.content@hilton.com
- Brand Marketing - tru.marketing@hilton.com, or Advice@hilton.com

506.05 ONLINE IMAGERY

All hotels must use the Brand-approved photographers as outlined on the Tru Marketing channel in OnQ Insider and within the Brand Identity Guidelines. They must also adhere to styling and content as described in the Tru Hotel Photography Guide.

A. GENERAL RULES

Images must be provided by a professional photographer and adhere to styling and content as described in the Tru Hotel Photography Guide. All new hotels must comply within 90 days of opening.

1. If the hotel submits images, it must prove in writing that it owns the images and has Internet usage rights. Usage remains at the hotel's sole risk and responsibility.
2. The hotel must maintain in its records original signed copies of all necessary releases, agency agreements, work-for-hire agreements, non-disclosure agreements and all other agreements related to its submitted images, content and sites.
3. Photography release forms must be signed by the photographer for any hotel image regardless of their purpose.

B. IMAGE REQUIREMENTS

Hotel websites must include imagery as outlined by the Brand.

1. Images must be an accurate representation of the hotel facilities and rooms. Construction photos are not permitted.
2. Mandatory images to be available on trubyhilton.com are as follows:
 - 2 Exterior
 - Front Desk or HUB
 - 2 Lobby
 - 2 Breakfast Serving Area
 - Guest Room (3 images of each room type)
 - Additional image of Suite Living Space (where applicable)
 - Guest Room Bathroom (one image per room type)
 - Accessible Bathroom
 - Hotel Bar (where applicable)
 - A minimum of 6 including any combination of the following, but no more than 2 images from any one category:
 - Pool

- Fitness Center
- Business Center
- Meeting/Event/Banquet Facilities
- Suite Shop or 24/7 Snack
- Outdoor Seating Area

506.06 SOCIAL MEDIA

The hotel may choose to activate its own social media channels in accordance with the Brand Social Media Guidelines, but only if the hotel's TripAdvisor Negative Response Rating is above the Brand's average rating. Hotel must consult with their eCommerce Manager and BPS before initiating.

A. BRAND SOCIAL MEDIA GUIDELINES

Hotel level social media activity must follow the below requirements and all applicable communication and conduct policies of the hotel.

B. SOCIAL MEDIA RESOURCE CENTER

By creating social channels and having a presence in social media, the hotel acknowledges it will ensure adequate management of these social channels daily and moderate, respond, and service these channels as needed.

1. Not Applicable to this Brand
2. Not Applicable to this Brand
3. Include full proper name of the hotel as it appears on Brand.com in the hotel's handle (online name) whenever possible.
4. Choose the best images of the hotel for use in social channels. Ensure the hotel has appropriate permission to use any copyrighted materials and has obtained proper release forms from any people in images.

C. HOTEL CONTACT INFORMATION

Channels must include hotel contact information and a direct link to the hotel homepage on brand.com

1. Channels must be created with a generic e-mail address (rather than one belonging to an individual employee). The hotel must keep a file of registration e-mail addresses, user IDs and passwords for all hotel channels.

D. NO-THIRD PARTY APPLICATIONS

Third-party applications are not permitted.

E. INTERNAL DATABASES

Never use internal databases of guest information through social channels. Use of this information is restricted to protect the privacy of guests and business partners. Contact information collected through a social media channel may only be used through the channel in which it was collected.

F. PROMOTIONS AND OFFERS

All promotions, surprise and delight campaigns, and offers promoted through social channels must adhere to individual platform guidelines and be accompanied by terms and conditions provided by Legal and reviewed by the applicable eCommerce manager.

1. Follow brand marketing, identity, advertising, online and public relations guidelines in addition to relevant laws concerning marketing, advertising and intellectual property. Comply with laws governing copyright and fair use of copyrighted material owned by others. Link to online references and original source materials directly.
2. The hotel may not solicit online consumer reviews or directly post online consumer reviews. Such activity includes encouraging guests to post reviews and/or offering incentives in exchange for reviews.

G. TEMPLATES

Use Brand-approved templates for channel design, when applicable.

RESERVATIONS AND DISTRIBUTION

601.00 GENERAL RULES	600-2
602.00 DISTRIBUTION	600-2
603.00 RESERVATIONS	600-15
604.00 ROOM RATES.....	600-20
605.00 Not Applicable to this Brand	600-22
606.00 Not Applicable to this Brand	600-22
607.00 REVENUE MANAGEMENT CONSOLIDATED CENTER (RMCC)	600-23



600 - RESERVATIONS AND DISTRIBUTION

601.00 GENERAL RULES

601.01 FRANCHISEES TO DETERMINE RATES

Rates are to be determined at the discretion of each hotel. Rates effective in the reservation system at the time the reservations are made are guaranteed. In the event that the rate increases prior to the date of arrival, the guest must not be charged more than the rate guaranteed at the time of the initial reservation. Any changes to the arrival date are subject to availability and possible rate change.

A. RATE DISCREPANCIES

If a guest advises Hilton Worldwide of a rate discrepancy, Hilton Worldwide must verify the complaint and resolve the matter by mailing a refund to the guest. The hotel must reimburse Hilton Worldwide for the amount of the refund.

601.02 HILTON RESERVATIONS AND CUSTOMER CARE (HRCC)

A. ACCEPTANCE OF RESERVATIONS

The hotel must accept all reservations made through HRCC, Global Distribution Systems, the Internet or other booking channels approved by the Brand.

602.00 DISTRIBUTION

602.01 BRAND PROMOTIONS

The hotel must comply with the required procedures of each program in which it participates.

602.02 OUR BEST RATES GUARANTEE

A. SAME RATES OFFERED

The hotel must offer all rates and inventory available to the general public through Hilton Worldwide proprietary booking channels (“HWI Channels”), which include Hilton Reservations and Customer Care (“HRCC”), brand.com websites and OnQ.

600 - RESERVATIONS AND DISTRIBUTION

1. No general public rate offering may be sold through any non-Hilton Worldwide website or any other channel (including third-party resellers/wholesalers, merchant model websites, Global Distribution System (GDS), etc.) unless that rate is also made available (at no less favorable terms) to the HWI Channels. All general public rate offerings must be consistent across all HWI Channels.
2. If the hotel chooses to provide non-Hilton Worldwide websites or any other channel (including third-party resellers /wholesalers, merchant model websites, GDS, etc.) with a general public rate offering that is lower than what is currently being offered through the Hilton Worldwide channels, that new lower rate must be made available through the Hilton Worldwide channels.

B. EXCEPTIONS

The hotel may provide lower rate offerings to Hilton Worldwide Accredited third parties without being required to offer the same low rates to the Hilton Worldwide channels only if:

1. The hotel brand is not discernible at the time of purchase (true opaque channels such as Priceline.com and Hotwire.com); or
2. The third party is a wholesaler who resells bundled packages to the guest where the hotel rate is not discernible.

C. VIOLATIONS

In addition to other remedies, if the hotel violates this Brand Standard, it will be charged the actual cost of the resolution (at a minimum honoring the lowest price) plus the current Guest Assistance intervention fee. Violations will be documented and escalated through the normal Quality Assurance process.

D. INVOKING THE BEST RATES GUARANTEE

To claim the guarantee, the guest must have a confirmed reservation made on brand.com, hiltonhhonors.com, hiltonworldwide.com, Hilton Reservations Customer Care or directly at a hotel.

If the guest finds a lower publicly available rate on a non-Hilton Worldwide booking channel (except for opaque websites) for the same accommodations at the same hotel, same dates of stay, same length of stay, same number of guests, cancellation policy is within one day and same guest room type and available for purchase within 24 hours of booking the reservations, the guest must fill out and submit a claim form to Hilton Worldwide's guest assistance department in the manner prescribed in the form. The claim form or phone request must be received within 24 hours of the time the original reservation was confirmed and at least 72 hours prior to arrival at the hotel.

Once Hilton Worldwide verifies the availability and eligibility of the lower rate, the reservation rate will be adjusted to match the lower offering and an additional 25% will be taken off the room rate for each night of the guest's stay.

602.03 TRAVEL PLANNER COMMISSION PROGRAM

A. DISTRIBUTION SERVICES

The hotel must participate in the centrally paid Travel Planner Commission Program, and reimburse the Brand by the 15th of the month for commissions paid in the previous month.

If the hotel is unable to participate in the centrally paid Travel Planner Commission Program, it must pay travel agency commissions directly from the hotel on a weekly basis.

Distribution Services also process commissions and payments relating to other Marketing and Sales Programs, which may include fees to the hotel that may be amended from time to time.

For additional details, requirements and resources please refer to the Distribution Services page on The Lobby.

PATH: THE LOBBY > DEPARTMENTS > GLOBAL SALES > DISTRIBUTION SERVICES

B. COMMISSIONS

The Distribution Services Department will only pay commissions to sellers of travel who are registered with an accredited organization such as IATA or TIDS. Other acceptable associations are ARC, TSI, CLIA, ERSP, SATO, TRUE and TS. These are organizations that:

- Are established in the travel industry
- Operate from an established business address
- Where needed, hold current and valid local/state/provincial business registrations and licenses
- Produce and service individual, wholesale and/or group business for their hotels

NOTE: *The Hilton Worldwide Distribution Services Department reserves the right not to pay commissions to a travel planner if, in the sole judgment of Hilton Worldwide, the agent does not engage in sound ethical, business and legal practices in the operation of its business.*

C. COMMISSIONABLE RATES

All commissionable rates are identified in the reservation systems.

D. COMMISSION RATES

600 - RESERVATIONS AND DISTRIBUTION

The hotel is not permitted to negotiate or override commission amounts set by Hilton Worldwide. Standards for commission calculations and percentages may vary by country, and the hotel must comply with the commission standards for its country. The full commission will be paid. Commission rates must be clearly disclosed on all group-booking contracts.

- Applicable Charge: Currently, up to 10% commission and \$0.18 per transaction processing charge.
- Due Date: If invoiced, within 15 days of billing. If through the Automated Clearing House (“ACH”), on the 12th day of each month.

E. INQUIRIES

Travel agent commission inquiries will be posted on the Travel Agent Commission Settlement website <http://ce.tacsnet.com> or (THE LOBBY > MY APPLICATION > DISTRIBUTION SERVICES–TACS) and must be reviewed and closed with an appropriate response to the agent.

- If the hotel has OnQ PM or Opera Integrated PM, the hotel has the option to work its inquiries or have Distribution Services work them on behalf of the hotel. Any inquiries still open at the end of five calendar days are forwarded to Distribution Services. If it is determined by Distribution Services that the inquiry is commissionable, Distribution Services will authorize payment and bill the hotel accordingly.
- If the hotel does not have OnQ PM or Opera Integrated PM, it must close all centrally logged agent inquiries within 30 days and initiate payment, where due, within the current pay cycle.
- Commission inquiries must be researched for a period of up to 12 months after the departure date of the reservation. Inquiries raised by agents more than 12 months after the departure date of the reservation will not be logged centrally, and should be answered directly by the hotel.

602.04 THIRD-PARTY DISTRIBUTION

Hilton Worldwide Global Travel Industry Relations maintains strategic partnerships with key accounts within Global and Regional Travel Management Companies (TMCs), Travel Agency Consortia, Direct Connects, Global Distribution Systems (GDS's), Travel Clubs, and Government Agencies. For additional participation details and requirements please refer to TIR.Hilton.com or The Lobby.

PATH: THE LOBBY > DEPARTMENTS > GLOBAL SALES > GLOBAL TRAVEL INDUSTRY RELATIONS

Third-party reservation charges currently include costs and fees incurred in connection with Third-Party Reservation Systems, such as GDS, airline reservation services, internet and other service reservation providers for using their distribution system for reservations.

- Applicable Charge: Currently, \$4.65 per stay
- Due Date: If invoiced, within 15 days of billing. If through the Automated Clearing House (“ACH”), on the 12th day of each month.

A. GLOBAL DISTRIBUTION SYSTEM (GDS)

1. TRAVEL MANAGEMENT COMPANIES / TRAVEL AGENCY CONSORTIA

600 - RESERVATIONS AND DISTRIBUTION

If the hotel chooses to participate with any centrally managed TMC or Consortia, it must do so under the terms of the Hilton Worldwide program.

The Consortia Parity SRP program fee is detailed on the yearly budget assumptions. Production is tracked using the parity SRP and Corporate ID number.

- TMC/Consortia Program Applicable Charge: Currently, \$2.70 for each consumed night booked under the TMC/Consortia parity rate.
- TMC Pay-On-All-Pay-For Performance Program Applicable Charge: Currently, \$1.03 for each consumed night booked by a TMC travel planner.
- Due Date: If invoiced, within 15 days of billing. If through the Automated Clearing House (“ACH”), on the 12th day of each month.

The Consortia Program is on an “Opt-Out” and “All-or-None” basis.

a. COMPLIANCE

If the hotel participates in one or more of the Consortia programs (e.g., Amex FHR, Signature, Virtuoso, or Altour Hotel Collection), the hotel must comply with all program guidelines as stated in the agreements with each Consortium.

2. TRAVEL CLUBS

a. AAA/CAA REWARDS AND DISCOUNT PROGRAM

All hotels must have an American Automobile Association (AAA) / Canada Automobile Association (CAA) rate established in all appropriate distribution channels. AAA Members are entitled to receive a minimum core offer of 5% discount off the participating hotels' Best Available Rate, which is yieldable and under non-last room availability conditions. Presentation of AAA membership card is required at check-in.

- Applicable Charge: \$0.30 per available room
- Due Date: Within 15 days of billing - Payable annually for AAA/CAA approved hotels.

NOTE: *The program is subject to change.*

b. AARP PROGRAM

Canada | Puerto Rico | United States:

All hotels are required to have an AARP (ARP) rate plan established in the appropriate distribution channels.

- 'Minimum' Core offer of 5% discount off Best Available Rate, which is yieldable and under non-last room availability conditions.
- Presentation of AARP membership card is required.

600 - RESERVATIONS AND DISTRIBUTION

- Senior, AARP and AAA/CAA rates must have parity in pricing.
- AARP members are offered 2:00 p.m. late check-out, based on availability.

3. GOVERNMENT AGENCIES

a. FEDROOMS GOVERNMENT PROGRAM

The FedRooms program is optional for all hotels, and an annual RFP must be submitted for participation.

The participation fee is based on a percentage of room revenue, collected through the commission payment system, and passed through Hilton directly to the program.

- Applicable Charge: Currently, 2.75% of room revenue for each consumed stay booked under the FedRooms rate/SRP.
- Due Date: Billed on TAPS invoice. If invoiced, due within 15 days of billing. If through the Automated Clearing House (“ACH”), on the 15th day of each month.

Participating hotels are referenced in the online booking tools used by the U.S. Government. (Program fees set by the U.S. Government and are subject to change).

b. CWTSATO TRAVEL GOVERNMENT PROGRAM

The CWTSatoTravel government program is optional for all hotels, and an annual RFP must be submitted for participation.

The program requires standard commissions based on room revenues and operates under Hilton’s Pay for Performance program.

- Applicable Charge: Currently, \$2.50 for each consumed night booked under the program SRP, and standard travel agency commission ranging from 8% to 10%.
- Due Date: Billed on TAPS invoice. If invoiced, due within 15 days of billing. If through the Automated Clearing House (“ACH”), on the 15th day of each month.

Participating hotels are referenced in CWTSatoTravel’s agent booking tools, have access to CWTSatoTravel call centers and receive Hilton Field Sales support. (Pay for Performance fees subject to change).

c. OMEGA WORLD TRAVEL GOVERNMENT PROGRAM

The Omega government program is optional for all hotels, and an annual RFP must be submitted for participation.

The program requires standard commissions based on room revenues and operates under Hilton’s Pay for Performance program.

600 - RESERVATIONS AND DISTRIBUTION

- Applicable Charge: Currently, \$2.70 for each consumed night booked under the program SRP, and standard travel agency commission ranging from 8% to 10%.
 - Due Date: Billed on TAPS invoice. If invoiced, due within 15 days of billing. If through the Automated Clearing House (“ACH”), on the 15th day of each month.
- Participating hotels are referenced in Omega’s agent booking tools, have access to Omega call centers and receive Hilton Field Sales support. (Pay for Performance fees subject to change).

d. ADTRAV GOVERNMENT PROGRAM

The ADTRAV government program is optional for all hotels, and an annual RFP must be submitted for participation.

The program requires standard commissions based on room revenues and operates under Hilton’s Pay for Performance program.

- Applicable Charge: Currently, \$2.70 for each consumed night booked under the program SRP.
- Due Date: Billed on TAPS invoice. If invoiced, due within 15 days of billing. If through the Automated Clearing House (“ACH”), on the 15th day of each month.

Participating hotels are referenced in ADTRAV’s agent booking tools, have access to ADTRAV call centers and receive Hilton Field Sales support. (Pay for Performance fees subject to change).

602.05 PROGRAMS AND FEES

The Affiliate programs are administered by the Demand Generation/eCommerce team.

A. INTERNET DISTRIBUTION PROGRAM

Standard affiliate commission on the total room rate and other commissionable charges is 5-10%, on average, but is subject to change. Hotel participation in the Affiliate Distribution Program is mandatory.

B. EDGE PROGRAM

All hotels must participate in the Brand’s EDGE program that includes eCommerce and search engine marketing requirements.

Participating hotels are required to submit their EDGE commission reports daily and pay all associated program fees on consumed commissionable online bookings including Pay-per-click (PPC) advertising (paid search), display advertising, price comparison sites and other direct response paid media as outlined per this program.

600 - RESERVATIONS AND DISTRIBUTION

- Applicable Charge: Currently, 4.25% for each commissionable reservation received through EDGE.
- Due Date: If invoiced, within 15 days of billing. If through Automated Clearing House ("ACH"), on the 12th business day of the month.

For more details on the EDGE program, please visit The Lobby for program requirements.

PATH: THE LOBBY > DEPARTMENTS > GLOBAL DISTRIBUTION SERVICES > ECOMMERCE-EDGE

C. HILTON PLUS PROGRAM

The Hilton Plus Program is mandatory for all System hotels. This program provides the ability to sell packages, combining rooms, air, car and other travel components. Only the hotel room revenue component associated with the Hilton Plus package consumed sale is commissionable to the Packaging Technology Provider. The hotel receives 25% credit on the positive gross margin generated from the non-hotel components of the Hilton Plus Package.

- Applicable Charge: Currently, \$0.18 transaction fee applies to all bookings through Hilton Plus, including canceled, no-show, commissionable and non-commissionable reservations. Hotel is billed 10% commission on the consumed hotel revenue.
- Due Date: If invoiced, within 15 days of billing. If through Automated Clearing House ("ACH"), on the 12th business day of the month.

602.06 SALES PROGRAMS

A. SCOUT PROGRAM

- Scout commissions must be paid to the referring hotel within 30 days of receipt of invoice.
- Scout commissions must be paid to the referring team member by referring hotel at the next wages payment date after payment from referred hotel has been received.
- Failure to pay commission within the outlined time frames will result in a centralized payment on behalf of the hotel and an intervention fee charged to hotel based on value of the business.
- All sales team members must complete Hilton Worldwide University Meeting Broker Training as defined by each brand.

PATH: The Lobby > Departments > Global Sales > Scout

B. SENIOR RATE PROGRAM

Existing Senior (SNR) rates must have parity in pricing with AARP & AAA/CAA.

- Rate offered to guests age 65 or older
- Proof of eligibility required at check-in

600 - RESERVATIONS AND DISTRIBUTION

C. UNLIMITED REWARD TRAVEL AGENT LOYALTY PROGRAM

The hotel must participate in the Unlimited Reward Travel Agent Loyalty program.

Unlimited Reward members will be paid for stays containing an Unlimited Reward number at all hotels globally with varying payouts based on the stay type that is booked through the Global Distribution System (GDS), Hiltontravelagents.com or brand.com.

Booking fees associated with this program are subject to change without advanced notice. Hotels will be invoiced once the traveler has consumed the stay.

- Applicable Charge: Weekday stay (Monday - Thursday nights) = \$0.71; Weekend stay (with one Friday/Saturday/Sunday night) = \$1.42; Weekend stay (with two Friday/Saturday/Sunday nights) = \$2.13.
- Due Date: If invoiced, within 15 days of billing. If through Automated Clearing House ("ACH"), on the 12th business day of the month.

PATH: THE LOBBY > DEPARTMENTS > GLOBAL SALES > GLOBAL TRAVEL INDUSTRY RELATIONS > UNLIMITED REWARD

D. FASTPAY

The FastPay Program centralized and automates third-party group and meeting planner commissions into one payment for all Hilton Worldwide hotels. Hilton Worldwide may also perform reconciliation services for these payments. Currently, all hotels are automatically enrolled in this program unless an opt-out form is submitted. The Brand reserves the right to mandate this program in the future.

- Applicable Charge: Currently, \$0.18 per transaction, which includes commissionable reservations plus cancellations, no-shows and non-commissionable reservations.
- Due Date: If invoiced, within 15 days of billing. If through Automated Clearing House ("ACH"), on the 12th business day of the month.

E. FREQUENT TRAVELER / GUEST REWARD PROGRAM

The hotel must participate in any brand specific or System-wide guest frequency or reward program. Currently, the hotel must participate in HHonors.

- Applicable Charge: Currently, 2% of eligible guest folio.
- Due Date: 10 days after billing.

NOTE: *These programs are subject to change.*

602.07 TEAM MEMBER TRAVEL PROGRAM

In addition to the below standards, the hotel must maintain compliance with all Go Hilton program requirements as detailed in the [Program Guide](#) document.

600 - RESERVATIONS AND DISTRIBUTION

A. ELIGIBILITY

The following groups are eligible to participate in the Go Hilton Team Member Travel Program:

- Active employees at the locations below are eligible to participate in the Team Member Travel Program. This includes all regular full-time, part-time and seasonal staff, employed by one of these locations:
 - Hotels managed by Hilton Worldwide
 - On-property at independently owned and operated franchised Hotels
 - Hilton Grand Vacations (HGV) locations
 - Hilton Worldwide Corporate Offices
- Active business partners working at Hilton Reservations and Customer Care (HRCC)
- All Owners Recognition Club Members

The following groups are not eligible to participate in this program:

- On-call and other temporary staff
- Above property franchisees and management company representatives not working on property (e.g., corporate office, management company office, etc.)
- Retired and/or terminated Team Members
- Retired and/or terminated business partners/contractors at Hilton Reservations and Customer Care (HRCC)
- All other independent, third-party business partners/contractors

B. ROOM RATES

Standard Team Member room rates:

- \$35.00* USD per night
 - Hilton Garden Inn
 - Hampton by Hilton
 - Homewood Suites by Hilton
 - Home2 Suites by Hilton
 - Tru by Hilton
- \$45.00* USD per night:
 - Hilton Hotels & Resorts
 - DoubleTree by Hilton
 - Embassy Suites by Hilton
- \$55.00* USD per night:
 - Curio - a Collection by Hilton
 - Canopy by Hilton
- \$75.00* USD per night:
 - Conrad Hotels & Resorts
 - Waldorf Astoria Hotels & Resorts

600 - RESERVATIONS AND DISTRIBUTION

**Rates above do not include applicable taxes or mandatory charges. Room rates are converted to the applicable local currency once per year based on Plan exchange rates. Rates may be higher for a very small subset of hotels with above average operating costs or where necessary based on local tax regulations. Resort Fees are not applicable to Team Member Rates.*

C. OTHER DISCOUNTS

Eligible participants (refer to Standard 602.07.A) staying on a Team Member or Family and Friends rate must receive a 25% food and beverage discount* at restaurants operated by the host hotel. Restaurants are defined as outlets offering hot food prepared on-property.

**Discount may not be applied to mini-bar purchases or in-room dining. Please refer to the [Go Hilton Program Guide](#) for additional terms and conditions.*

OTHER DISCOUNTS

Canada | Mexico:

Eligible participants (refer to Standard 602.07.A) staying on a Team Member or Family and Friends rate must receive a 50% food and beverage discount* at restaurants operated by the host hotel. Restaurants are defined as outlets offering hot food prepared on-property.

**Discount may not be applied to mini-bar purchases or in-room dining. Please refer to the [Go Hilton Program Guide](#) for additional terms and conditions.*

D. INVENTORY / RESERVATIONS

Room inventory is centrally managed and determined based on the Occupancy Forecast Engine. Please refer to the [Go Hilton Inventory Management Quick Reference Guide](#) for more details, including the submission processes for Extraordinary Demand Dates and High Demand Dates.

The hotel must comply with the HHonors Member Relocation and Recovery requirements detailed in Standard 701.03.D if they are unable to accommodate a guaranteed Team Member rate reservation.

In the event that a credit card used to secure a Go Hilton reservation expires or fails pre-arrival authorization, the hotel is not permitted to immediately cancel the booking. The hotel must attempt to contact the guest via email or telephone a minimum of two times prior to arrival in order to obtain a new method of guarantee.

E. DOCUMENTATION

600 - RESERVATIONS AND DISTRIBUTION

Eligible participants (refer to Standard 602.07.A) are required to present photo identification and a valid form of payment upon check-in. Travel Passports are not required for any reservations. Independent employee or reservation verification forms are strictly prohibited.

F. HHONORS BENEFITS

When staying on Team Member rates, HHonors members must receive all standard HHonors benefits for their tier, in addition to any benefits awarded through the Team Member HHonors or Owners HHonors program. This applies to all reservations made under the original Team Member Travel Program and the new Go Hilton program. Refer to Section 701.02 for a detailed listing of HHonors benefits.

602.08 FRIENDS AND FAMILY TRAVEL PROGRAM

In addition to the below standards, the hotel must maintain compliance with all Go Hilton program requirements as detailed in the [Program Guide](#) document.

A. ELIGIBILITY

Eligible participants referenced in Standard 602.07.A and family and/or friends authorized by an eligible participant referenced in Standard 602.07.A are eligible to participate in the Go Hilton Family and Friends Travel Program.

B. ROOM RATES

Standard Family and Friends rates are 50% off the Best Available Rate (BAR)*. BAR is defined as the lowest unqualified, unrestricted rate that is subject to the hotel's standard cancellation policy.

** Resort Fees may be applied to Family and Friends Rates. Countries with tax regulations requiring rates higher than the standard Family and Friends rate might reflect a rate that exceeds 50% off BAR. Refer to the [Go Hilton Program Guide](#) for any countries where this condition applies.*

C. OTHER DISCOUNTS

Family and Friends are not eligible for the food and beverage discount on their own. They must be dining with an eligible participant who is staying on a Team Member or Family & Friends rate.

D. INVENTORY / RESERVATIONS

Room inventory is centrally managed and determined based on the Occupancy Forecast Engine. Please refer to the [Go Hilton Inventory Management Quick Reference Guide](#) for more details, including the submission processes for Extraordinary Demand Dates and High Demand Dates.

The hotel must comply with the HHonors Member Relocation and Recovery requirements detailed in Standard 701.03.D if they are unable to accommodate a guaranteed Family and Friends rate reservation.

In the event that a credit card used to secure a Go Hilton reservation expires or fails pre-arrival authorization, the hotel is not permitted to immediately cancel the booking. The hotel must attempt to contact the guest via email or telephone a minimum of two times prior to arrival in order to obtain a new method of guarantee.

E. DOCUMENTATION

Eligible participants referenced in Standard 602.07.A and family and/or friends authorized by an eligible participant referenced in Standard 602.07.A are required to present photo identification and a valid form of payment upon check-in.

Travel passports are not required for any reservations, whether they were made under the original Family Travel Program or under the Go Hilton Family & Friends Travel program. Independent employee or reservation verification forms are strictly prohibited.

F. HHONORS BENEFITS

When staying on Family and Friends rates, HHonors members must receive all standard HHonors benefits for their tier, in addition to any benefits awarded through the Team Member HHonors or Owners HHonors program if applicable. This applies to all reservations made under the original Family Travel Program and the new Go Hilton program.

Refer to Section 701.02 for a detailed listing of HHonors benefits.

602.09 OWNERS RECOGNITION CLUB

The hotel must participate in the Owners Recognition Club program. For additional information refer to the Owners Recognition Club page within The Lobby.

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603.00 RESERVATIONS

603.01 PROCESSING

A. GENERAL RULES

All hotels must comply with the following reservation processing requirements:

1. Reservation requests at the hotel must be processed 24 hours a day at no charge to the guest.
2. Transferring a reservation call to a central reservation office (CRO) is prohibited unless the hotel enters into a separate agreement with Hilton Reservations & Customer Care (HRCC) for reservations for consolidated desk services.
3. Hotels must make reservations and cancellations in accordance with established procedures.

603.02 HILTON WORLDWIDE BOOKING CHANNELS

A. MEETING BROKER

The hotel must achieve a minimum score of 90% on the Global Sales/Opportunity Report for the past full 6 months. This score is calculated based on the areas referenced in the below Standards.

For property specific metrics, please refer to the LOBBY > REPORTS > HOTEL STATISTICS > "PULSE REPORT".

1. ACTION

The hotel must take action on all requests for proposals (RFPs) received via MeetingBroker within 4 business hours of receipt. Action is defined as:

- Assigning a property specific salesperson
- Turning the lead down

2. STATUS UPDATE

The hotel must update the status of the RFP throughout the booking process. For bookings or RFPs with past arrival dates, the statuses below must be applied based on the system used by the hotel:

- Delphi-integrated:

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- Definite
- Turned Down
- Cancelled
- Simplified User Experience (SUE):
 - Win
 - Did not Win

3. BUSINESS DATA ACTUALS

The hotel must enter business data actuals for all definite MeetingBroker generated bookings within five business days following the program's conclusion.

B. BUSINESS TRAVEL SALES (BTS)

All request for proposals generated via the OnQ Solicitation Management application must have a response submitted within the OnQ Solicitation Management application prior to the RFP deadline. Hotels must respond to no less than 90% of the total group leads received within the past 6 full months. Compliance will be defined by the monthly Sales Summary Report.

C. ACCREDITED DISTRIBUTORS PARTICIPATION

If the hotel chooses to offer inventory online through a third party, either directly or indirectly, it must comply with all of the provisions of this Brand Standard:

- The hotel may only offer third-party online merchant and opaque model inventory through Brand Accredited distributors. The list of accredited third-party distributors is available on The Lobby.
PATH: THE LOBBY > DEPARTMENTS > GLOBAL SALES > GLOBAL THIRD PARTY DISTRIBUTION > DISTRIBUTION PARTNERS > SELECT APPLICABLE REGION
- The hotel may not offer discounted rates through third-party sites claiming to be "closed" membership groups (i.e., Travelzoo, Groupon).
- The hotel may not offer discount rates (off of BAR) to same day or mobile sites (i.e., Hotel Tonight).
- One Play, All Play: If the hotel enters into an agreement with any Hilton Worldwide Accredited, third-party online merchant then distributor must participate with ALL Accredited Merchant distributors.
NOTE: *This requirement may or may not apply to all opaque or distressed inventory distribution channels (i.e., hotwire.com, priceline.com, and site59.com), as all practice different selling strategies, thus equivalent participation with all is not currently required.*

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- No extranets. The hotel must maintain rates and inventory via electronically connected single-image inventory management (e.g., direct OnQ Reservations connectivity). If the hotel is found to be in violation of this requirement, Hilton Worldwide may suspend access to website services (including brand.com and online travel agency sites).
- The hotel must comply with all of the terms of the Best Available Rates Integrity and Consistency Standard actual selling rates (wholesale, retail, or otherwise), as are determined by the hotel.
- The hotel must comply with all of the terms of all Hilton Worldwide Website and Trademark Protection Standards including, but not limited to:
 - Bidding on or purchasing keywords containing the Marks (i.e., individual hotels may only buy Brand neutral keywords and/or the hotel's official name as listed in the Brand Directory) is prohibited.
 - The hotel is not authorized to permit use of the Marks by any distributor. This includes advertising or any other direct or indirect marketing.
 - Any content provided by the hotel to an accredited distributor must also be provided to Hilton Worldwide for its branded websites and is subject to Hilton Worldwide review and approval in Hilton Worldwide's discretion.

603.03 RESERVATION PROCESSING

The hotel (via telephone or directly) must provide guests with the following information:

- Confirmation of hotel site and address
- Confirmation of the type of accommodations and any special requests
- Confirmation of the rate plus tax
- An explanation of the reservation conditions [i.e., 6:00 p.m. (18:00) hold, payment guaranteed or advance deposit required]
- An explanation of key amenity benefits
- Confirmation number (advising guests to keep a record of such)
- Cancellation policy

603.04 PAYMENT AND GUARANTEED ROOM TYPE

A. ACCEPTED FORMS OF PAYMENT

The hotel must accept all nationally recognized currencies, credit cards and credit vouchers issued for general credit purposes that are generally honored at other affiliated hotels. These include:

- American Express
- Diners Club
- JCB
- MasterCard
- Visa
- Discover
- Optima

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- Local Currency

The hotel must enter into all necessary credit card and voucher agreements with the issuers and or processors of such cards and vouchers and must, on request of the Brand, provide copies of such agreements to the Brand.

NOTE: *The hotel is not permitted to display verbiage in the hotel regarding the use of personal debit cards.*

B. GUEST'S GUARANTEE

The hotel must accept a guest's guarantee for reservations by one of the following methods:

- Payment of required advance deposit, including tax
- Providing a billable (and collectible), acceptable credit card number that must be submitted to the credit card company for payment if the guest either fails to arrive or to cancel the guaranteed reservation by the applicable cancellation time (host hotel time)
- Receipt of a fax or email from a company that has credit approval with the hotel

C. ADVANCE DEPOSITS

1. If the hotel requires an advance deposit, it must refund the deposit if a cancellation is received in accordance with the hotel's cancellation policy. All refunds must be completed within 7 days.
 - a. If the reimbursement is not made and a complaint is registered, Hilton Worldwide may make the reimbursement and the hotel must reimburse Hilton Worldwide.

D. TERMS OF RESERVATION

Rates, guarantee, deposit and cancellation policies effective in the reservation system when the reservation is initially made are guaranteed.

E. GUARANTEED ROOM TYPES

Guestroom types (bedding type, smoking/non-smoking and accessible) are guaranteed when a reservation is made for a specific room type in the reservations system. Special requests are not guaranteed.

603.05 RESERVATION POLICIES

600 - RESERVATIONS AND DISTRIBUTION

All hotels must establish and publish reservation policies.

A. RESERVATION HOLDS

Reservations must be held in accordance with the hotel's guarantee policy at the time of booking except for payment guaranteed reservations. All reservations secured by advance deposits must be held all night until checkout time the following morning.

B. EARLY DEPARTURE PENALTIES

Early departure penalties are prohibited, with the exception of reservations that are prepaid nonrefundable.

603.06 RELOCATION REQUIREMENTS

A. GUARANTEED RESERVATIONS

If the hotel cannot honor any confirmed or guaranteed reservation, the hotel must make a special effort to find suitable accommodations at another Brand hotel. However, if there are no Brand hotel accommodations in the area suitable to the guest, the employee must offer to find other suitable accommodations within the Hilton Worldwide Portfolio of Brands. If there are no other hotels available, suitable accommodations for the guest should be secured.

1. The hotel must pay the full cost of the first night's lodging rate (including amenities provided at your property, e.g., breakfast). In addition, the hotel must reimburse the party for any necessary expense incurred by the change including, but not limited to, the cost of transportation and telephone calls to notify the family or business associates of a change in lodging place.
2. The hotel's general manager must follow up in writing with an apology to the guest and an invitation to return to the hotel the following night with an upgrade or other VIP treatment.
3. If the reimbursement is not made and a complaint is registered, the Brand may reimburse the party, and the hotel must reimburse the Brand. In the case of an advance deposit reservation, the deposit must also be refunded within 7 days.
4. Refer to Section 701.03.D for HHonors Member Relocation requirements.

600 - RESERVATIONS AND DISTRIBUTION

603.07 COMPLIMENTARY/DAY USE GUEST ROOMS

The hotel must comply with the following special use policy:

A. BRAND CONSULTATION

Quality Assurance Auditors and Brand personnel conducting consultations, evaluations or other business that benefits the hotel must be offered complimentary room and tax, meals, and regular incidentals.

603.08 PERCENTAGE OF ROOMS AVAILABLE

Through Central Reservation System (CRS) every hotel must maintain 53 weeks of availability (inventory) and rates in the Hilton Worldwide Central Reservation System (CRS). A minimum of 85% of the total rentable guestrooms available must be for sale for each day in inventory (exceptions granted during pre-determined special event periods). Minimum guestroom allotments/allocations for brand-sponsored sales and marketing programs in which the hotel participates must also be kept current.

604.00 ROOM RATES

604.01 GENERAL RULES

The hotel must comply with the following:

A. INCLUSIVE RATES

The hotel must properly provide advance disclosure of the pricing of its goods and services. Undisclosed charges are prohibited.

Room rate charges to guests must be inclusive of all operating costs and expenses required to deliver core Brand product and service components unless otherwise approved by the Brand. Undisclosed charges and the posting of specific incremental charges for core products and service elements (standard labor/service fees, resort charges, energy charges, credit card surcharges, etc.) are prohibited.

1. VALET / SELF PARKING FEES

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All parking must be complimentary to registered guests.

2. RESORT CHARGES

Resort charges are not permitted.

3. ADD-ON FEES

Add-on fees must be approved by the Brand Management Team. Add-on fees, other than resort charges, must be “opted in” by each guest and must be clearly disclosed before the charge is incurred.

B. CHILDREN'S FEE POLICY

Charges for children 18 years of age and under sharing the same room/suite with their parent(s) or grandparent(s) are not permitted. Charges are permitted in cases where the guests are staying on a package that includes features that will be provided to the child, or if the property is an All Inclusive Resort.

C. RATE DIFFERENTIATION

The hotel is not permitted to differentiate room type accommodation pricing based solely on Smoking, Non-Smoking or pet attributes (where applicable), e.g., pricing a Standard King Non-Smoking room accommodation type at a premium or at a discount to a Standard King Smoking room accommodation type. Pricing parity must be maintained for all comparable room type accommodations.

D. Not Applicable to this Brand

E. ACCURACY OF PIM DATA

The hotel must manage and maintain its hotel information within the OnQ PiM (Property Information Manager) system. This system is used to provide the various booking channel and distribution systems with information about the hotel. The hotel must ensure the following roles (were applicable) are defined, and include accurate contact information:

- General Manager

600 - RESERVATIONS AND DISTRIBUTION

- Director of Sales / Business Development
- Director of Revenue Management
- HHonors Champion
- Management Company Representative

NOTE: *Please contact Advice if additional clarification is needed.*

F. GLOBAL WEB ALERTS

If the hotel is under construction or undergoing significant renovation or remodeling, a Global Web alert must be submitted through the Global Content Gateway (GCG) forms. The alert must advise guests of potential impacts to their experience and/or to the availability of applicable hotel amenities and services. Alert forms can be located on The Lobby > Departments> Digital> Content Management & Localization. The hotel's eCommerce Manager can help load Global WEB Alerts.

604.02 SEASONAL RATES

Highest seasonal rates, in conjunction with rate and law cards must be posted conspicuously in all guest rooms.

604.03 LOCAL RATES

Highest rates dictated by local or state ordinance, must be posted in conjunction with rate and law cards.

605.00 Not Applicable to this Brand

606.00 Not Applicable to this Brand

600 - RESERVATIONS AND DISTRIBUTION

607.00 REVENUE MANAGEMENT CONSOLIDATED CENTER (RMCC)

607.01 GENERAL RULES

The hotel is required to contract for services with Hilton's Revenue Management Consolidated Center (RMCC).

LOYALTY AND GUEST ASSISTANCE

701.00 HHONORS	700-2
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700 - LOYALTY AND GUEST ASSISTANCE

701.00 HHONORS

701.01 GENERAL RULES

The hotel must participate in the Hilton HHonors program.

A. HHONORS CHAMPION

The hotel must designate an on-site HHonors Champion (utilization of an existing Front Office employee or Training Manager is permitted). The Champion must facilitate the following:

- Energize team member focus on HHonors members
- Drive consistent delivery of in-hotel benefits
- Oversee member enrollment, reward availability and stay-tracking
- Ensure completion of new hire training and annual team member recertification
- Subscribe to the Brand's NOW newsletter

B. COLLATERAL

The hotel must deploy three mandatory HHonors collateral elements on property:

- HHonors check-in signage
- HHonors back-of-house poster (displayed in a space visible to Front Desk employees but not to guests)
- HHonors key card Holders

All items must be procured and/or printed as required through the HHonors Creative Toolkit on The Source.

NOTE: *Additional collateral items not provided through the HHonors Creative Toolkit on (The Source) must be approved by the Brand prior to ordering.*

C. REWARDS AND REDEMPTIONS

Redemption rooms must be operated on a last room available basis, meaning that if a standard room is available for sale in any channel or via direct contact with the hotel, it must also be available for redemption via HHonors points. The hotel is not permitted to manipulate inventory to restrict standard award availability. HHonors redemptions can be booked on standard as well as upgraded guestroom types. The hotel must comply with the 48 Hour Guarantee rate plan as detailed within the HHonors Program Terms and Conditions.

700 - LOYALTY AND GUEST ASSISTANCE

1. Blue, Silver, and Gold Members will have no blackout dates and no inventory allotments when booking reward stays; however, rate level length of stay controls will apply (Min LOS, Max LOS and LOS Pattern) if there is a length of stay requirement set for the hotel. Extraordinary Demand Dates will restrict redemption Special Rate Plan ("SRP"). Diamond Members will have no blackout dates, no inventory allotments, and are not affected by length of stay controls (Min LOS, Max LOS, and LOS Pattern). Extraordinary Demand Dates (EDD) will close these SRPs.
2. Requests to consider specific dates as Extraordinary Demand Dates (EDD) can be submitted by hotels on The Source. On certain approved EDD dates, the hotel is exempt from Diamond/Preferential Gold Members utilizing the 48 Hour rate plan. This is only applicable if a date has been approved as an Extraordinary Demand Date and is approved by Customer Marketing Program Standards. If approved, the 48 Hour rate plan will be deactivated by Global Database Management, when:
 - Booking control of all inventory has been given to a third-party or;
 - All rooms are Sold Out under a non-refundable, pre-payment basis.

3. HHONORS REIMBURSEMENT FRAUD

Hilton Worldwide routinely monitors HHonors redemption reservations and reimbursements. The manipulation or booking of fraudulent reservations to obtain an increased redemption rate is strictly prohibited. If the hotel is found to be in violation of this requirement, Hilton Worldwide reserves the right to apply a reimbursement adjustment to the HHonors invoice.

4. POINTS

HHonors members can only earn a maximum of 100,000 HHonors Base Points per stay. Hotels cannot check a guest out and in on the same day to enable the guest to earn additional points beyond this threshold. Hotels wishing to give guests additional points for extended stays may use HIPS from The Source to grant the guest additional points.

In order to facilitate the appropriate crediting of points to members, hotels are responsible for routing, at minimum, room and tax postings (and any other incidental postings) for up to one additional room onto the primary member's folio to ensure the member receives all eligible points.

701.02 HHONORS BENEFITS AND AMENITIES

The hotel must provide the same accommodations and in-hotel benefits regardless of whether the HHonors member is on a paid or redemption stay. HHonors Members should receive their benefits when booking direct on eligible rates. Please refer to the Hilton HHonors Terms & Conditions for further details. Members on ineligible rates are not entitled to HHonors benefits, Tier Stay Credit, or HHonors Points.

700 - LOYALTY AND GUEST ASSISTANCE

A. BLUE MEMBER

1. LATE CHECK-OUT

Late check-out upon request (subject to availability)

2. ADDITIONAL GUESTS

2nd Guest Stays Free—a guest of the member's choosing is free to stay at hotel where there may be an incremental charge for double occupancy.

NOTE: *This benefit does not apply at any hotel when the rate includes additional components (e.g., meals, activities, parking, etc.) that are quoted based on the quantity of guests occupying the room.*

B. SILVER MEMBER

1. LATE CHECK-OUT

Late check-out upon request (subject to availability).

2. ADDITIONAL GUESTS

2nd Guest Stays Free—a guest of the member's choosing is free to stay at hotel where there may be an incremental charge for double occupancy.

NOTE: *This benefit does not apply at any hotel when the rate includes additional components (e.g., meals, activities, parking, etc.) that are quoted based on the quantity of guests occupying the room.*

C. GOLD MEMBER

1. LATE CHECK-OUT

Late check-out upon request (subject to availability).

700 - LOYALTY AND GUEST ASSISTANCE

2. ADDITIONAL GUESTS

2nd Guest Stays Free—a guest of the member's choosing is free to stay at hotel where there may be an incremental charge for double occupancy.

NOTE: *This benefit does not apply at any hotel when the rate includes additional components (e.g., meals, activities, parking, etc.) that are quoted based on the quantity of guests occupying the room.*

3. Not Applicable to this Brand

4. Not Applicable to this Brand

5. Not Applicable to this Brand

6. MY WAY BENEFITS

Provide snack options and water to the Gold member from the HHonors cart unless the guest's My Way selections indicate points only.

D. DIAMOND MEMBER

1. LATE CHECK-OUT

Late check-out upon request (subject to availability).

2. ADDITIONAL GUESTS

2nd Guest Stays Free—a guest of the member's choosing is free to stay at hotel where there may be an incremental charge for double occupancy.

NOTE: *This benefit does not apply at any hotel when the rate includes additional components (e.g., meals, activities, parking, etc.) that are quoted based on the quantity of guests occupying the room.*

3. Not Applicable to this Brand

700 - LOYALTY AND GUEST ASSISTANCE

4. Not Applicable to this Brand

5. INTERNET ACCESS

Complimentary access to the hotel's highest speed (Premium) Internet connection offering must be provided to all Diamond Members who book through approved channels.

At minimum, the Member must be able to maintain simultaneous active connections on three devices.

6. MY WAY BENEFITS

Provide snack options and water to the Diamond member from the HHonors cart unless the guest's My Way selections indicate points only.

7. Not Applicable to this Brand

8. Not Applicable to this Brand

9. 48 HOUR GUARANTEE

Diamond members who make reservations confirmed with a valid credit card up to 48 hours prior to intended arrival are guaranteed accommodations. This benefit is also applicable to Preferential Gold Members. This benefit does not apply during Extraordinary Demand Dates (EDD).

E. EXCLUSIVE UPGRADE PROGRAM

The Hilton HHonors Exclusive Upgrade Program is designed specifically to recognize key strategic partners with elite statuses (Gold or Diamond) within Hilton Worldwide corporate accounts. To upgrade a specific individual to Gold or Diamond status, they must meet the following minimum requirements:

- Must be a Hilton HHonors Member
- Must be considered a key influencer of current or potential business
- Must be approved by the appropriate manager as designated by the Exclusive Upgrade process (refer to The Source on The Lobby)

NOTE: *Preferential Gold and Hilton Worldwide Sales Diamond will be phased out through 2017. All current member registered in these program must receive applicable benefits.*

700 - LOYALTY AND GUEST ASSISTANCE

Preferential Gold is a discontinued level in the HHonors program. In addition to benefits provided to HHonors Gold guests, HHonors Preferential Gold Members are also entitled to Diamond Members' 48 Hour room guarantee. The tier level is valid for three years and retains all Points within the account during this time.

701.03 HHONORS WELCOME AND FAREWELL

The hotel must acknowledge all HHonors members according to their tier at the time of check-in and clearly explain how to access all applicable benefits.

Upon check-in, all non-HHonors Member guests must be invited to join the HHonors program.

A. DIGITAL CHECK-IN

The hotel must participate in the Hilton Worldwide Digital Check-In program. This service is available to all HHonors guests beginning at 6:00 a.m. local time on the day prior to arrival until Midnight on the day of arrival.

The hotel must comply with the following program requirements:

- The hotel will make all attempts to offer the greatest amount of rooms available to Digital Check guests. Hotel will use the Digital Check-in Settings (formerly eCheck-in settings) application to configure additional room types within the same price category to be offered to Digital Check-in guests
- The hotel must follow the guidelines on the [Digital Check-In Front Desk Cheat Sheet](#) as it pertains to Upgrades, ID, Credit Card and Signature Card Registration. All HHonors Members may be asked to show ID
- It is strongly recommended that IDs are checked and credit cards are electronically captured for all Blue members
- If applicable, HHonors room upgrades should be processed prior to arrival. Subject to room availability
- Key packets must be prepared prior to guest arrival, unless the guest opted in to use Digital Key (where applicable).

NOTE: All attempts should be made to honor the Digital Check-in guest's chosen room number.

For more information, please go to www.digitalcheckin.hilton.com.

1. DIGITAL KEY ENABLED HOTELS

Digital Key enabled hotels must ensure that all HHonors benefits and amenities are delivered to guests utilizing this service. The hotel must use the "Hotel Guide" section of the HHonors App to provide information on benefit delivery by HHonors tier.

Please refer to www.digitalkey.hilton.com for additional information and best practices on the Digital Key program.

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B. EXPRESS CHECK-IN SERVICE

1. Not Applicable to this Brand
2. Not Applicable to this Brand
3. **Canada | Mexico | Puerto Rico:** For Gold and Diamond Members not participating in the Hilton Worldwide Digital Check-in program, the credit card information may be retrieved from the guest's HHonors Profile / Reservation and it should be verified with the guests that they would like to use the same credit card on file. The hotel may also request the member to provide a credit card if needed or required by local law.

United States: For Gold and Diamond members, the credit card information must be retrieved from the guest's HHonors Profile / Reservation and verified with the guests that they would like to use the same credit card on file. The hotel may also request the member to provide a credit card if needed or required by local law.

C. Not Applicable to this Brand

D. MEMBER RELOCATION AND RECOVERY

1. The hotel must pay the full cost of the first night's lodging rate at another Hilton Brand hotel. If this is not available, then at another convenient and comparable hotel. In addition, the hotel must reimburse the party for any necessary expense incurred by the change including, but not limited to, the cost of transportation and telephone calls to notify the family or business associates of a change in lodging place.
2. The hotel must complete the "Reservations Emergency Stay Credit" form online via The Source to provide the member proper Points & Miles, stay credit, and applicable bonuses for the eligible stay they would have consumed.
3. The hotel General Manager or Manager-On-Duty must follow-up in writing with an apology and an invitation to return to the hotel the following night with an upgrade of VIP treatment.
4. In addition to actions listed above, the actions below must also be followed:
 - The hotel must adhere to the following standards for all guests with guaranteed reservations who are relocated:
 - Relocated guests must receive the best available accommodations if returning to the hotel on a multiple night stay after being relocated
 - A Diamond Member must be the last guest to be relocated. If a Diamond Member is relocated, the following must occur:
 - The relocation and all pertinent information must be reported to Guest Assistance as soon as possible and no later than one hour after the actual relocation. If possible, communication should take place in advance of the relocation
 - An immediate inconvenience compensation of \$200 (or local equivalent) cash must be paid to the member

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- The hotel's General Manager or General Manager's representative must telephone the Diamond Member to apologize for failing to honor a reservation
- The hotel must also provide the Diamond Member with points and miles credit for any nights the member was relocated. The hotel must pay the normal cost of the points and miles. This may be done by completing the "Reservations Emergency Stay Credit" electronic submission form on The Source. The hotel must retain and make available a 30-day rolling record of these transactions. For OnQ PM hotels utilizing the Service Recovery functionality, the Service Recovery report will replace the need for a manual log

E. Diamond Compensation

If a Diamond Member is dissatisfied, the member must be immediately satisfied and compensated as follows based on the type of reservation:

- **Paid Stay:** Either a refund "up to" a night's room fee and tax, or other appropriate service recovery based on the nature of the complaint. The member must also receive full Points & Miles credit for any refunded amount of room and tax, and the hotel will pay for the Points & Miles. This may be done by completing the electronic submission form on the The Source website or, for OnQ PM hotels, use of the Revenue Service Recovery functionality will ensure that the guest receives full credit for the stay
- **Reward/Redemption Stay:** Immediate (same-day) refund of the points redeemed from the reward. The hotel must pay for these points. The hotel will not receive reimbursement credit for the reward, as the points were re-credited to the member's account. The hotel must complete the "Re-credit of Points for Reward Stay" form, which can be found on The Source

The hotel must also complete the following:

- The hotel's General Manager or General Manager's representative must contact the member by telephone to apologize personally for the service failure
- The hotel must retain and make available a 30-day rolling record of these transactions. For OnQ PM hotels utilizing the Service Recovery functionality, the Service Recovery report will replace the need for a manual log

NOTE: *In order to support customer satisfaction and loyalty, the Hilton Worldwide Guest Assistance Department has the discretion to grant Diamond Members up to two complimentary future nights. The cost of these room nights will be charged back to the hotel.*

701.04 Not Applicable to this Brand

701.05 HHONORS FLOOR

Designated HHonors floors are not permitted.

702.00 Not Applicable to this Brand

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703.00 Not Applicable to this Brand

704.00 GUEST ASSISTANCE

704.01 CLAIMS AND SERVICE RECOVERY RECORDS

The Brand maintains a Guest Assistance Department to facilitate guest satisfaction. The Guest Assistance Department will utilize First Contact Resolution to acknowledge and resolve any guest complaint received in the corporate office via the Brand website, social media channels, written letter, telephone, or email related to Service, Cleanliness, or Maintenance/Product issues.

For those claims settled on property, the hotel must ensure accurate recording of the complaint and compensation via one of the applicable methods:

- For hotels with the OnQ Property Management system, the “Service Recovery” functionality must be utilized.
- If the hotel is utilizing the Opera Property Management system, an email including guest name(s), reservation confirmation number, complaint and compensation provided must be sent to propertyresolutions@hilton.com within 24 hours of receiving the complaint.

A. ISSUE RESOLUTION

Comments/complaints are to be handled in the following manner:

1. Comments received from the guest via SALT surveys or with concerns not classified as Service, Cleanliness, or Maintenance/Product issues will be forwarded to the hotel for resolution. These include, but are not limited to, Safety/Security, Billing or Legal matters.
2. The hotel must respond to guest complaints and/or inquiries with verification of guest contact and agreed upon resolution within 48 hours of receiving the complaint/inquiry. Responses must be documented in detail, including specific compensation offered and accepted, inclusion of email correspondence, and any additional attachments relevant to the response. Failure to respond within 48 hours will result in Guest Assistance resolving the complaint and billing the hotel the cost of compensation plus an intervention fee based on the guest’s HHonors tier. The Guest Assistance Complaint Log must be checked on a daily basis via the Guest Assistance Application in The Lobby, regardless of receipt or non-receipt of complaint notification.

A response to all guest complaints, whether received by mail, e-mail, in-house comment card, or posted on the Satisfaction and Loyalty Tracking website, must be made within two business days. Complaints and responses must be kept on file for at least three months. EDGE Hotels are supported by the Guest Assistance team. If a hotel wishes to reply on its own, it must do so within 48 hours of the review hitting Revinate. If the hotel fails to respond to a one or two star English or Spanish review within 48 hours of receipt, the GA team may post a response on behalf of hotel.

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3. The hotel will be billed the cost of compensation plus a first contact resolution administrative fee for each complaint resolved by Guest Assistance. The hotel will have access to all backup documentation and payment will be due upon receipt of the invoice.

- First Contact Resolution Fee: \$15 (**NOTE:** *The fee will not be applied to the first five claims received each month*)
- Intervention Fee (based on HHonors tier):
 - Non-member/Blue/Silver: \$100
 - Gold: \$150
 - Diamond: \$200

Questions regarding files and compensation can be directed to your Guest Assistance Brand Champion contact:
Tru by Hilton.GAChampion@hilton.com

B. "BE MY GUEST" CARDS

Reimbursement for "Be My Guest" certificates and authorized Direct Bills should be submitted via the upload function in the Guest Assistance application.

Questions regarding reimbursements can be directed to the Guest Assistance Admin Team at: Guest_Assistance_Admin@HRCC-Hilton.com

1. "Be My Guest" certificates issued and redeemed by the same property will be reimbursed in the amount equal to what the hotel paid Guest Assistance for the certificate. If the certificate is redeemed at a different property, the actual cost of the guest's room and tax for the night, as booked on the reservation, will be reimbursed.
2. Direct Bills will be reimbursed at the amount authorized and documented in the Guest Assistance.

WELCOME AND FAREWELL

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800 - WELCOME AND FAREWELL

801.00 GENERAL RULES

801.01 CHECK-IN / CHECK-OUT TIMES

- Check-in must be no later than 3:00 p.m.
- Check-out must be no earlier than 12:00 p.m.

802.00 Not Applicable to this Brand

803.00 GUEST TRANSPORTATION

803.01 VEHICLE GENERAL RULES

If the hotel provides guest transportation, it must comply with all the following requirements:

A. REQUIREMENTS

Vehicle attributes, including:

- All hotel vehicles must accommodate no less than 5 passengers (including the driver) plus storage for luggage
- The maximum number of permitted passengers must be clearly displayed
- When utilized, radio station must be set to easy listening station
- Vehicles must not be parked under the hotel canopy except to load and unload guests

B. Not Applicable to this Brand

C. THIRD-PARTY TRANSPORTATION

The hotel is not permitted to jointly operate a courtesy vehicle with any other hospitality company or brand outside of the Hilton Worldwide Portfolio of Brands unless required by local municipalities. If required by local municipalities, contact Tru.marketing@hilton.com for approved graphics.

D. TRANSPORTATION AVAILABILITY

800 - WELCOME AND FAREWELL

- Guest transportation must be provided at no additional charge.
- Guest service representatives must always advise the guest of the estimated wait time until the van arrives and provide clear directions to the transportation waiting area.
- If the hotel cannot provide airport transportation within 30 minutes of the request, alternate means of transportation must be offered at the hotel's expense.
- Use of personal vehicles to transport guests is not permitted.
- The hotel must provide directly, or through a service, a lift-equipped vehicle to accommodate the transportation of guests with disabilities.

E. GUEST TRANSPORTATION SMOKING POLICY

- Smoking is not permitted in hotel vehicles
- "No Smoking" signs must be prominently displayed

F. COMMUNICATION

Two-way, hands-free communication must be available to the driver in hotel vehicles (if applicable law permits).

G. SAFETY

To ensure guest safety, the hotel must provide the following:

- All hotel vehicles must be fully equipped with seat belts for all seats. At no time may the number of passengers carried exceed the number of available seat belts.
- All hotel vehicles must have a first aid kit, multipurpose fire extinguisher and jumper cables on board at all times.

H. GRAPHICS

Refer to Standard 502.05 for vehicle graphic requirements.

I. REGISTRATION

All hotel vehicles must be properly registered, insured and operated according to local safety and licensing codes.

800 - WELCOME AND FAREWELL

J. MAINTENANCE AND CLEANLINESS

All hotel vehicles used for the transport of guests must be clean and well-maintained.

803.02 DRIVER SERVICE STANDARDS

The hotel must comply with the following Driver service standards:

A. LICENSE AND CERTIFICATIONS

- All personnel assigned to drive the vehicles must be properly licensed (chauffeur's license, if required) and insured according to local law
- The driver must be licensed to carry the maximum number of passengers

B. Not Applicable to this Brand

C. LUGGAGE ASSISTANCE

- Drivers must be able to assist loading and unloading luggage.
- Solicitation for gratuities is not permitted.

803.03 Not Applicable to this Brand

803.04 Not Applicable to this Brand

803.05 ELECTRIC VEHICLE CHARGING STATIONS

If the hotel chooses to install electric vehicle charging stations, they must be procured from the brand-approved solution provider:

- General Electric (GE) - universal charger, compatible with multiple vehicle brands.
- Tesla - dedicated charger, compatible with Tesla brand vehicles only

The hotel must comply with the Brand's Design, Construction and Renovation Standards at the time of installation.

If the hotel currently offers electric vehicle charging stations from an alternative vendor, they must install the approved solution upon replacement.

800 - WELCOME AND FAREWELL

For ordering details and additional information, please refer to <http://hilton.evconnect.com.s3-website-us-west-2.amazonaws.com/index.html>.

804.00 EXTERIOR PRESENTATION

804.01 LIGHTING

The exterior hotel identity signs, parking lot lighting and outdoor swimming pool lighting must be lit from sunset to sunrise, unless otherwise designated by applicable law.

804.02 FLAG DISPLAY

If the hotel chooses to display flags, it must be done in accordance with Section 2501.07

A. GENERAL RULES

Puerto Rico | United States:

- If one flag is flown, it must be the national flag.
 - The hotel must comply with the rules of care and display of the U.S. flag as stated in Chapter 1 of Title 4 of the [United States Code](#)
- If multiple flags are flown, only a combination of the national, state, and Brand flags are permitted
- Flags must be illuminated from sunset to sunrise

805.00 ENTRANCE / LOBBY / PUBLIC AREAS PRESENTATION

805.01 GENERAL RULES

All public spaces must be clear of vending machines, newspaper machines, coin-operated machines and brochure racks.

805.02 Not Applicable to this Brand

800 - WELCOME AND FAREWELL

805.03 WALK-OFF MATS

A. REQUIREMENTS

One walk-off mat with logo and three round interior mats are required at the front entrance. If utilized at secondary entrances, Brand-approved mats must be used.

805.04 LUGGAGE CARTS

Each hotel must provide at a minimum one luggage cart for every 50 rooms in the hotel, up to a maximum of three. They must be stored in the vestibule or in another secondary area.

The hotel must use the Forbes Nestable Self Serve Luggage Cart. Refer to the New Hotel Order Guide (NHOG) available in the "Resource" section of these Standards or on the Brand Lobby page.

805.05 LOBBY PHONES

There must be a minimum of one house telephone that offers local and toll free number access. The telephone must not direct dial to guest rooms and must allow for direct dial to reach Emergency Services.

805.06 FIREPLACE, FIRE PITS, AND PATIO GRILLS

Hotels must comply with the following requirements, where installed.

A. Not Applicable to this Brand

B. FIRE PITS

If the hotel opts to install fire pits, they must be permanent, built-in structures approved through Design and Construction. Portable fire pits with propane tanks may not be used. At a minimum, the fire pit must be turned on for two hours beginning at dusk.

800 - WELCOME AND FAREWELL

806.00 WELCOME EXPERIENCE

806.01 Not Applicable to this Brand

806.02 LUGGAGE HANDLING

A. REQUIREMENTS

Implementation of storage service must include the following:

1. A secure area with appropriate storage space must be maintained.
2. A claim-check system must be established using Brand-approved luggage tags. Please refer to Standard 503.01.B.1.
3. Baggage handling and storage service must be offered to guests at no additional charge (unless specifically mandated in applicable labor or group contracts) throughout the duration of their stay.

807.00 Not Applicable to this Brand

808.00 FRONT DESK

808.01 GENERAL RULES

In locations where identification is required for registration (based on local law), it must be government issued identification. The hotel must comply with Hilton Worldwide Privacy Standards when handling guest credentials (refer to Section 501.03).

A. HOURS OF OPERATION

The front desk must be staffed 24 hours a day.

800 - WELCOME AND FAREWELL

808.02 GUEST SERVICE STANDARDS

A. Not Applicable to this Brand

B. GUEST CALL-BACKS

Post check-in guest callbacks are not permitted.

C. Not Applicable to this Brand

D. FAREWELL PROCEDURES

The hotel must provide Express Check-out Services for all guests, excluding cash or direct bill guests (unless prohibited by applicable law). This program must ensure both privacy and security for all guests by placing the express check-out folios completely under guests' doors by 5:00 a.m. using only one of the following: a preprinted express check-out folio sealed with a sticker, a preprinted express check-out folio in a sealed envelope, or an express check-out folder.

The hotel may opt to provide eFolio delivery in place of the printed copy. If this service is offered the following requirements apply:

- The guest must have the ability to opt in or out of having their folio delivered via email in place of standard delivery. If elected by the guest to receive an email copy of the folio the Front Desk must procure the guest's email and process the necessary steps to ensure electronic delivery at checkout.
- Printed folios must continue to be available upon request and delivered to the guest room at their convenience.

809.00 Not Applicable to this Brand

810.00 CONCIERGE SERVICES

810.01 GENERAL RULES

NOTE: *Digital Concierge applications/panels are currently under review by the Brand. Once developed and communicated, all hotels must adhere to published standards.*

GUEST ROOM AND BATHROOM

901.00 GENERAL RULES	900-2
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900 - GUEST ROOM AND BATHROOM

901.00 GENERAL RULES

901.01 LINEN / TERRY REUSE PROGRAM

A. FREQUENCY OF LINEN CHANGES

Bedding must be changed (fitted bottom, top sheets, pillowcases and duvet cover) every third day of a guest's stay, upon check-out, and when any of the following occur:

- Guest requests that their sheets be changed by placing a specific card on the pillow or calling the Housekeeping Department
- Linen is stained or damaged in any way
- There is a discrepancy between Front Office and Housekeeping on the room status

B. FREQUENCY OF TERRY CHANGES

Towels must be changed when they are on the floor or in the bathtub, upon check-out, and when any of the following occur:

- Guest requests to have towels changed by calling the Front Desk or Housekeeping Department
- The terry is stained or damaged
- There is a discrepancy between Front Office and Housekeeping on the room status

901.02 PRE-ARRIVAL ROOM SETTINGS

For hotels without key card-activated energy management systems, all reserved and potentially sold guest rooms must be prepared for guest arrival with the following procedures:

- Guest room temperature must be set at comfortable level between 68-75°F/20-25°C, depending on the season
- Leave one light on in the guest room at the night stand farthest away from the door.

902.00 GUEST ROOM

902.01 GENERAL RULES

- A. Not Applicable to this Brand

900 - GUEST ROOM AND BATHROOM

B. AVAILABLE UPON REQUEST

1. Not Applicable to this Brand
2. CRIBS

An adequate supply of approved, soundly constructed cribs must be available and maintained. All cribs must comply with current federal, state/provincial, local manufacturing and safety standards, including (as applicable regionally) JPMA (Juvenile Products Manufacturers Association), ASTM (American Society for Testing Materials), CPSC (Consumer Products Safety Commission) and EN 1130-1-1996 safety standards.

- Hotels with more than 100 guest rooms must have 3 available
- Hotels with less than 100 guest rooms must have 2 available
- Cribs must be complimentary
- Crib sheeting, approved for use by the crib manufacturer, must be available for use
- Pillows, comforters, stuffed animals or other soft items must never be placed in the crib
- Maximum Specifications to not exceed the following dimensions: 40.25" L x 28.5" W x 43" H

902.02 GUEST ROOM REQUIREMENTS

A. Not Applicable to this Brand

B. CLOSET / ARMOIRE

The following items must be obtained from the Brand-approved supplier and provided in each guest room closet. Refer to the New Hotel Order Guide (NHOG) available in the "Resource" section of these Standards or on the Brand Lobby page.

1. HANGERS

- Wood finish
- Nickel hooks and clips
- Non-logoed
- Theft proof hangers are not permitted
- "Men's" - flat open hook with dowel bar
- "Women's" - flat open hook with clips

MINIMUM QUANTITY REQUIRED:

900 - GUEST ROOM AND BATHROOM

- 3 “Men’s” hangers
- 3 “Women’s” hangers

2. IRON / IRONING BOARD

MINIMUM QUANTITY REQUIRED:

- 1 Iron
- 1 Ironing Board with Cover
- 1 Ironing Board Storage Rack
- 1 Iron Organizer

a. IRON

- Hamilton Beach Proctor Silex Lightweight Iron with Steam/Spray

NOTE: *Water must be removed from the reservoir daily.*

b. IRONING BOARD

- Presto Valet Compact 4-Leg Ironing Board (40” x 13”, grey with Brand-approved graphic)

c. CLOSET ORGANIZER

- Presto Valet International Iron Board Storage Rack
- Hamilton Beach Commercial Iron Organizer (White)

3. Not Applicable to this Brand

4. Not Applicable to this Brand

5. Not Applicable to this Brand

900 - GUEST ROOM AND BATHROOM

6. EXTRA BLANKETS / PILLOWS

Extra blankets in compliance with the below specifications must be available upon request. Blankets must be presented in the approved storage bag.

a. BLANKET

- King (Santa Clarita Thermal Blanket, 100% Cotton, 108" x 90", 6lbs, Natural)
- Queen (Santa Clarita Thermal Blanket, 100% Cotton, 90" x 90", 5.1lbs, Natural)
- Fairview Blanket and Pillow Storage Bag (Small 15"W x 18"L x 6"H, Vinyl Zipper, Clear)

C. Not Applicable to this Brand

D. ACCESSORIES

The following items must be obtained from the Brand-approved supplier and provided in each guest room. Refer to the New Hotel Order Guide (NHOG) available in the "Resource" section of these standards or on the Brand Lobby page.

1. WASTEBASKET / RECYCLING

- Enamel Trim Wastebasket (Navy Blue, Red or Gray; 10" x 7" x 10.5")
- Austin Recycle - Dual Chamber Wastebasket - Iron (Navy Blue, Red or Gray; 12" x 10" x 11")
- Caro Recycle - Wastebasket with Recycle Liners (Chrome Plated Steel; Plastic Liner; 14" x 8 7/8" x 11 3/8")

MINIMUM QUANTITY REQUIRED: 1 per guest room

2. GLASSWARE

- Wrapped Cups with Logo

MINIMUM QUANTITY REQUIRED: 2 per guest room

E. ELECTRONICS / COMMUNICATIONS

900 - GUEST ROOM AND BATHROOM

1. CLOCKS

- Hilton Brand iHome LCD Cube Alarm Clock (Black)

MINIMUM QUANTITY REQUIRED: 1 per guest room

2. TELEVISIONS

Refer to Standard 1706.01.B for guest room television specifications. Refer to Standard 1706.02 for channel content requirements.

3. TELEPHONES

Refer to Standard 1704.05.A for guest room telephone specifications. Refer to Standard 1704.05.B for faceplate requirements.

4. Not Applicable to this Brand

5. REFRIGERATORS

- Danby Designer Compact Refrigerator (1.7 cu. ft.)

MINIMUM QUANTITY REQUIRED: 1 per guest room

F. BEDDING

1. GENERAL RULES

The following components must be obtained from the Brand-approved supplier and provided on each bed:

- Mattress (902.02.F.2)
- Mattress Pad (902.02.F.3)
- Fitted Sheet (902.02.F.4.a)
- Flat Sheet (902.02.F.4.b)
- Decorative Top Sheet (902.02.F.4.c)
- Pillowcases (902.02.F.5.a)
- Down Pillow (902.02.F.5.c)
- Synthetic Pillows (902.02.F.5.d)

900 - GUEST ROOM AND BATHROOM

- Duvet Insert (902.02.F.6.b)

Refer to the New Hotel Order Guide (NHOG) available in the “Resource” section of these standards or on the Brand Lobby page.

2. MATTRESS AND FOUNDATION

- Serta Suite Dream II

MINIMUM SIZES REQUIRED:

- Queen Mattress: 60” x 80”
- King Mattress: 72” x 80”

NOTE: *Mattresses must not exceed 10 years of age.*

3. MATTRESS TOPPER

- King: Classic Plus Mattress Pad (Quilted 4 oz., Cloth Top and Bottom, 78” x 80”, Fitted Skirt)
- Queen: Classic Plus Mattress Pad (Quilted 4 oz., Cloth Top and Bottom, 60” x 80”, Fitted Skirt)

MINIMUM QUANTITY REQUIRED: 1 per bed

NOTE: *If the hotel uses a mattress protector, it must be placed under the super topper mattress pad.*

4. SHEETING

FITTED SHEET

- King: Microfiber Brushed Poly, Deep Pocket Fitted Sheet, 78” x 80” x 12”, White
- Queen: Microfiber Brushed Poly, Deep Pocket Fitted Sheet, 60” x 80” x 12”, White

MINIMUM QUANTITY REQUIRED: 1 per bed

FLAT SHEET

- King: Microfiber Brushed Poly, Flat Sheet, 100” x 98” FS, White
- Queen: Microfiber Brushed Poly, Flat Sheet, 84” x 98” FS, White

MINIMUM QUANTITY REQUIRED: 1 per bed

DECORATIVE TOP SHEET

- King: Non-reversible Captain's Corner Coverlet with Back Top Envelope Flap.
- Queen: Non-reversible Captain's Corner Coverlet with Back Top Envelope Flap.

NOTE: *Sides hang loosely 12” over either side of the bed; the foot flap hangs 22” over the mattress, and tucks underneath.*

MINIMUM QUANTITY REQUIRED: 1 per bed

900 - GUEST ROOM AND BATHROOM

5. PILLOWS

a. PILLOWCASES

- Jumbo: Microfiber Brushed Polyester, Standard/Jumbo Pillowcase, 21" x 30" FS, White
- King: Microfiber Brushed Polyester, King Pillowcase, 21" x 38" FS, White

MINIMUM QUANTITY REQUIRED:

- 2 Jumbo per bed
- 1 King per bed

b. Not Applicable to this Brand

c. DOWN PILLOWS

- King: Down Dreams Classic Pillow, Feather & Down Fill, T233 Cotton Cover, King 20" x 36", 43.5 oz., White

MINIMUM QUANTITY REQUIRED: 1 per bed

d. SYNTHETIC PILLOWS

- Jumbo: Dream Surrender II Pillow, Cluster Fiber Fill, Blended Cover, Jumbo 20" x 28", 20.5 oz., White

MINIMUM QUANTITY REQUIRED: 2 per bed

6. DUVET / BLANKETS

a. Not Applicable to this Brand

b. SYNTHETIC INSERT

- King: Advantiva II Microfiber Quilted Blanket, Notched Corner with Fabric Flaps, King 98" x 98", White
- Queen: Advantiva II Microfiber Quilted Blanket, Notched Corner with Fabric Flaps, Queen 82" x 98", White

MINIMUM QUANTITY REQUIRED: 1 per bed

900 - GUEST ROOM AND BATHROOM

903.00 BATHROOM / DRESSING AREA

903.01 REQUIRED ITEMS

A. ACCESSORIES AND EXPENDABLES

The following items must be obtained from the Brand-approved supplier and provided in each guest bathroom. Refer to the New Hotel Order Guide (NHOG) available in the "Resource" section of these standards or on the Brand Lobby page.

1. Not Applicable to this Brand

2. WASTEBASKET / RECYCLING

- Enamel Trim Wastebasket (Navy Blue, Red or Gray; 10" x 7" x 10.5")
- Austin Recycle - Dual Chamber Wastebasket - Iron (Navy Blue, Red or Gray; 12" x 10" x 11")
- Caro Recycle - Wastebasket with Recycle Liners (Chrome Plated Steel; Plastic Liner; 14" x 8 7/8" x 11 3/8")

MINIMUM QUANTITY REQUIRED: 1 each per bathroom

3. FACIAL TISSUE

Provide one boxed facial tissue, placed on shelf below vanity

- White
- Display in brand-approved tissue box cover.

4. TOILET PAPER

- Guest Choice 2-Ply Bath Tissue, 500 sheets, White

MINIMUM QUANTITY REQUIRED: 2 per bathroom

900 - GUEST ROOM AND BATHROOM

5. HAIRDRYER

- Conair® Soft Surface Turbo Hair Dryer, 1875 Watt, Hand Held, Black
MINIMUM QUANTITY REQUIRED: 1 per bathroom

6. SHOWER CURTAIN

- A decorative shower curtain in compliance with the below specifications must be used in accessible guest bathrooms.
- Hookless Double H Shower Curtain with Snap-in Liner

B. BATH TERRY / LINEN

The following items must be obtained from the brand-approved supplier and provided in each guest bathroom. Refer to the New Hotel Order Guide (NHOG) available in the “Resource” section of these standards or on the Brand Lobby page.

1. Not Applicable to this Brand

2. BATH TOWEL

- Bath Towel, Blended Dobby Border, 25” x 54”, 13.5 lbs./dozen, white
MINIMUM QUANTITY REQUIRED:
 - King room: 2
 - Queen/Queen: 3

3. Not Applicable to this Brand

4. WASH CLOTH / FACE CLOTH

- Washcloth, Blended Full Terry, 12” x 12”, 1.0 lbs./dozen, white
MINIMUM QUANTITY REQUIRED: 3 per bathroom

5. BATH RUG / MAT

900 - GUEST ROOM AND BATHROOM

- Bath Mat, Blended Frame Border, 20" x 30", 7.0 lbs./dozen, white
MINIMUM QUANTITY REQUIRED: 1 per bathroom

C. BATH AMENITIES

The following bath amenities must be obtained from the brand-approved supplier and provided in each guest bathroom. Refer to the New Hotel Order Guide (NHOG) available in the "Resource" section of these standards or on the Brand Lobby page.

HAND SOAP

- Not Soap, Radio in 20 fl. oz. (600ml) bulk dispenser on wall by light switch

SHAMPOO

- Not Soap, Radio in 20 fl. oz. (600ml) bulk dispenser on shower wall

CONDITIONER

- Not Soap, Radio in 20 fl. oz. (600ml) bulk dispenser on shower wall

SHOWER GEL / SOAP

- Not Soap, Radio in 20 fl. oz. (600ml) bulk dispenser on shower wall

BODY LOTION

- Not Soap, Radio in 20 fl. oz. (600ml) bulk dispenser on wall by light switch

D. Not Applicable to this Brand

E. AMENITIES AVAILABLE UPON REQUEST

The hotel must have the following items available upon guest request and on a complimentary basis:

- Toothpaste (minimum size 0.85 oz.)
- Toothbrush
- Disposable dual blade razor
- Feminine hygiene products (tampons and sanitary pads)

1000 - OTHER GUEST AREAS AND SERVICES

OTHER GUEST AREAS AND SERVICES

- 1001.00 GENERAL RULES 1000-2
- 1002.00 PUBLIC RESTROOMS 1000-2
- 1003.00 LAUNDRY AND SHOE SHINE SERVICES 1000-2
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1000 - OTHER GUEST AREAS AND SERVICES

1001.00 GENERAL RULES

1001.01 PROHIBITED SERVICES

The hotel is not permitted to conduct or allow gaming or casino operations in the hotel or on the hotel premises.

1002.00 PUBLIC RESTROOMS

1002.01 AMENITIES

The following items must be obtained from the Brand-approved supplier and provided in each public restroom. Refer to the New Hotel Order Guide (NHOG) available in the “Resource” section of these standards or on the Brand Lobby page.

A. HAND SOAP

- Not Soap, Radio in 20 fl. oz. (600ml) bulk dispenser on wall

B. PAPER TOWELS

C. TOILET TISSUE

D. FACIAL TISSUE

1003.00 LAUNDRY AND SHOE SHINE SERVICES

1003.01 DRY CLEANING

A laundry bag must be provided in each guest room.

If the hotel chooses to offer dry cleaning services, a detailed laundry service ticket including pricing and approximate return time must be provided in each guest room.

1000 - OTHER GUEST AREAS AND SERVICES

1004.00 GUEST LAUNDRY

1004.01 GENERAL RULES

The hotel must comply with the following requirements if a guest laundry facility is provided:

A. OPERATING INSTRUCTIONS

Operating instructions must be displayed using Brand-approved signage for all laundry equipment.

B. LAUNDRY PRODUCTS

Laundry products must be provided for sale in the Market.

1005.00 SERVICE STATIONS

1005.01 ICE AND VENDING MACHINES

The following items must be obtained from the Brand-approved supplier and provided in the Hydration Station. Refer to the New Hotel Order Guide (NHOG) available in the “Resource” section of these standards or on the Brand Lobby page.

A. ICE BUCKETS

A minimum of 10 ice buckets must be stocked in the Hydration Station.

- Disposable Solo Waxed Double Wrapped Paper Buckets, 83 oz. (white or marble)
- Plastic ice bucket, 64 oz., white

1000 - OTHER GUEST AREAS AND SERVICES

1006.00 Not Applicable to this Brand

1007.00 PET POLICIES / AMENITIES

1007.01 GENERAL RULES

The hotel may choose to participate in the Tru Pet Program.

A “pet” is defined as a domesticated (socialized) dog or cat. No more than 2 pets are permitted per guest room.

The maximum combined weight of 1 or 2 pets is limited to 100 lbs. / 45 kg. Pets exceeding this limit may be accepted at the discretion of the hotel’s General Manager.

The hotel must disclose its pet policy on Brand.com.

A. ROOM PRICING AND FEES

The hotel may not differentiate room type pricing based solely on the pet-friendly attribute (e.g., pricing a Standard King Pet Friendly room accommodation type at a premium or at a discount to a Standard King Room accommodation type). Pricing parity must be maintained for all comparable room type accommodations.

The hotel may charge a \$50 service fee (or local equivalent) per stay for guests with pets in the guest room. This fee will offset the additional cleaning expense incurred and pet allowance, if applicable to the hotel. All deposits and/or fees must be clearly stated at the time of reservation and on all Brand.com websites.

B. PROGRAM REQUIREMENTS

The following standards will apply if the hotel chooses to participate in the program:

- A deep cleaning program must be in place for pet-friendly accommodations. The deep cleaning program must occur after each pet-friendly stay and must include drapery cleaning, carpet cleaning, sanitizing of all walls and FF&E, and deep cleaning of all soft seating. Deep cleaning documentation of each pet-friendly stay must be maintained for one year.
- Except as prohibited by applicable laws, the hotel must designate pet-friendly public areas. All pets must be either enclosed in pet carriers or restrained on a leash at all times.
- No pets are permitted in food and beverage outlets.
- Hotel must provide ‘Pet in Room’ door hanger signage, to be used by guests when leaving pet unattended.
- A Brand-approved welcome toy and personalized welcome letter to include information on hotel pet services, local dog-walking routes, area pet services such as veterinarians, pet shops, groomers, and kennels.
- The hotel must provide:

1000 - OTHER GUEST AREAS AND SERVICES

- Dog bowls with designated mat
 - Washable dog bed
 - Disposable bags
 - The hotel must present to the guest for signature upon check-in a copy of the hotel's pet policy. The pet policy must include, at a minimum:
 - Leash policies.
 - No access to food and beverage areas.
 - Pet owner must be present while any member of the hotel staff is servicing the guest room (housekeeping, engineering, room service, etc.). Pet must be restrained or removed from guest room while hotel staff is present working in room.
 - Notification of Front Desk when leaving pet unattended in guest room and use of 'Pet in Room' door hanger.
 - Additional cleaning or repair charges that may be incurred due to Pet stains and/or damage.
 - Agreement to ensure pet does not disrupt the "quiet enjoyment" of other guests due to excessive barking.
 - All litter to be removed and disposed of properly by guest.
 - Hotel is not a kennel and is not liable for any injury suffered by pet while on hotel premises.
- Indemnity and hold harmless agreement wherein the guest accepts full responsibility for and protects Hilton Worldwide, the Brand and the hotel from liability arising from the pet (property damage or personal injury to hotel, guest, third party or property).

1008.00 Not Applicable to this Brand

1009.00 Not Applicable to this Brand

1010.00 Not Applicable to this Brand

1011.00 Not Applicable to this Brand

1012.00 NEWSPAPERS

1012.01 GENERAL RULES

1000 - OTHER GUEST AREAS AND SERVICES

Newspapers will be required as part of the Tru Reading Program, currently being evaluated by the Brand.

FOOD AND BEVERAGE

1101.00 GENERAL RULES.....	1100-2
1102.00 SAFETY AND SANITATION	1100-5
1103.00 BREAKFAST OFFERINGS.....	1100-6



1100 - FOOD AND BEVERAGE

1101.00 GENERAL RULES

1101.01 SERVICE OFFERINGS

The hotel must provide the required amenities listed in 1101.01.A. The hotel may choose to provide a bar and/or evening reception, which must not be complimentary.

A. REQUIRED

The hotel must provide:

- Top IT Breakfast program
- 24/7 coffee, tea, and hot chocolate
- Water via the Hydration Station

B. Not Applicable to this Brand

C. DOCUMENTATION

The hotel is required to print current versions of the Tru by Hilton Food & Beverage Operations Guide, recipe cards, Approved Products List and other operational aids.

These documents are to be accessible to food and beverage team members, preferably in the back of house pantry area

The hotel must also provide access to a tablet (preferred) or to a computer for team members to utilize video and other brand-produced online tools and resources. A Lobby identity and access may be required depending on the resource.

1101.02 Not Applicable to this Brand

1101.03 QUALITY ASSURANCE

Food and beverage areas are evaluated regularly during Quality Assurance (QA) visits. The QA auditor will rate the preparation and service of food and beverage items to ensure compliance with the following:

- Food and Beverage storage
- Food and Beverage quality
- Food and Beverage presentation
- Cleanliness, Sanitation, Risk Control
- Structure, Lighting and Ventilation

1100 - FOOD AND BEVERAGE

Food and Beverage invoices must be kept on file for at least 30 days to demonstrate that approved products are ordered. Invoices will be requested during QA evaluations.

1101.04 Not Applicable to this Brand

1101.05 IDENTITY AND MARKETING

Top IT Breakfast signage must be installed in the breakfast area as directed by the Brand at the time of construction or renovation. All signage in like-new condition and replace if it becomes damaged or worn. Installed signage includes:

- Breakfast rollershade
- Top IT Breakfast sign
- Other permanently affixed wayfinding signage

If a bar is provided, signage must be installed as directed by the Brand at the time of construction or renovation.

No other signage is permitted.

1101.06 EMPLOYEES

Refer to Sections 304.00 and 403.00 for uniform and training requirements, respectively.

1101.07 EQUIPMENT AND DÉCOR

A. SERVEWARE/DISHWARE

Only single-use plates, bowls, and napkins that are of Brand-specified sizes, weights, and colors; that include brand-specified graphics; and are from specific manufacturers are permitted.

China and/or plastic serveware/dishware is not permitted.

Vendor-provided single-use serveware, such as napkins with vendor logos, is not permitted.

On occasion, Brand-approved colors and graphics will change for seasonality. Manufacturers may change due to product availability. Please see the Approved Products List for current specifications.

B. CUTLERY/FLATWARE

1100 - FOOD AND BEVERAGE

Only single-use plastic knives, forks, and spoons that are of Brand-specified sizes, weights, and colors; and are from specific manufacturers are permitted.

- Stainless steel flatware is not permitted.
- White is not permitted.
- Colors may be mixed within display containers.

On occasion, Brand-approved colors will change for seasonality. Please see the Approved Products List for current specifications.

C. GLASSWARE

Only single-use paper cups that are of Brand-specified sizes and colors; that include brand-specified graphics; and are from specific manufacturers are permitted.

Glass is not permitted except for use in the bar when one is present in the hotel lobby.

Vendor-provided single-use serveware, such as juice cups with vendor logos, is not permitted.

On occasion, brand-approved colors and graphics will change for seasonality. Manufacturers may change due to product availability. Please see the Approved Products List for current specifications.

D. Not Applicable to this Brand

E. Not Applicable to this Brand

F. Not Applicable to this Brand

G. Not Applicable to this Brand

H. SERVICE AMENITIES

The hotel must provide a minimum of two highchairs in the breakfast area.

1101.08 ENTERTAINMENT

See Section 1706.01 for television requirements.

1100 - FOOD AND BEVERAGE

1102.00 SAFETY AND SANITATION

1102.01 FOOD HANDLING AND SANITATION REQUIREMENTS

All food handling and storage techniques must meet local health department requirements. Brand Standards may be more stringent than local codes, or local codes may be more stringent than Brand Standards. The hotel must comply with the more stringent requirement in every case.

1102.02 Not Applicable to this Brand

1102.03 HYGIENE

Food-handling employees must handle food in ways that prevent germs, foreign materials and chemicals from entering the food, including the following:

- A hand sink must be provided in the pantry area. Paper towel dispenser and liquid antibacterial soap must be located at the sink. If a hand sink is not provided in the pantry area, a liquid waterless antibacterial soap and paper towels must be provided
- Employees must wash their hands before work, after using the restroom, when returning from breaks, and whenever something is touched that could cause cross-contamination
- Smoke, eat, and drink away from food production and storage areas
- All food-handling employees must wear disposable gloves when handling food

1102.04 TIME AND TEMPERATURE

All food and display units must maintain proper temperatures to avoid contamination. Appropriate times/temperatures include:

- Hot food display units must maintain food above 145° F/63° C (if applicable law imposes stricter requirements, the hotel must comply with those requirements)
- Where applicable, dishwashers must have an operable thermometer. Temperatures must be a minimum of 140° F/60° C for the wash cycle and 180° F/82° C for the final rinse cycle
- Food that has been on display for a total of four hours or more must be considered unsafe and be discarded
- Harmful microbes grow best in the Temperature Danger Zone, 41 - 145° F/5-63 ° C. To avoid the Temperature Danger Zone:
 - Temperatures must be checked after retherming/heating and regularly during service
 - Move food through the danger zone as quickly as possible
 - Clean and sanitize every thermometer after each use
 - Calibrate thermometers weekly

1102.05 SANITATION

1100 - FOOD AND BEVERAGE

All food handling areas must remain clean and follow food safety guidelines, including but not limited to:

- Food contact surfaces must be cleaned and sanitized before and after each use or at least once every four hours. Food contact surfaces must be sanitized when switching from one food item to another
- Hotels must retain 30 days of invoices of the sanitation products and store the invoices with quality assurance documentation

1102.06 STORAGE

Safely store food, equipment and supplies before, during and after preparation. Proper rotation of food inventory must be followed at all times. Label and date all food and food products. Follow FIFO “First In, First Out”— using the products that came in first before using new products to ensure that products that are too old are never used.

All products removed from original packaging must be stored in approved food-grade containers and identified with a proper food safety label. In-use bulk ambient products must be labeled with the proper clock dot rotation label.

All chemicals and cleaning agents must be clearly labeled and stored away from food-related products.

1102.07 PERIODIC MAINTENANCE

Hotels must establish a maintenance program to ensure working order of equipment and is not limited to the following:

- No visible dust or debris is allowed on the ceiling
- Doors to food storage and preparation areas must have no visible gaps and the door must fit the frames correctly. Doors must remain closed
- Dumpster and recycling areas must be free of trash and garbage. Lids must remain closed

1103.00 BREAKFAST OFFERINGS

1103.01 GENERAL RULES

A. HOURS OF OPERATION

The Top IT Breakfast must be available between the hours of 6:00 a.m. – 9:00 a.m. each day. Weekend times may be adjusted, but service must not be fewer than 3 hours.

B. PRICING

1100 - FOOD AND BEVERAGE

Breakfast must be complimentary.

C. EMPLOYEE AND STAFFING

During breakfast service hours, a food and beverage attendant must be present in the serving area. The food and beverage attendant must:

- Prepare food
- Stock the buffet
- Bus tables
- Oversee/expedite guest service
- Speak English

In addition, a member of the management team (GM, AGM, DOS) must be present during peak breakfast hours to assist and interact with guests.

1103.02 EQUIPMENT AND DÉCOR

Preparation and service of breakfast requires that specific pieces of commercial equipment are installed, used and maintained. These include:

Large Equipment:

See the Kitchen Spec Sheets located on www.hiltonworldwide.com/design for additional equipment specifications. Model numbers may vary per individual hotel needs and will be determined with Brand assistance at the time of construction or renovation.

Back-of-House Pantry:

- Coffee brewing system; FETCO; model 1.5 Gallon CBS-2152 Touchscreen Series
- Commercial microwave, heavy volume; Amana; HDC 12A2
- Dishwasher; Hobart; model Advansys Hot and Cold
- 2 Freezers; roll-in solid swing door; True
- 2 Refrigerators; roll-in solid swing door; True

Front-of-House:

- 2 Conveyor toasters; APW Wyott; model Hilton ECO-4000-350L
- Juice dispenser, four head; provided with vendor contract
- Milk dispenser, two head; Silver King; model Majestic 2, SKMAJJ2/C4 with appropriate accessories for type of milk sourced (milk crate for bags or dispenser cans)

Small Equipment (Displayware):

Hotels must purchase and utilize all specified displayware as outlined in the Tru by Hilton Food & Beverage Operations Guide. No additional displayware or serviceware is permitted.

On occasion, Brand-approved displayware will change due to product offering additions or deletions or to feature seasonal items. The Tru by Hilton Food & Beverage Operations Guide must be checked and observed for the most current specifications.

1100 - FOOD AND BEVERAGE

Displayware must be maintained in a like-new condition.

Required displayware (see Tru by Hilton Food & Beverage Operations Guide for manufacturers and model numbers) includes:

Bagels & Donuts Functional Area:

- Heated bagel and donut display
- Heated shelves
- Hot topping warmer with squeeze bottles
- Hilton Modular Displayware kit for toppings, condiments and single-use serveware
- Service utensils with utensil trays

Yogurt/Oatmeal/Fruit Functional Area:

- 2 Bulk yogurt displays with turn-and-serve lids and risers
- Hard-boiled egg display with frozen inserts and “egg crate” holders
- 2 Oatmeal kettles
- 3 Whole fruit bowls with stainless steel risers
- Hilton Modular Displayware kit for condiments and single-use serveware
- Service utensils with utensil trays/holders

Toppings & Cereal Functional Area:

- 2 five-sil cereal and toppings dispensers
- Hilton Modular Displayware kits for toppings and single-use serveware
- 4 Toppings shakers with product-specific lids and under tray
- Napkin holder

Beverages Functional Area:

See Large Equipment for juice and milk dispensers. Cups are provided in shared Hilton Modular Displayware in Coffee & Donuts functional area.

Coffee and Donuts Functional Area:

- FETCO Luxus thermal coffee shuttles (dispensers) for regular and decaf coffee (1 each)
- Hilton Modular Displayware kit for single-use serveware. Cups are shared with Beverage functional area for milk, juice and water
- Donut display (non-heated) with sneeze guard and take-away bag display
- Service utensil with utensil tray
- Hilton Modular Displayware kit for coffee condiments (located outside of functional area on front desk)

24/7 Coffee, Tea, and Hot Chocolate:

- Satellite service cart
- FETCO Luxus thermal coffee shuttles (dispensers) for regular and decaf coffee and hot water (1 each)
- Hilton Modular Displayware kit for single-use serveware, hot chocolate packets and coffee condiments
- Napkin holder

1100 - FOOD AND BEVERAGE

A. BUFFET

The Top IT Breakfast consists of the following six functional areas:

- Bagels & Donuts
- Yogurt/Oatmeal/Fruit
- Toppings & Cereal
- Beverages
- Coffee & Donuts
- 24/7 Coffee, Tea, and Hot Chocolate

Presentation standards for the Top IT Breakfast are illustrated in the Tru by Hilton Food & Beverage Operations Guide. These planograms organize the equipment, displayware, and serveware of breakfast into the functional areas and demonstrate the best organization for natural progression of movement during heaviest service times.

Departure from the planograms is not permitted without prior approval from the Brand.

B. Not Applicable to this Brand

C. Not Applicable to this Brand

D. ARTWORK AND DÉCOR

Hotels must not use any additional décor enhancing items such as silk or dried flowers, artificial fruit, regional accessories, holiday/seasonal decorations or any unapproved promotional collateral on the breakfast serving surface.

E. COLLATERAL AND SIGNAGE

The hotel must display all signage and graphics as shown in the Tru By Hilton Food & Beverage Operations Guide. On occasion, seasonal graphics may be required for temporary display. Required graphics include:

- Top IT Breakfast wayfinding signage as specified by the Brand and installed upon construction or renovation
- Breakfast rollershade. The rollershade is to be opened and closed to signal the beginning and ending of breakfast service. It must not be left open outside of breakfast hours
- Food and toppings identification wraps, bands and clings

All graphics and signage must be maintained in a like-new condition and replaced when they become worn or torn. Vendor-specific graphics and/or collateral is not permitted and must not be displayed unless specified by the Brand.

1103.03 BREAKFAST FOOD AND BEVERAGE OFFERINGS

1100 - FOOD AND BEVERAGE

The hotel must offer all of the food and beverage offerings exactly as outlined in the Tru by Hilton Food & Beverage Operations Guide and the Tru by Hilton Approved Products List.

All products listed on the Approved Products List have been tested and are required. Use only approved items. Some categories have multiple approved products to ensure that food, beverage and consumable suppliers have an ability to carry at least one of the products. Work with food suppliers to ensure access to at least one of the approved items in each category. Suppliers may be willing to stock additional Brand-approved products based on usage.

A. BEVERAGE

For the Top IT Breakfast, beverages are specified in three functional areas. See the Tru by Hilton Approved Products List for exact product ordering information.

Beverages Functional Area:

- Juice
 - Orange juice
 - Apple juice
- Plain water
- Enhanced water in one of the following flavors:
 - Blueberry pomegranate
 - Grape raspberry
 - Lemon lime
 - Strawberry kiwi
 - Tropical mango
 - Watermelon
- Milk
 - 2%
 - Skim

Coffee & Donuts Functional Area:

- Regular coffee
- Decaf coffee
- Condiments:
 - Half & half
 - 2% milk
- Sweeteners:
 - Bulk sugar in the raw
 - Bulk white sugar
 - Sweet'N' Low
 - Truvia
 - Equal

- Three syrups (one may be sugar-free)
 - Vanilla
 - Hazelnut
 - Hotel choice or seasonal

24/7 Coffee, Tea, and Hot Chocolate Functional Area:

- Regular coffee
- Decaf coffee
- Hot water
- Tea in individual bags; three types
- Hot chocolate in portion-controlled packets
- Condiments:
 - Half & half
 - 2% milk
- Sweeteners:
 - Bulk sugar in the raw
 - Bulk white sugar
 - Sweet'N Low
 - Truvia
 - Equal

B. FOOD

For the Top IT Breakfast, foods are specified in four functional areas. See the Tru by Hilton Approved Products List for exact product ordering information and for seasonal/rotational selections.

Bagels & Donuts Functional Area:

- Bagels
 - Plain
 - Assorted variety pack
 - Seasonal
- Donuts
 - Cake, plain
 - Cake, chocolate
 - Yeast raised, glazed
 - Cake, seasonal
- English muffins
 - Plain
 - Whole wheat

1100 - FOOD AND BEVERAGE

- Toppings (cold temperature-controlled)
 - Butter, portion-controlled
 - Cream cheese, portion-controlled:
 - Regular
 - Low-fat
- Toppings (spread)
 - Almond butter
 - Apple butter
 - Bacon jam
 - Nutella
 - Peanut butter
 - Pepper jelly
- Toppings (squeeze, ambient temperature)
 - Honey
 - Grape jelly
 - Strawberry fruit spread
- Toppings (squeeze, hot temperature)
 - Hot fudge sauce
 - Hotel choice or seasonal choice

Yogurt/Oatmeal/Fruit Functional Area:

- Yogurt
 - Greek, low fat vanilla
 - Greek, full fat
- Oatmeal
 - Plain, kettle hearty
 - Savory, kettle hearty
 - Grits (alternative to savory oatmeal)
- Fruit (whole)
 - Bananas
 - Apples
 - Clementines
- Hard-boiled eggs
 - White, shell-on
 - Brown, shell-on
- Condiments
 - Salt and pepper packets

Toppings & Cereal Functional Area:

- Aerosol Toppings
 - Whipped cream

1100 - FOOD AND BEVERAGE

- Dispenser Toppings
 - Dried cranberries
 - Oreo pieces
 - Mini marshmallows
 - Shredded coconut
 - Slivered almonds
- Shaker Toppings
 - Chia seeds
 - Cinnamon
 - Sprinkles
 - Powdered sugar
- Spoonable Toppings
 - Brown sugar
 - Bacon bits
 - Chocolate chips
 - Crushed pineapple
 - M&Ms
 - Maraschino cherries
- Cereal
 - Cheerios
 - Froot Loops
 - Granola
 - Kashi
 - Muesli

Coffee & Donuts Functional Area:

- Glazed donuts

BUSINESS CENTER, MEETINGS AND EVENTS

1201.00 SELF-SERVICE BUSINESS CENTER..... 1200-2



1200 - BUSINESS CENTER, MEETINGS AND EVENTS

1201.00 SELF-SERVICE BUSINESS CENTER

1201.01 GENERAL RULES

The hotel must utilize the Brand-approved [Business Center Solution](#) from Uniguest. For Assistance, contact Tru@uniguest.com.

A. HOURS OF OPERATION

The Work Zone must be available to guests 24 hours a day, 7 days a week.

1201.02 EQUIPMENT

A. APPROVED SOLUTION

The Work Zone must contain the following equipment and supplies:

- Wired Internet access for the installation of business center equipment
- Wireless Internet access for guest use
- Two Microsoft Surface Pro 4 tablets with BouncePad enclosures and all applicable software
- Samsung Monochrome Laser printer with PrinterOn software
- Airport Extreme router and surge protectors. All exposed cables on or under the work surface must be managed in a neat and orderly fashion
- Wastebasket

FITNESS AND RECREATION

1301.00 SWIMMING POOL / WHIRLPOOL..... 1300-2

1302.00 FITNESS CENTER..... 1300-4

1303.00 Not Applicable to this Brand 1300-9

1304.00 Not Applicable to this Brand 1300-9

1305.00 Not Applicable to this Brand 1300-9

1306.00 GAMES / ACTIVITIES 1300-9



1300 - FITNESS AND RECREATION

1301.00 SWIMMING POOL / WHIRLPOOL

1301.01 HOURS OF OPERATION

If the hotel has a swimming pool and/or whirlpool, hours of operation must be posted in the Brand-approved signage and locations.

1301.02 Not Applicable to this Brand

1301.03 SAFETY AND SECURITY

A. EQUIPMENT

The following equipment is required and must be provided for and/or readily available at the pool:

- One shepherd's hook or reach pole
- One United States Coast Guard or International equivalent approved life ring or throw bag for each swimming pool

B. WATER MAINTENANCE

1. TEMPERATURES

a. INDOOR POOL

Indoor pools must be maintained at a minimum of 83°F/28.3°C.

b. OUTDOOR POOL

Outdoor pools must be maintained between 80°F/26.7°C and 89°F/31.7°C. Locations where pool water temperatures will rise above 89°F/31.7°C must provide cooling systems to maintain pool water temperatures within the specified range.

c. WHIRLPOOL

The whirlpool must be operated between the temperatures of 99°F/37.2°C and 103°F/39.4°C. The water is never allowed to be in excess of 104°F/40°C.

2. CHEMICAL BALANCE

Chemical balance of the pool should be checked and ensured to be within guidelines prior to opening and thereafter. At a minimum, manual testing of the pool and whirlpool water must be taken and recorded two times per day, or more frequently if required by applicable law.

C. Not Applicable to this Brand

D. UNDERWATER LIGHTING

Underwater pool/whirlpool light must be illuminated at time of darkness.

E. LOCKED GATES

The entrance door to the pool area must have an electronic card key access lock. The pool area must be secured and accessible only to appropriate hotel staff during off hours.

F. Not Applicable to this Brand

G. ANTI-VORTEX PLATES

The hotel must ensure that anti-vortex plates are replaced in accordance with manufacturer guidelines, typically every 5 years.

1301.04 POOL TOWELS

Pool towels must be obtained from the Brand-approved supplier. Refer to the New Hotel Order Guide (NHOG) available in the “Resource” section of these standards or on The Lobby.

APPROVED PRODUCT/SPECIFICATIONS:

- Blended Cam Border, 24x50, 10.5lbs/dz. White/Blue center stripe

MINIMUM QUANTITY REQUIRED:

- Currently under evaluation by the Brand

A. TOWEL BIN

APPROVED PRODUCT/SPECIFICATIONS:

- Currently under evaluation by the Brand

MINIMUM QUANTITY REQUIRED:

- Currently under evaluation by the Brand

1302.00 FITNESS CENTER

1302.01 GENERAL RULES

A. FITNESS CENTER COMPLIANCE

The hotel must have a fitness center.

B. SIGNAGE

Brand-approved signage and messaging must be provided.

C. HOURS OF OPERATION

The fitness center must be open to guests 24 hours a day, 7 days a week. Where local law requires staff at the fitness center, minimum hours of operation must be from 6:00 a.m. until 10:00 p.m.

D. Not Applicable to this Brand

E. PRICING

Usage of the facility must be complimentary and for the exclusive use of hotel guests.

F. ACCESS AND SECURITY

The entrance door must be key card locked with the deadbolt feature disabled.

1302.02 Not Applicable to this Brand

1302.03 Not Applicable to this Brand

1302.04 FITNESS EQUIPMENT

All exercise equipment must be of commercial quality, and of make and model as specified below. All clearances as specified by the manufacturer must be maintained.

A. EQUIPMENT REQUIREMENTS

1. CARDIO

Precor is the approved cardio equipment supplier. The hotel must provide the following equipment:

- (1) - Elliptical
 - EFX885Series Elliptical Crosstrainer™ (Precor)
- (2) - Treadmills
 - TRM885 Series Treadmill (Precor)
- (2) - Weight Benches
 - Multi-Adjustable Bench DBRO119 (Precor)

2. STRENGTH

SPRI is the approved strength equipment supplier. The hotel must provide the following equipment:

BRAIDED TUBING:

- (1) - Braided Xertube - Very Light (Yellow)
- (1) - Braided Xertube - Light (Green)
- (1) - Braided Xertube - Medium (Red)

1300 - FITNESS AND RECREATION

- (1) - Braided Xertube - Heavy (Blue)
- (1) - Braided Xertube - Ultra Heavy (Purple)

THE ORIGINAL XERTUBE:

- (1) - Xertube - Very Light (Yellow)
- (1) - Xertube - Light (Green)
- (1) - Xertube - Medium (Red)
- (1) - Xertube - Heavy (Blue)
- (1) - Xertube - Ultra Heavy (Purple)

SPRI SUPERBAND:

- (1) - SPRI Superband, ½" (Orange)
- (1) - SPRI Superband, ¾" (Green)
- (1) - SPRI Superband, 1" (Red)
- (1) - SPRI Superband, 1 ¾" (Blue)
- (1) - SPRI Superband, 2 ½" (Purple)
- (3) - Elite Xercise Ball, 65cm (Black)
- (1) - Power Air Pump
- (1) - The Step 360 Pro

DEAD WEIGHT SLAM BALL:

- (1) - 10 lb.
- (1) - 12 lb.

KETTLEBALLS:

- (1) - 5 lb.
- (1) - 12 lb.
- (1) - 18 lb.
- (1) - 25 lb.
- (1) - 30 lb.

SPRI KETTLEBELL:

- (1) - 8 lb.
- (1) - 15 lb.
- (1) - 20 lb.

XTS TRAINING SYSTEM:

- (2) - XTS TRAINING SYSTEM
- (2) - XTS Wall Mount

3. STRETCH

SPRI is the approved stretch/functional equipment supplier. The hotel must provide the following equipment:

MASSAGE ROLLERS:

- (1) - Deep Tissue Roller
- (1) - High-Density Full Foam Roller, 36" x 6" (Black)
- (1) - EVA Full Foam Roller - 36" x 6" (Blue)

STRANDS:

- (1) - Strand - Light - 66"
- (1) - Strand - Heavy - 66"

TIGER TAIL:

- (3) - SPRI Tiger Tail - 18"

SOFT PLYO BOXES:

- (1) - The Qube XL

AGILITY LADDERS:

- (1) - Roll Out Ladder

PREMIUM COVERED TRAINING ROPE:

- (1) - Premium Covered Training Ropes - 1.5" x 40"

AIREX PILOGA MAT:

- (2) - Airex Piloga Mat - 75" x 23" x 0.3", 8mm (Black)

4. BALLET / FITNESS BARRE

The hotel must provide a 1.5" ballet/fitness barre. Vita Vibe is the approved supplier.

5. STORAGE

SPRI is the approved storage equipment supplier. The hotel must provide the following equipment:

- (1) - Ball Holder - Large
- (2) - Steel Tubing Tree
- (1) - Kettle Weight Rack
- (2) - Foam Roller Storage Station
- (1) - Training Rope Wall Mount Storage

1302.05 CASEGOODS / FINISHES REQUIREMENTS

The design package must meet the pre-approved scheme options. See the [Hilton Worldwide Fitness website](#) and Section 2508.00 for specifications.

A. TOWEL STATION / TOWELS

Towels must be a minimum of 86/14 cotton/polyester blend with a finished weight of 3.5 lb./dozen. Minimum size is 16" x 27". Towels must be folded and placed in the designated shelves.

B. Not Applicable to this Brand

C. Not Applicable to this Brand

D. CLOCK

A wall clock visible to all fitness center guests.

E. Not Applicable to this Brand

F. Not Applicable to this Brand

G. HYGIENIC WIPES

The hotel must maintain Brand-approved hygienic wet wipes for guest use. Hygienic wipes do not replace daily disinfecting during the cleaning process. Consult equipment owner's manuals for recommended cleaning solutions.

1302.06 AMENITIES AND TECHNOLOGY

The fitness center must provide the following complimentary items during operating hours:

1300 - FITNESS AND RECREATION

A. AMENITIES

The fitness center must provide the following complimentary items during operating hours:

- Disposable ear buds (these can be made available upon request with appropriate signage)

B. TECHNOLOGY

Refer to Section 1706.00 for Fitness Center TV requirements.

C. HOUSE TELEPHONE

House telephone or emergency call button must be available in the fitness room. Telephones must not dial guest rooms directly and must allow direct-dialing to Emergency Services (if applicable).

1303.00 Not Applicable to this Brand

1304.00 Not Applicable to this Brand

1305.00 Not Applicable to this Brand

1306.00 GAMES / ACTIVITIES

1306.01 INDOOR GAMES / ACTIVITIES

A. GAME TABLES

The hotel must provide one of the following game tables in the lobby:

- Pool table

- Foosball
- Table Shuffleboard

B. TABLETOP GAMES / ACTIVITIES

A minimum of 15 of the following games and activities suitable for a range of ages must be maintained with all parts/pieces and provided to guests:

- Apples to Apples
- Banana Grams
- Brave Rats
- Candy Land
- Catan
- Chess/Checkers/Backgammon combination
- Coloring Books with colored pencils and crayons
- Cranium Brain Breaks
- Disruptus
- Exploding Kittens
- Gobblet Gobblers
- Heads Up
- I Spy Memory Game
- Mental Blox
- Phase 10
- Playing Cards (4 decks)
- Rock 'em Sock 'em Robots
- Rory's Story Cubes
- Ticket to Ride
- UNO
- Word A Round

1306.02 OUTDOOR GAMES / ACTIVITIES

A minimum of 2 of the following outdoor games must be maintained with all parts/pieces and provided to guests:

- Murbles
- Yardzee
- Yard Dominoes

1300 - FITNESS AND RECREATION

In addition, the hotel must provide the following outdoor games in accordance with the Furniture, Fixtures, and Equipment specifications:

- Giant Jenga
- Giant Connect 4

RETAIL AND CONCESSIONAIRE

1401.00 GIFT SHOP / SUITE SHOP / PANTRY	1400-2
1402.00 Not Applicable to this Brand	1400-3
1403.00 THIRD-PARTY CONCESSIONAIRES.....	1400-3



1400 - RETAIL AND CONCESSIONAIRE

1401.00 GIFT SHOP / SUITE SHOP / PANTRY

1401.01 GENERAL RULES

The hotel must comply with the requirements in the Tru Shop It Implementation Guide. The Shop It must be clean, well-lit, amply stocked and void of empty shelf spaces.

A. GUEST BILLING

Items must be purchased by guests at the front desk or at the self-serve checkout kiosk. Registered guests to whom credit privileges have been extended are entitled to charge purchases to their folio. Reasonable credit limits may be imposed by the hotel. Minimum purchase requirements are prohibited.

B. HOURS OF OPERATION

The Shop It must be available 24 hours a day.

C. SIGNAGE

The hotel must follow the signage/graphics standards outlined in the Shop It Guide. Refer to the Shop It Sales and Marketing Online Toolkit on the Lobby > My Applications.

D. DISPLAYS

The Shop It must have displays that consist of:

- Shelving or millwork
 - Use of non-approved display pieces is not allowed. Displays must be pleasing to the eye. Items must not be displayed in cardboard boxes.
 - Two open-air refrigerators and a freezer
- Freestanding merchandiser with price menu prominently displayed at all times in addition to a POS display.

Where individual pricing of merchandise is mandated by local laws, pricing must be professional in appearance (i.e., produced on pricing gun labels) and positioned in accordance to local code.

1400 - RETAIL AND CONCESSIONAIRE

1401.02 Not Applicable to this Brand

1401.03 SETUP AND MERCHANDISING

A. INSTALLATION/SET-UP/MERCHANDISING

Installation and set-up of the Shop It must be according to the prototype drawings.

- Merchandise must be displayed based on the Shop It design that is installed at the hotel. See the Shop It Guide for more details
- The Shop It must sell bottled alcoholic beverages (beer and wine only) when permissible by local code. Proper licensing, training, certification and insurance is required. Beer kegs, beer taps or portable bars are prohibited
- The hotel is prohibited from selling tobacco products

1402.00 Not Applicable to this Brand

1403.00 THIRD-PARTY CONCESSIONAIRES

1403.01 APPROVED ACTIVITIES

A. BRAND APPROVED

Concessionaires may only be used by the hotel for activities that are approved by the Brand.

B. QUALIFICATIONS

Concessionaires must be qualified and reputable in their field.

1403.02 OPERATING AGREEMENT

A. SIGNED AGREEMENT

Concessionaires must be operating under the terms of a signed agreement between the concessionaire and the hotel.

B. QA INSPECTION

Any concessionaire or other third party operating a business at the hotel must comply with all physical, cleanliness and service standards of the Brand and is subject to periodic QA inspection by the Brand. The hotel is responsible for ensuring compliance. Non-compliance with Brand Standards by a third-party operator will be treated by the Brand as if the non-compliance were by Owner.

C. USE OF TRADEMARKS

Concessionaires must not be authorized or permitted to use any of the Marks for any purpose.

D. GUEST BILLING

The billing of charges to a guest's room account for hazardous activities, including waterborne and airborne craft, third-party fitness centers, water sports, third-party spa, diving and scuba diving activities, the operation of watercraft or aircraft (including hot air balloons), is prohibited. The Brand discourages allowing payment for any goods or services of a concessionaire to be billed to a guest's room account, except gift shops and restaurants.

RISK MANAGEMENT AND SECURITY

- 1501.00 GENERAL RULES 1500-2
- 1502.00 INSURANCE 1500-2
- 1503.00 SAFETY..... 1500-8
- 1504.00 SECURITY 1500-14
- 1505.00 LOSS PREVENTION..... 1500-15



1500 - RISK MANAGEMENT AND SECURITY

1501.00 GENERAL RULES

1501.01 COMPLIANCE STATEMENT

NOTE: *The following Insurance Requirements section is written with U.S. Dollars used for coverage types and minimum limits. The insurance obtained must meet or exceed these brand standards based on current currency conversions.*

Franchisee/Owner must meet or exceed the insurance requirements specified in this Global Brand Standards Manual (“Manual”), unless specifically indicated to the contrary in the Management Agreement (“Agreement”). Insurance requirements are split into TWO areas:

- Insurance required during Construction (or Significant Renovation); and
- Insurance required during Operation

Wherever possible, global standards have been provided. To the extent requirements differ for hotels located within the U.S. and those located outside the U.S., specific standards are provided.

1502.00 INSURANCE

1502.01 INSURANCE REQUIRED DURING CONSTRUCTION

A. WORKERS COMPENSATION / OCCUPATIONAL INJURY

Minimum Required Limit: Statutory

NOTE: *WC, as required by law or regulation, must be in force prior to the hiring of any employees.*

B. EMPLOYERS LIABILITY

Minimum Required Limit:

- \$1M each accident
- \$1M each disease
- \$1M each employee

NOTE: *The EL limits can be satisfied by any combination of WC, EL, and/or Excess/Umbrella policies. However, the certificate of insurance must clearly indicate that Excess/Umbrella liability insurance affords coverage for EL.*

C. GENERAL LIABILITY / PUBLIC LIABILITY

Minimum Required Limit: \$10M each occurrence

NOTE: Coverage must include:

- Products-completed operations
- Personal and advertising injury
- Protective liability
- Independent contractors
- Liability assumed under an insured contract (including the tort liability of another assumed in a business contract) on an "occurrence basis"

This insurance may not have any restrictions, modifications or exclusions for explosion, collapse, underground property damage, earth movement or damage to work performed by a subcontractor.

Contractor must carry completed operations insurance for a period of not less than 5 years after the completion of the project.

D. AUTO LIABILITY

Minimum Required Limit: \$2M per occurrence

NOTE: Including, but not limited to: owned, hired, and non-owned vehicles.

E. POLLUTION LEGAL LIABILITY

Minimum Required Limit: (if exposure exists) \$1M per occurrence and \$2M in the aggregate

NOTE: *If the Contractor's policy is on a claims-made form, the retroactive date of the policy must be on or before the date of the commencement of services by Contractor.*

Insurance must be maintained and evidence of insurance must be provided for at least 3 years after completion of the work. If the coverage is canceled or not renewed, and it is not replaced with another policy with a retroactive date that precedes the date of Contractor's agreement, the Contractor must provide extended reporting coverage for a minimum of 3 years.

F. UMBRELLA / EXCESS LIABILITY

Minimum Required Limit: See Underlying Requirements

NOTE: *Insurance requirements for GL, EL and AL may be satisfied with a combination of primary, umbrella/excess policies.*

G. PROFESSIONAL ERRORS AND OMISSIONS

Minimum Required Limit: Limits Commensurate with risks

NOTE: *The Architect and all other professionals must carry E&O.*

The policy must cover negligent errors or omissions during performance of professional services and include attorney fees. Retroactive date must be before the date of the agreement.

Professionals shall keep such insurance in force during the course of this Agreement for a period of not less than 2 years after the date of completion.

H. Not Applicable to this Brand

I. GENERAL REQUIREMENTS

NOTE: *Franchisee/Owner must defend, indemnify and hold Hilton, its subsidiaries and affiliates now or hereafter existing, harmless from any and all damages or claims arising out of the failure of any Contractor, supplier or vendor doing business with the hotel to maintain adequate insurance. Contractors must not be allowed on the site or within the premises until the stated insurance requirements are evidenced.*

Contractor's insurance, with the exception of WC must name Franchisee/Owner, Hilton Worldwide Holdings, Inc. and each of their subsidiaries and affiliates (including their respective directors, officers and employees), now or hereafter existing as additional insured and copies of these endorsements or their equivalent must be provided to Franchisee/Owner and the Brand.

Franchisee/Owner, at its option, may purchase an "Owner controlled insurance program" or "wrap up".

1502.02 INSURANCE REQUIRED DURING OPERATION

A. Not Applicable to this Brand

B. WORKERS COMPENSATION / OCCUPATIONAL INJURY SCHEME

Minimum Required Limit: Statutory

NOTE: *To be obtained by statutory employer*

WC must be extended to cover "All States", Voluntary Workers' Compensation, and Longshoreman's and Harbor-worker's Act on an "if any" basis, unless the hotel is insured under a state operated fund.

Participation in a State Fund shall satisfy the requirements hereunder. If hotel participates in a State Fund, Stopgap coverage is required in an amount not less than \$1M.

If the hotel self-insures WC, a copy of the license granting authority to self-insure must be furnished to the Brand and excess workers compensation coverage should be purchased in an amount no less than \$1M.

1500 - RISK MANAGEMENT AND SECURITY

If the hotel participates as a Non-Subscriber (e.g., TX and OK) participation must be evidenced by submitting to the Brand a copy of the Employers Notice of No Coverage or Termination of Coverage and an ERISA-compliant Occupational Injury Benefit Plan that covers substantially the same work-related injuries as WC. Non-Subscribers must carry EL with limits of no less than \$5M.

C. EMPLOYER'S LIABILITY

Minimum Required Limit: Non-Subscribers \$5M per occurrence; All others:

- \$1M each accident
- \$1M each disease
- \$1M each employee

NOTE: *The EL limits can be satisfied by any combination of WC, Employers Liability, and/or Excess/Umbrella policies. However, the certificate of insurance must clearly indicate that Excess/Umbrella liability insurance affords coverage for EL.*

D. GENERAL LIABILITY / PROPERTY OWNER'S LIABILITY

Minimum Required Limit: \$10M each occurrence

NOTE: *The GL insurance must include coverage for the following risks:*

- *Damage to property of others and bodily injury including sickness, disease and death.*
- *Personal and advertising injury covering liability for false arrest, libel, slander, defamation, false imprisonment, unlawful detention, wrongful or malicious prosecution or invasion of privacy.*
- *Innkeeper's Liability - This can be satisfied by any combination of GL or Crime coverage.*
- *Liquor Liability (if hotel serves alcoholic beverages)*
- *Contractual Liability*
- *Independent Contractors Liability.*
- *Premises/Operation liability.*
- *Products and Completed Operations.*
- *Named perils pollution including coverage for liability arising out of heat, smoke or fumes from a hostile fire, or smoke, fumes, vapor or soot produced by or originating from equipment that is used to heat, cool or dehumidify the building, or equipment that is used to heat water.*
- *Terrorism liability*

E. AUTO LIABILITY

Minimum Required Limit: \$10M each occurrence

NOTE: *Including, but not limited to: owned, hired, and non-owned vehicles*

May be satisfied with a combination of AL and umbrella/excess insurance policies.

1500 - RISK MANAGEMENT AND SECURITY

Aggregate limits, if any, must be on a "per location" basis.

Garage Keeper's Liability must be included if the hotel's operations include parking operations. This may be included under GL if there are no hotel vehicles.

- F. Not Applicable to this Brand
- G. Not Applicable to this Brand
- H. Not Applicable to this Brand
- I. Not Applicable to this Brand
- J. Not Applicable to this Brand
- K. Not Applicable to this Brand
- L. GENERAL REQUIREMENTS

NOTE: *All required insurance must be purchased from insurance companies with a financial rating acceptable to Hilton, which shall be no less than the following:*

- *A - VII if rated by A.M. Best,*
- *Baa2 if rated by Moody's,*
- *BBBpi if rated by Standard & Poor, and*
- *BBBq if rated by Fitch*

Any deductibles or self-insured retentions above \$50,000 or 5% of the replacement cost of the hotel must be declared to and approved by the Hilton Risk Management Department, at: 7930 Jones Brand Drive, McLean, VA 22102; Email: Risk.Management@hilton.com.

Evidence shall be provided via certificate upon renewal or change in limits or coverage and shall be provided to Hilton or their designee and must include the following:

With the exception of WC, Pollution Legal Liability and Cyber liability, all policies obtained by Franchisee/Owner must name the Franchisee/Owner as named insured, and must name Hilton Worldwide Holdings Inc. and its subsidiaries and affiliates now or hereafter existing as additional insured including their employees, officers and directors. All policies must contain cross-liability coverage and a waiver of the right of subrogation in favor of the Brand.

All policies of Franchisee/Owner must be endorsed to be primary insurance with no recourse to, or contribution from, any other similar insurance, if any, which may be carried by Hilton and its subsidiaries and affiliates. Evidence of such must be supplied to the Brand.

Requests by Franchisee/Owner to modify requirements may be submitted to Hilton Risk Management for consideration. Guidelines for such requests may be requested from RiskManagement@hilton.com.

1500 - RISK MANAGEMENT AND SECURITY

Franchisee/Owner must deliver or cause to be delivered to the Brand upon renewal or change in limits or coverage each of the following: Certificates of insurance or documentation acceptable to Hilton evidencing the insurance, including applicable endorsements. Where applicable each certificate must specifically identify and/or list:

- *Insured location(s) by name, address and Facility ID number.*
- *Relevant policy numbers*
- *Relevant parties as being named additional insured (as specified above)*
- *Correct Hilton legal entity as certificate holder (Hilton Worldwide Inc., 7930 Jones Branch Dr., McLean, VA 22102)*
- *For GL:*
 - *Garage Keeper's Liability*
 - *Liquor Liability*
 - *Worldwide Jurisdiction*
 - *Policies as being primary and non-contributory*

All evidence of insurance required herein including certificates must be sent, either by fax, email, or upload, to Hilton's external partner as indicated on the Lobby's Risk Management page: Proof of Insurance (Certificates).

Hilton's external partner will review and audit each certificate of insurance in line with requirements as set out in this Manual.

If Franchisee/Owner does not obtain or maintain the required insurance or policy limits, the Brand can (but is not obligated to) obtain and maintain the insurance or such portion of the insurance (Difference in Limits"/"Difference in Conditions") needed to bring Franchisee/Owner's insurance in line with the requirements herein for Franchisee/Owner without first giving Franchisee/Owner notice. If the Brand does so, then Franchisee/Owner must immediately pay the Brand upon request, the premiums and costs incurred by Brand.

The Brand makes no representation, implied or express, that the foregoing insurance requirements are adequate to protect Franchisee/Owner. The insurance coverage requirements contained in this Manual are only minimum requirements. These requirements do not relieve Franchisee/Owner from responsibility for any loss or claim for damages arising out of the Agreement. Franchisee/Owner must indemnify the Brand for any claim for damages due to failure of Franchisee/Owner or any Contractor, supplier or vendor doing business with Franchisee/Owner to maintain adequate insurance.

To ensure compliance, the Brand strongly recommends that Franchisee/Owner reproduce all insurance requirements in this Manual in full and submit it to a licensed agent or broker experienced in writing insurance for hotels.

Failure of the Brand to demand evidence of compliance with the insurance requirements in this Manual or failure of the Brand to identify a deficiency from evidence that is provided shall not be construed as a waiver of Franchisee/Owner's obligation to maintain such insurance.

At the request of the Brand, Franchisee/Owner must deliver a copy of each policy bearing certification of the insurance company underwriter(s), that the policy is a complete copy of the policy issued with all endorsements to the Brand.

The Brand may increase or decrease the minimum amount of insurance, require additional or different types of insurance, or otherwise change the requirements to make them comparable to the amount and kinds of insurance carried by other properties or hotels, taking into account the size and location of the hotel and changing circumstances in the law and insurance marketplace.

Franchisee/Owner must obtain and maintain any other insurance required by local or national statute or law.

M. Not Applicable to this Brand

1500 - RISK MANAGEMENT AND SECURITY

N. UMBRELLA / EXCESS LIABILITY

Minimum Required Limit: See Underlying Requirements

NOTE: *Umbrella or other excess policies may be utilized in conjunction with primary policies to achieve the required insurance limits for GL, AL and EL. Aggregate limits must be per location.*

O. CYBER LIABILITY

Minimum Required Limit: \$3.5M per occurrence and in the aggregate

NOTE: *This coverage is only required for Non-Hilton computer systems. Coverage must include the following:*

- *Security and Privacy Liability*
- *Event Management*
- *Cyber Extortion*
- *Crisis Fund Event*

1503.00 SAFETY

1503.01 LIFE SAFETY PROGRAM

A. MINIMUM STANDARDS

The Brand expects the Franchisee to treat the safety and security of customers and guests at the hotel with the highest regard. As a reminder, the Brand Standards below, as well as any other Brand Standards in this manual related to the safety and security, health or wellness of guests or other visitors to the hotel, are only minimum standards. Franchisees must carefully examine these Brand Standards and take such additional precautions and implement such additional procedures as the Franchisee deems necessary to protect the safety, health and wellness of the guests and other visitors to the hotel.

1. The hotel must conduct a self-audit on safety and security issues biannually. Records of this audit must be kept on file for review by Hilton Worldwide quality assurance and safety & security auditors for a period of no less than 3 years.
2. Portable fire extinguishing equipment must be located throughout the hotel as specified in Section 2516.00 and/or in accordance with all local laws, whichever are more stringent.

1500 - RISK MANAGEMENT AND SECURITY

3. All portable fire extinguishing equipment must be tested and checked according to a scheduled plan and applicable law, and documented accordingly.
4. Fire prevention and fire alarm procedures must be kept by the hotel in written form and must be communicated to all employees as designated in the Fire Safety Systems section of this manual (see Section 1503.04) and Section 2516.00.
5. The hotel must comply with all applicable laws concerning life safety issues.

1503.02 EMERGENCY PLAN

A. OPERATIONAL AND EMERGENCY RESPONSE PLAN

The hotel must have written, hotel-specific plans in place and provide ongoing training to address the response and management of the below emergency situations. All plans (or copies of the plan) at the hotel must be consistent, updated annually, and easily accessible to all on-property employees.

The list below represents the minimum requirements of topics that should be covered in hotel operational and emergency response plans. Hotel management should identify and assess risks relevant to their property to determine if additional topics should be included.

Examples of Incidents/Threats:

- Activation of Panic Alarms
- Adverse Weather Conditions
- Armed Robbery
- Asbestos Disturbance/Release
- Body Fluid Spillage (Pool/Spa)
- Boiler Failure
- Bomb Threat
- Broken Glass (Pool/Spa)
- Chemical Spillage
- Chemical, Biological, Radiological, and Nuclear
- Chlorine Gas Escape (Health Club)
- Contamination
- Criminal Offences/Threats of Violence
- Death or drowning in Pool
- Death/Suicide
- Demonstration
- Electrical and Lighting Failure
- Enforcement Officer Visit
- Evicting Guests
- Failed Water Samples (Pool)

1500 - RISK MANAGEMENT AND SECURITY

- Failed Water Samples (Spa)
- Filming Enquires
- Fire or Explosion
- Flood
- Food Contamination or Food Poisoning
- Foodborne Illness/Norovirus
- Gas Release/Leaks
- Guest Illness
- Health Club Operational Plans
- Infectious Diseases
- Legionella Outbreak
- Lift Failure/Entrapment
- Loss of Fire Alarm/System
- Major Body Fluid Spillage
- Media Handling
- Pandemic/Flu
- Political Unrest (Riot, Protest)
- Serious Accident
- Sexual Assault/Rape
- Shooting/Active Shooter
- Sprinkler Activation
- Telecom Failure
- Terrorist Attack
- Theft of Guest Property
- Transportation Emergencies
- Water Failure

The list of threats and incidents above are minimum requirements. To better understand when and how to notify the appropriate Hilton Worldwide stakeholders; please review the REPORTING OF THREATS AND INCIDENTS section below.

Additionally, examples of emergency response plans may be accessed using the following links:

[Owned and Managed Hotels](#)
[Franchised Hotels](#)

B. CRISIS MANAGEMENT

The hotel must have written hotel-specific site crisis plans in place to manage and resolve major threats and incidents. The site crisis plan needs to identify the crisis team members, roles, responsibilities and escalation requirements, and reporting protocols to the appropriate stakeholders (e.g., local authorities, owner) and to the relevant Hilton Worldwide contact (e.g., Owned / Managed to contact Safety & Security).

The site crisis plans must be maintained and updated at least annually with contact information reviewed every 6 months (and updated more frequently as needed). The site crisis team at the hotel must receive training every 6 months (see training requirements below).

C. REPORTING OF THREATS AND INCIDENTS

Hotel management is required to report threats or emergency incidents to the appropriate stakeholders immediately; this includes Hilton Worldwide as well as franchise ownership. When faced with a threat or incident, hotel management should ask themselves the following questions.

- Was or could there be serious illness, injury, or loss of life?
- Was or could there be significant property damage or loss?
- Was or could there be a significant business disruption?
- Was or could there be any criminal activity?
- Were there or do you anticipate media inquiries or external interest?

If the answer is YES to at least one of the questions below, hotel management must report the situation to Hilton Worldwide through the **CRISIS HOTLINE: +1 214-572-7474**.

D. TRAINING

Hotel team members and crisis teams should be trained on the above procedures every 6 months.

E. Not Applicable to this Brand

F. Not Applicable to this Brand

G. EMERGENCY SHUT-OFF PLAN

1. The hotel must post a detailed plan displaying the hotel layout and location of all working components of the hotel's fire safety system and utility shutoffs (fire pumps, sprinkler system, pull stations, alarm, electrical and gas).
2. The hotel layout with emergency procedures must be posted in the work area behind the front desk, maintenance and housekeeping, easily accessible to all employees.

1500 - RISK MANAGEMENT AND SECURITY

3. Photographs must be taken of the fire system and utility shutoff components and posted with the hotel layout denoting the location of that piece of equipment to allow familiarization of the fire safety components by the employees.

1503.03 EMERGENCY LIGHTING

Emergency lighting must be provided in accordance with standards found in the Brand's Design, Construction and Renovation Standards.

1503.04 FIRE LIFE SAFETY

Minimum standards for fire safety systems approval, testing, maintenance and training are detailed below. These minimum standards do not supersede more stringent applicable laws. Refer to Section 2516.00 for complete fire safety system requirements.

A. Not Applicable to this Brand

B. APPROVAL TESTING AND MAINTENANCE, TRAINING

1. Written approval of the plans for required fire safety systems must be obtained from the governmental authority having jurisdiction prior to installation of the fire safety system. The form of written approval may vary by governmental authority. For the purposes of these Brand Standards, "written approval" is defined as a certificate, letter of approval, permit, stamp of approval, or other approval method as used by the governmental authority.
2. Written certification that the required fire safety systems have been installed according to the approved plan by a licensed contractor and are fully operational, tested and approved by the authority having jurisdiction must be obtained from the installation contractor.
3. All fire safety systems installed (including any systems installed above and beyond the requirements of this standard) must be tested and maintained either:
 - a. Through a maintenance contract with an organization licensed to install and maintain such equipment OR by individuals trained to perform such maintenance and testing.
 - b. Testing and maintenance of sprinkler systems must be in accordance with the stricter of the manufacturer's instructions, NFPA 25, as otherwise specified by the governmental authority having jurisdiction over the hotel, or as specified in Section 2516.00.
 - c. Testing and maintenance of smoke detection systems (or heat detection devices where appropriate) must be in accordance with the manufacturer's instructions, NFPA 72, or as otherwise specified by the governmental authority having jurisdiction over the hotel or as

specified in Section 2516.00.

- d. A statement certifying that such testing and maintenance have been performed must be signed by either the maintenance company representative and by the general manager of the hotel OR by the individual trained to perform such maintenance and testing and by the general manager of the hotel.
 1. All statements certifying such testing must be kept on file at the hotel and be made available to the Quality Assurance auditor upon request. Such testing and maintenance must be performed at least once every six months. A minimum of one test per year must be conducted by an outside third party licensed to test fire safety equipment. Guest room/suite smoke detectors must be included as part of this testing and documentation. Carbon Monoxide detectors, if mandated in Design, Construction and Renovation Section 2516.00, must also be included as part of this testing and documentation.

NOTE: Refer to *The Lobby* for the complete list of testing and maintenance requirements by maintenance contractor and hotel personnel.

C. TRAINING

1. All employees must comply with emergency training as specified in Section 403.00.
2. Fire drills must be conducted twice a year to maintain the readiness of all employees. Documentation of each fire drill must be maintained for the current calendar year plus the previous 6 years for Quality Assurance and Safety & Security to review.

1503.05 FIRE / EMERGENCY EXITS

Refer to Section 2516.00 for details.

1503.06 FIRST AID KIT

Fully-stocked first-aid kits must be available at the front desk area, pantry area, housekeeping area and maintenance area, and any other areas required by local code. Contact regional safety & security for a complete listing of approved medical supplies.

1503.07 BUILDING CODES / GOVERNMENT REGULATIONS

1500 - RISK MANAGEMENT AND SECURITY

The hotel, in all aspects of its facilities and operation, must comply with all applicable laws, codes, ordinances, and regulations. Refer to Section 2516.00 for details.

1504.00 SECURITY

1504.01 DOORS

A. SIGNAGE

All entrance/exit doors normally locked during specific times, or as required by code, in the evening must have signs, both inside and outside the doors that indicate the time they are locked and include directions to the appropriate alternate entrance/exit doors. All exterior doors of the hotel must provide registered guest access with the use of their key cards. All secondary doors of the hotel must remain locked from the exterior side at all times.

1504.02 INCOMING TELEPHONE CALLS

An incoming caller must identify the guest by name before the call can be transferred. Do not connect any call by room number only.

1504.03 Not Applicable to this Brand

1504.04 ELECTRONIC KEY CARDS

A. GENERAL RULES

The hotel must utilize Brand-approved electronic lock key cards.

- Room keys must not display the room number at any time.
- No third-party advertising may be featured anywhere on the key.
- Room numbers must never be announced.
- A coding system must be used for key card labeling that allows in-house verification of room numbers.

B. ADDITIONAL KEY REQUESTS

If a guest requests a replacement room key, verify guest identification prior to issuance.

1504.05 HOUSE PHONE RESTRICTIONS

Refer to Section 1704.06 for standards applicable to the Public Area Phones and House Phones. All public area phones must comply with Emergency Services Standards located in Section 1702.01.C

1504.06 SECURITY GUARDS

Security guards, whether on staff or contracted, must not be armed while on hotel property.

1505.00 LOSS PREVENTION

1505.01 GENERAL RULES

The hotel must have a digital camera accessible at all times.

1505.02 CLOSED CIRCUIT TELEVISION (CCTV)

All systems installed in the hotel are subject to the obligations of maintaining a high quality, first class hotel.

A. PROHIBITED AREAS

CCTV cameras must not be placed in, or aimed at, guest rooms, locker rooms, restrooms or other non-public areas or on bodies of water.

B. INSTALLATION

Monitors must not be mounted on the ceiling or wall of the lobby or front desk and must be no larger than 13" in size. The monitor may be larger than 13" if it is in the back office area out of the view of guests. The monitor may be placed in one of two locations:

1. At the front desk/back office, out of the view of guests OR on the side area of the front desk (not the main registration area). The monitor must be encased in a finished cabinet that coordinates with the front desk mill work.
2. All cables must be concealed. When penetrations are made in walls or ceilings, a cover plate must be installed over the opening with the cables passing through the cover plate. All exposed multiple wires (exiting the ceiling at the camera and exiting the wall at the VCR) must be bound using tie wraps.

C. RECORDING SYSTEMS

1. The hotel must ensure that management is trained on the CCTV system.
2. The hotel must maintain the CCTV system and make certain that all of its components are working.
3. It is strongly recommended to locate the recording device in a locked cabinet/unit to prevent any tampering.
4. Hotel's use of CCTV cameras, installation, and the retention of CCTV footage must comply with applicable laws.

1505.03 LOST AND FOUND

All lost and found articles must be logged and maintained for 90 days. Valuables should be maintained for 1 year in a safety deposit box or other secure area. Local codes may preempt this policy.

1505.04 PARKING LOT SIGNAGE

Signs must be conspicuously posted in the parking lot stating "Guest Parking, User Assumes All Risks."

1600 - BACK OF HOUSE AND BUILDING OPERATIONS

BACK OF HOUSE AND BUILDING OPERATIONS

1601.00 PUBLIC AREA CLEANING PROGRAM 1600-2

1602.00 HOUSEKEEPING SERVICE 1600-2

1603.00 ENGINEERING AND MAINTENANCE SERVICE 1600-3

1604.00 Not Applicable to this Brand 1600-4

1605.00 Not Applicable to this Brand 1600-4

1606.00 SMOKING POLICY 1600-4



1600 - BACK OF HOUSE AND BUILDING OPERATIONS

1601.00 PUBLIC AREA CLEANING PROGRAM

1601.01 GENERAL RULES

All areas in the hotel (including back of the house areas such as the kitchen, storage areas, and offices) must be kept to the highest cleanliness standards. Hotel cleanliness will be measured during the hotel's Quality Assurance evaluation.

1602.00 HOUSEKEEPING SERVICE

1602.01 GENERAL RULES

A. DAILY CLEANING SCHEDULE

All occupied guest rooms and bathrooms must be serviced and cleaned on a daily basis.

1602.02 Not Applicable to this Brand

1602.03 DEEP CLEANING PROGRAM

Each hotel must develop, implement and document a deep cleaning program. The program must be designed to ensure that the hotel is maintained at a high level of cleanliness. Each room must be deep cleaned a minimum of four times per year.

1602.04 MATTRESS ROTATION SCHEDULE

The hotel must implement and document a mattress labeling and turning schedule in accordance with manufacturer's guidelines.

1602.05 Not Applicable to this Brand

1602.06 PEST ACTIVITY RESPONSE

The hotel must have a pest control treatment program in place, provided by a licensed pest control company.

1600 - BACK OF HOUSE AND BUILDING OPERATIONS

A. CERTIFICATION

Certification by the pest control company is required (if available in local jurisdiction), and must be kept on file and made available to the Quality Assurance Auditor upon request.

1. If the hotel tests positive for pest activity by a licensed pest control company, it will be required to comply with this provision within 30 days of receiving such positive test result.
2. A follow-up inspection after the initial treatment by the pest company must take place and a certificate of clearance must be issued before the room is released for occupancy.
3. The hotel must make arrangements with the pest control company for three subsequent visits over the two months following the initial treatment of any guest room that tested positive for pests. All rooms treated during the initial visit must be treated during the follow-up visits.

B. INVENTORY CONTROLS

Guest rooms where pest activity (e.g., bed bugs) is found must be taken out of inventory until they have been inspected by a pest control company.

1. Infested guest rooms must be taken out of inventory for at least 48 hours after the initial treatment, or for as long as the pest company determines.
2. If pest activity is detected in a guest room, the guest rooms above, on both sides, and below the infested room must be inspected and treated (if needed) to prevent migration of the pest from the affected guest room.

C. ROLLAWAY AND SOFA BEDS

If the hotel has rollaway or sofa beds, they must be included in the pest treatment program.

1603.00 ENGINEERING AND MAINTENANCE SERVICE

1600 - BACK OF HOUSE AND BUILDING OPERATIONS

1603.01 GENERAL RULES

Each hotel must develop, implement and document a systematic quality control system.

A. SYSTEMATIC QUALITY CONTROL

The system must be designed to ensure that the hotel is maintained in optimum condition. Hotel condition will be measured during the hotel's Quality Assurance evaluation.

B. MAINTENANCE COVERAGE

The hotel must give the highest priority to all repair requests from an occupied guest room. The hotel must have maintenance coverage seven days a week.

1604.00 Not Applicable to this Brand

1605.00 Not Applicable to this Brand

1606.00 SMOKING POLICY

1606.01 MINIMUM INVENTORY

The hotel must be 100% non-smoking.

A. Not Applicable to this Brand

B. SMOKING FINES

1600 - BACK OF HOUSE AND BUILDING OPERATIONS

A penalty not to exceed \$300 may be charged for smoking in a guest room.

If the hotel elects to implement fee notification signage within the guest room, it must be procured from marKIT.

1606.02 100 PERCENT SMOKE-FREE HOTELS

The hotel must comply with the following requirements:

- Non-smoking information must be posted on all guest facing systems
- Guests must not be required to sign a policy that in any way confirms additional fees associated with smoking in a guest room
- Non-smoking signage must be installed as designated in the Brand's Design, Construction and Renovation Standards
- The hotel must provide an outdoor smoking area that complies with local law and provides the following:
 - Fire-retardant trash receptacle
 - Fire-retardant ash tray/receptacle

TECHNOLOGY

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1701.00 HOTEL MANAGEMENT TECHNOLOGY

1701.01 HOTEL PROPERTY MANAGEMENT TECHNOLOGY

A. GENERAL RULES

The hotel must install the required business software as mandated by Hilton Worldwide. The required business software is subject to change at any time. The hotel must use the defined technology system for the country in which the hotel is located as currently mandated by Hilton Worldwide. The system must be installed to comply with Hilton Worldwide's [Property & Resort Information Security Standards](#), as published on The Lobby and identified in Section 1701.04.A.

The system will perform the following functions as outlined in the subsections below:

1. Provide real-time integration with the Hilton Worldwide reservation system that supports all current and future reservation functions and procedures.
2. Maintain guest room status, provide automated guest folio and accounting capabilities and provide a level of guest service required to maintain and conform to all standards.
3. Integrate with and provide timely data to Hilton Worldwide's centralized database for system statistics and financial data analysis.
4. Support all current and system-wide marketing programs.
5. Provide a fully-integrated revenue management system which analyzes historical data and current booking activity and provides strategies to achieve the highest possible revenue. All hotels must comply with the documented business practices designed to optimize revenue management system performance.
6. Connect to the Hilton Worldwide Wide Area Network service through approved vendor for secure access to Hilton Worldwide's online services.
7. All workstations on the Hilton Worldwide network must have access to the Internet.
8. The minimum number of required registration workstations is outlined in the Brand's Design, Construction and Renovation Standards and this must be adhered to.

B. REPLACEMENT

Hilton Worldwide operates a mandatory hardware refreshment program, details of which are outlined in your HITS agreement. This will ensure that the hotel's hardware technology platform will remain current and consistent across the Brand. The current equipment model deployed at the hotel during refresh becomes the minimum equipment standard for the hotel.

Once Hilton Worldwide has notified the hotel that a system upgrade or refresh is required, the hotel must support the upgrade within 1 month or an alternative timeline specified by Hilton Worldwide.

1. Not Applicable to this Brand
2. All equipment on the Hilton Worldwide network must be covered by a hardware maintenance and support contract.

C. TECHNOLOGY ENVIRONMENT

1. The hotel must utilize hardware for Hilton Worldwide systems that is certified and approved by Hilton Worldwide to run all technology and third-party software enhancements. Failure to maintain this Brand Standard could result in:
 - a. Inability to properly install or operate software upgrades enabling participation in Brand-sponsored programs (e.g., HHonors); and
 - b. Inability to properly install or operate software upgrades from Hilton Worldwide or third-party providers that are necessary for maintaining efficient, secure, reliable system operation.
2. The hotel must utilize network connectivity devices that are certified and approved by Hilton Worldwide to run all Hilton Worldwide technology and considered supported devices by the equipment manufacturer. In addition, the use of Local Area Network Switch devices is required to improve the efficiency of the Hilton Worldwide network.
3. The hotel must have fully executed and valid Hilton Information Technology Systems Agreement and associated licenses for the Hilton Property Management System.
4. Call Accounting Software. The hotel must have one call accounting interface software program for Hilton Worldwide approved PMS to interface to an approved third-party call accounting system.
5. The hotel must have an interface for the Hilton PMS to the PBX through the Call Accounting Software.

6. The hotel must have one voice mail interface software program for Hilton Worldwide PMS to interface to an approved third-party voice mail system.
7. The hotel must have a door lock interface software program that will allow the hotel to program keys via Hilton Worldwide PMS. This system must interface with an approved RFID locks system in accordance with the Brand's Design, Construction and Renovation Standard (2514.01.P). In addition, where it is available by local or regional banking and information technology governance, the hotel must install an approved credit card interface system that will authorize and process all credit card charges.

1701.02 THIRD-PARTY COMPUTER EQUIPMENT AND SOFTWARE

A. SUPPORT

Except in cases where the hotel has arranged for support from or via Hilton Worldwide, Hilton Worldwide will not provide support for any third-party software and/or equipment. Refer to the Information Security Standards for additional information (Section 1701.04.A).

NOTE: Any third-party system that is not or no longer in compliance with Hilton Worldwide's technology Standards or not authorized to connect to the Hilton Worldwide managed hotel network must be removed. Hilton Worldwide will not be responsible for the cost associated with system conflicts.

1. The hotel must neither attach nor use third-party equipment and/or interfaces with the Hilton PMS Technology equipment if the third-party equipment has not been certified by Hilton Worldwide as meeting Hilton Worldwide specifications. The hotel may not install third-party software on any Hilton Worldwide managed asset that has not been certified by Hilton Worldwide. A list of authorized third-party software and approved interfaces is available on The Lobby. Failure to follow this Brand Standard will void any maintenance agreement with Hilton Worldwide or its affiliates or subsidiaries and the hotel will be solely responsible for all repair or replacement expense. Refer to the Information Security Standards for additional information (Section 1701.04.A).
2. The hotel may not install any third-party network equipment that would allow access to the Hilton Worldwide network from an outside source including, but not limited to: the Internet, cellular/mobile network, owner/franchise network, guest Internet access network, or meeting space Internet access network. Firewalls and other devices installed on the Hilton Worldwide network must be certified and purchased through Hilton Worldwide. Directly connecting any hotel system to the Internet, cellular/mobile network, guest internet access network, or meeting space Internet access network is prohibited.
3. Ethernet connections are the required standard for Hilton Worldwide connected systems.

4. For any software application that is approved to be used on the Hilton Worldwide network, the hotel must have proof of legal licensing for that software application.

B. MICROSOFT® LICENSES

1. Desktop PCs on the Hilton Worldwide network must run the Hilton Worldwide approved version of Microsoft® Windows and have legal, licensed software in place.
2. The hotel must maintain and install the current approved version of Microsoft® Office and have legal, licensed software in place.

1701.03 EMAIL ACCOUNTS

Three email accounts are assigned per hotel by Hilton Worldwide.

Email accounts are established as follows: *FirstName.LastName@hilton.com*.

At minimum one email account must be associated with the general email account. This can be established by assigning the account through the OnQ identity site at ID.hilton.com. The hotel must check their email account on a daily basis.

A. PRINCIPAL CORRESPONDENTS OR DESIGNEE

Principal correspondents or appointed designee must provide a valid e-mail address to the Brand Management Team. The Brand Management Team must be notified in writing within 10 business days of a change in the principal correspondent or designee email address.

1701.04 HOTEL INFORMATION SECURITY

A. REGULATORY REQUIREMENTS

The hotel must comply with all laws and regulations relating to information or data security. The hotel must comply with [Property & Resort Information Security Standards](#), as published on The Lobby.

Key Information Security Standards and responsibilities required for all hotels include:

- Maintaining a written record of the hotel personnel responsible for implementing and performing the hotel's information security responsibilities.
- Maintaining a written record of all hardware and software that store, process, and/or transmit Protected or Confidential Information.
- Managing access controls to hardware, software, and facilities:
 - In accordance with the principle of least privilege;
 - Removing access immediately upon termination of employment; and

- Conducting and maintaining a written record of, periodic reviews to confirm the property of access (e.g., quarterly user access review).
- Ensuring user accounts and passwords (including those assigned to support vendors) to software, hardware, and facilities systems are:
 - Not shared;
 - Unique and assigned to specific persons; and
 - Subject to complexity and periodic change requirements specified by Hilton Worldwide.
- Ensuring all remote access and remote administration of any system conforms to Hilton Worldwide Standards. Vendor remote access capability must be disabled when not in use and monitored when support is required - "always-on" 24 hour, seven days a week access is prohibited.
- Conducting and maintaining a written record of periodic inspections to verify, at a minimum:
 - The on-going efficacy of physical access controls such as door locks and monitoring systems;
 - Unauthorized wireless devices and keystroke/data loggers are not connected to networks or systems; and
 - Payment card swipe devices reconcile to inventory records and do not have signs of tampering.
- Cooperating with and supporting all Hilton Worldwide Information Security requests and investigations, including but not limited to:
 - Malware eradication
 - Hotel-level data such as log or video monitoring records
 - Immediate removal of unauthorized hardware or software from the hotel's systems and networks; and
 - Forensic system imaging for any system connected to, or that was once connected to, a Hilton Worldwide network.

1701.05 CERTIFICATE OF COMPLIANCE

General Managers (or their designee) are required to read and acknowledge, in writing, their understanding and agreement to comply with the [Property & Resort Information Security Standards](#) at least annually.

1701.06 POINT OF SALE (POS) SYSTEMS

The hotel may elect to install a point-of-sale (POS) system. If a POS solution is used, it must have one Brand approved point-of-sale (POS) interface software program for the property management system.

POINT OF SALE (POS) SYSTEMS

Puerto Rico | United States: The hotel must install a point-of-sale (POS) system from the Brand-approved interfaces list. If a POS solution is used, it must have one Brand-approved point-of-sale (POS) interface software program for the property management system. The POS must be compliant with the Fair and Accurate Credit Transactions Act (FACTA).

- A. The system must comply with all laws and regulations relating to information or data security and be installed to comply with Hilton Worldwide's Information Security Standards, as published on The Lobby. Hotels must ensure applications are current and possess a current certification (e.g., PA-DSS), if applicable. Hotels must maintain applications, periodically upgrading to current versions. Applications subject to PA-DSS certification must be upgraded within 12 months after the application is no longer authorized for new deployments.
- B. The POS server, workstations, and credit card gateway server must be configured and/or upgraded to meet current Hilton Network POS LAN Standards for their region.
- C. All wireless or mobile POS devices must be configured and/or upgraded to meet current Hilton Mobile Wireless LAN Standards.
- D. All Hosted or above-property POS devices must be configured and/or upgraded to meet current Hilton Hosted POS LAN Standards.

1701.07 ON-PROPERTY SALES AND EVENT EXECUTION SOFTWARE

NOTE: *Standardized on-property sales and event execution software for existing hotels is currently under review by the Brand. Once developed and communicated, all hotels must adhere to published standards and compliance dates.*

If the hotel is installing or transitioning to a new on-property sales and event execution software, the Brand approved Delphi.fdc solution must be implemented. For additional information on the approved solution please refer to the Sales Systems Library on The Lobby.

PATH: The Lobby > Departments > Sales > Global Groups, Conferences and Events > Sales Systems Library.

1702.00 VOICE TELECOMMUNICATIONS HARDWARE

1702.01 PRIVATE AUTOMATED BRANCH EXCHANGE

The hotel must have a digital private automated branch exchange (PBX) telephone system that provides the following features: PBX, Voicemail, Call Accounting and guest room handset. Preferred vendor information can be found on The Lobby.

HOSTED OR HOTEL-BASED PBX SYSTEMS

The hotel must have a Hosted or On-Property PBX system approved for connection to Hilton's specified Property Management System and must provide the following features:

A. FEATURES

Hosted or On-Property PBX solutions must be capable of the following:

- Internal Emergency notification either to the front desk or Emergency Center
- Direct dial to the local Emergency Service without having to dial an access code first (See Section 1702.01.C)
- Interface with PMS to provide guest name display, maid codes and phone on/off functionality
- Automatic wake-up call
- Least-cost routing/automatic route selection
- Station Message Detail Recording (SMDR)
- Message waiting notification light
- Direct dial access
- Toll-free area code programming
- Ability to connect to a T-1 or equivalent dedicated network using internal equipment
- Call restriction capabilities for fraud prevention
- A minimum of 2 hours of battery backup

B. SOFTWARE UPDATES

PBX software must be regularly updated to allow guests access to new area codes and exchanges (prefixes).

C. EMERGENCY SERVICE REQUIREMENTS

Canada | United States:

The hotel must submit Emergency Services and switchboard system specifications to [Hilton Worldwide Telecommunications](#) via The Lobby. Questions can be directed to: #Global-Network-Telecom-Hotels@hilton.com.

Failure to submit required specifications will result in a graded infraction on the hotel's Quality Assurance Evaluation.

1. **Canada | United States:** Calls to outside Emergency Services: Any Guest, Public or Administration telephone must allow direct calls to outside Emergency Responders (i.e., 911, 999, etc), and satisfy the following 3 conditions:

- a. **Canada | United States:**

The call must be allowed WITHOUT any preceding 'access code'. Example, 9+911 is not acceptable.

- b. **Canada | United States:**

The call must be allowed, regardless of any other restriction on the telephone (i.e., vacant room, house phone, local calls only, etc.).

“Ring-down” phones (typically used to prevent house phones from calling guest rooms) must be replaced or reprogrammed to allow users to dial ER calls, as above. Ring-down phones are only allowed where they are mandated by the Authority Having Jurisdiction (AHJ), and are solely for making Emergency Services calls.

- c. **Canada | United States:** The call must be allowed, regardless of any other restriction on the telephone (i.e., vacant room, house phone, local calls only, etc.)

1703.00 TELEPHONE SWITCHBOARDS

1703.01 HARDWARE DISPLAY

The PBX switchboard and all administration telephones used to connect with guests must have a multi-character visual display, showing the calling guest's name, in order to provide enhanced customer service.

A. EMERGENCY CALL NOTIFICATION

Canada | United States: Upon replacement, any Emergency Service call must automatically notify appropriate staff of the Extension number and any associated Name of the phone line placing the Emergency Service call.

1. **Canada | United States:** This notification must be provided the moment the call is DIALED. Reporting the event after the call (as is sometimes done via call accounting systems) is an additional option that may be employed, but does not substitute for this initial notification.
2. **Canada | United States:** Notification (minimum compliance) is to a dedicated EMERGENCY Telephone at a location staffed 24 hours a day, 7 days a week. This may be a staffed Security office or Front Desk location. The EMERGENCY Telephone is only for Emergency Notification. The hotel switchboard cannot be the only point used for Notification.

1703.02 HOURS OF OPERATION

The PBX switchboard service must be operated 24 hours a day

1703.03 GUEST SERVICE HOTLINE

A. GENERAL RULES

A Guest Service Hotline must be installed in the hotel's telephone system and be available in all meeting rooms and guest rooms of the hotel.

1. The use of International Multi-Lingual Operator Services is not allowed without prior Brand Management approval through the waiver process. Where approved for use, International Multi-Lingual Operator Services fees must be clear and transparent to guests at time of using the service.
2. External Callers may be greeted with an Automated Attendant (Refer to Standard 1703.03.A.3). Internal calls into the PBX switchboard shall be answered in person.
3. Automated Attendant systems must never allow the caller to "dial by name" or "dial by extension" and the menu must be limited to four choices. ("Reservations" and "Guest Service Agent" must be available.) Menu must never lead to additional menus.
4. During business hours, incoming calls must not be automatically forwarded into voice mail. After business hours, only external incoming calls may be directed into voice mail, with the only option being to return to the operator.
5. All calls must be answered within three rings.
6. Not Applicable to this Brand
7. Pre-recorded voice messages must be short and professional, stating team member name, position, department and the option to dial "0" for operator assistance.
8. Recommended features for Telephone Switchboards:
 - Provide a minimum of 6 answering keys, transfer, hold, and conference-calling functions.
 - Allow use of handsets or headsets to enhance team member productivity.

- Allow manual activation/deactivation of message waiting lamps when the Property Management System Interface is not functioning.
- Allow manual activation or restriction of telephones when the Property Management System Interface is not functioning.

1704.00 TELEPHONES

1704.01 VOICE MESSAGING SYSTEM

A. GENERAL RULES

The Voice Messaging System (voice mail) must meet the following minimum standards:

1. An efficient voice mail/messaging system must be part of the standard telephone system. Easy-to-understand operating instructions for its use must be posted on the telephone faceplate.
2. Interface directly with the PBX for accurate and timely message delivery.
3. Interface with PMS via the PBX-to-PMS interface or directly to PMS via the approved interface specification to provide mailbox open/close at checkout.
4. Provide the ability to partition the system between administration and guest. This will ensure that guests can easily retrieve messages and provide team members with additional features.
5. Have a minimum of 4 access ports exclusively available for recording and playing messages, and 40 hours of storage or equivalent, based on data storage technique.
6. Allow manual activation and deactivation of message waiting lamp.

7. The hotel operator must log into the guest's mailbox and use a password that is unique to that guest and/or room to then connect the guest to their voice messages. For security reasons, the passwords may not be given out to any guest.
8. Guests must have access to their voice messages from their guestroom telephone without having to input "login" codes. When away from their guestroom, guests must be directed to the hotel operator for assistance.
9. Instructions for proper usage of the voice mail system must be clearly posted by the telephone in each guest room, unless instructions are in the voice mail system itself.

B. WAKE-UP CALLS

Guest programmable wake-up calls via confirmation tones or voice prompts are required. If confirmation tones are used, instructions must be available in each guestroom/suite.

1. In addition to placing wake-up call requests with the hotel operator, guests must be able to access the hotel wake-up service utilizing their guestroom telephone to input their own request directly.
2. Instructions for proper use of the wake-up service must be provided in the wake-up service system itself in a language preference as designated by the guest upon check-in.
3. The hotel must audit the wake-up service to track and monitor the status of all wake-up calls programmed directly by the guests themselves.
4. The wake-up service must be capable of placing wake-up calls (5 rings plus announcement time) to, at minimum, one-half of all guest rooms within a single 10-minute period. Unanswered wake-up calls must be automatically retried a second and a third time at 5-minute intervals. If a call is still not answered, the wake-up system must notify the hotel operator who will then take what action is dictated by hotel security procedures.

1704.02 CALL ACCOUNTING SYSTEM

A Call Accounting system approved for interface to the Hilton Worldwide approved PMS must be provided, to accurately record and post calls to the guest folio. The Call Accounting system should support "Answer Supervision," to ensure only answered calls are billed to guest folios. Guest and Administration calls should be separately partitioned, to accurately charge guest folios, and provide appropriate cost information for Administration calls. The Call Accounting system must accurately report taxes collected by local or regional taxing authorities.

A. FEATURES

A Call Accounting System must be provided with the following features:

1. Interface with PMS for quick and accurate posting of telephone revenue. Call Records must be able to identify each call as either Local, Intrastate, Interstate, or Foreign (minimum requirement).
2. Balance telephone system revenues with PMS audits.
3. Remote dial-up access for rate table and other software changes.
4. Allow call posting from both lines if guestroom or suite has 2 telephone lines.
5. In concert with the PBX and SIP or T1 trunks, the Call Accounting System should provide positive Answer and Disconnect Supervision, to ensure accurate billing of calls. If the Call Accounting system must use billing timers, it must have the timer set at a minimum of 10 seconds for "Directory Assistance," 25 seconds for "Local," and 45 seconds for "Long Distance" before charges for the telephone call may begin.
6. Partition between guest and administration to ensure that guests are accurately billed and that administrative use can be accurately reported.
7. Dedicated telephone line for remote maintenance and diagnostics.

1704.03 LOCAL NETWORK ACCESS

A. SERVICES

- Dialing information and rates must be visibly displayed at all guest room telephones (except bathroom).
- Complex telephone yield solutions that prevent guests from understanding call rates must not be used.
- Where operationally approved for use, international multi-lingual operator services fees must be clear and transparent to guests at the time of using the service.
- Fax Transmission Pricing. All fax transmissions placed or received by guests may be charged at the hotel's own discretion, provided the hotel maintains maximum pricing integrity as compared to the local market.
- Complimentary operator assisted dialing for calls not charged back to the hotel.

B. PRICING

- All telephone calls placed from guest room or meeting room telephones are charged per the Brand recommended Dialing information and rates.
- There must be no service charge on any toll-free calls placed from any guest room for the initial 60 minutes per call.

1704.04 LONG DISTANCE NETWORK ACCESS

Puerto Rico | United States:

Applicable law requires that guests be allowed to dial the long-distance operator service provider of their choosing. Such access must be allowed by all of the following methods:

- Dial 9 + 1010xxxx + 0 + the number to access an operator service provider.
- Dial 9 + 1 + 8xx + the number for toll-free access to an operator service provider.
- Dial 9 + 950xxxx + the number for local access to an operator service provider.

A. ACCESS CHARGES

Puerto Rico | United States: The term "access charge" is defined as a separate fee to guests who use the telephone in their room to "access" the long-distance carrier of their choice, and use that company's credit card (or any method where the call is not charged to the guest's account) to place long distance calls. Hotel charges posted to guest folios when using telephone calling card, collect, or Equal Access code calls must not exceed the hotel charges posted to guest folios when guest dials a call via hotel's provided carrier.

B. FEDERAL REGULATIONS

Puerto Rico | United States: All properties must comply with FCC regulations and local and state laws concerning fees charged to the guests for telephone usage. All such charges must be posted on or near the telephone and be clearly visible to the guest. There must be no long distance access charges unless a waiver is approved.

1704.05 GUEST ROOMS / SUITES

A. TELEPHONES

The following telephone options must be obtained from the Brand-approved supplier and provided in each guest room:

APPROVED PRODUCT:

- Bittel HA9888(66)T
- Vtech A2310 1115

Refer to the New Hotel Order Guide (NHOG) available in the “Resource” section of these standards or on the Brand Lobby page.

B. FACEPLATES

This Standard is currently being reviewed by the Brand and will be published as soon as it is established and evaluated.

C. DIALING INSTRUCTIONS

Faceplates must include basic dialing instructions (how to dial) for all types of calls. If the instructions cannot fit on the Faceplate, they can optionally be placed on the Telephone Rate and Information card. In the examples below, “X” represents either the PABX or unique Country access codes for that call from a specific hotel:

- Room to Room Calls - Dial “X” + Room #
- Toll Free - Dial “X”+ number
- Local Calls - Dial “X” + number
- Long Distance - Dial “X” + number
- International - Dial “X” “X” + “XXX” + Country + City + number
- Operator Assisted - Dial “X” + (the number to reach the operator)

1704.06 PUBLIC AREA TELEPHONES

A. GENERAL RULES

There must be a minimum of one telephone that has local, credit card and toll-free number access. If a pay phone is not available, there must be a house telephone with these dialing features available. An additional house telephone is required in or near the lobby. Professionally created signage must be in place designating local, credit card and toll-free number dialing instructions. If signage is wall mounted, it must match interior signage package.

1. DIRECT DIAL PROGRAMMING

All elevator landing areas, near the lobby, meeting and conference rooms, must be equipped with a house telephone that will dial only to the following areas:

- Hotel operator
- Emergency services, as applicable law may require.

Please confirm applicable law governing the hotel.

2. RESTRICTIONS

All house telephones in public areas and lobbies must be restricted from dialing directly to guest rooms. A notice must be posted stating that guest rooms may not be dialed from that telephone, and provide instructions on how to reach the hotel operator.

1705.00 INTERNET ACCESS

1705.01 GENERAL RULES

A. STAY CONNECTED COMPLIANCE

All hotels must participate in the Hilton Worldwide Guest Internet program – “Stay Connected”. Guest room, public space and meeting space Internet access must be provided by a regionally approved solution provider.

NOTE: *Regionally approved solution providers are currently under review by the Brand. These providers will be announced in the third quarter of 2016. Once developed and communicated, all hotels must adhere to published standards.*

Continued participation in the Stay Connected program is subject to compliance with Hilton Worldwide’s four year equipment refresh cycle.

Non-compliant hotels must transition to the Stay Connected program at the time of expiration of current contract.

NOTE: *For detailed Stay Connected program requirements refer to the Guest Facing Technology page within The Lobby.*

B. LANDING PAGE

All landing and billing pages must be owned and designed by the Brand. The Brand may establish products and services that may, without restriction, be promoted on, linked from, or otherwise leverage any aspect of the hotel's billing, landing, or other pages. The first Internet Landing page, after billing process, will be a site specifically designated by the Brand. The "You're Connected" landing page (YCP) is built, operated and owned by New Revenue Development. Advertising Hotel resources and amenities on the YCP is permissible via NRD and Brand approval processes. Quarterly updated rate cards exist to facilitate local advertising. Contact NRD@Hilton.com for details.

C. CIRCUIT REQUIREMENTS

The hotel must have an Internet circuit with sufficient bandwidth to support all guest room, public space, and meeting rooms guest Internet traffic, with each guest receiving 30 Mbps with Premium access and 10 Mbps with Standard access.

The hotel is not permitted to apply total data consumption caps on a per user or device basis, throttle speeds by application type, or block/limit access to application types that lead to high bandwidth consumption rates.

When bandwidth utilization of the Stay Connected circuit reaches 80% of the available capacity of the connection during three or more consecutive days in any calendar month, the hotel circuit will be considered saturated and non-compliant. Upon such an occurrence, the hotel will be required to upgrade the circuit. Circuit(s) must be upgraded by contract within 45 days of the hotel being notified as having a "saturated circuit."

The minimum recommended circuit size for all hotels is 100 Mbps.
Refer to the *Guest Facing Technology* page on The Lobby for up-to-date minimum circuit size recommendations for each size hotel.

1705.02 OPERATIONS AND TECHNICAL SPECIFICATIONS

A. TECHNICAL DESIGN REQUIREMENTS

The hotel must comply with all Guest Internet Access Technical Standards as provided by Hilton Worldwide and the regionally approved solution provider.

Wireless Internet access must be installed in all guest accessible interior areas of the hotel to meet a minimum signal strength of -65 dBm (RSSI) on both the 2.4 and 5 GHz bands with a signal to noise ratio (SNR) of at least 30 dB. Hotels may offer wired access in addition to wireless.

Continued participation in the StayConnected program is subject to compliance with Hilton Worldwide's 4-year equipment refresh cycle.

B. PRICING AND BANDWIDTH CAPS

Complimentary and premium wireless Internet access must be available throughout the hotel.

Premium Internet access should be made available to guests at prices that are competitive with prevailing charges in the local market. The recommended maximum daily charge for Premium Internet access (wireless) is \$6.95.

All hotels must set individual bandwidth user caps which enable a minimum of 10 Mbps download/upload or higher for Complimentary Internet access and a minimum of 30 Mbps download/upload or higher for Premium Internet access and have sufficient bandwidth to deliver to that standard.

The bandwidth user caps for the Premium offering must always be at least three times higher than the Complimentary offering (example: a 30 Mbps download/upload Premium cap setting would be paired with a 10 Mbps download/upload Complimentary cap setting).

C. COLLATERAL

The hotel must include Brand-approved informational collateral within each guest room that provides detailed instruction on how to access the Guest Internet service plus a contact number to call for complimentary help-desk support. If the hotel provides this information on a card it must also include this information in its Guest Services Directories. Templates are available on MarKIT.

1706.00 ENTERTAINMENT

1706.01 TELEVISIONS

A. PUBLIC AREA

All public space televisions must comply with the standards as stated in the Brand's Design, Construction and Renovation Standards.

Televisions must comply with the following specifications:

- Widescreen (16:9) HDTV screen
- 1080p vertical resolution
- MPEG4 decoding
- Digital tuners and decryption capable of receiving HD Free to Guest TV content (e.g., QAM/DVB-T/DVB-C/DVB-T2/MPEG-4/Pro:Idiom/Digital Rights Management) in the country in which the hotel is located
- Must be easily viewable from the seating area
- Televisions must be set with closed caption as default.
- Remote control, accessible to guests at all times.
- Power outlets, cable outlets and cords must be concealed from view behind the television.

In public spaces, hotels must subscribe to a full channel lineup, including a broad selection of news (domestic and international), sports and entertainment channels and multiple sports channels. Premium movie channels are not permitted in public space.

Local channels must be provided in HD, and all other channels in the lineup that are available in HD must be provided in HD. All public space televisions must comply with applicable copyright laws.

B. GUEST ROOMS/SUITES

Each hotel guest room must have a television that complies with the following specifications:

- 55" commercial HDTV
- C.E./U.L. (CCC in China) listed for commercial/hospitality use with an individual remote control.
- 1080p vertical resolution or higher
- MPEG4 decoding
- Televisions or accompanying set-top box must have digital tuners capable of receiving HD Free to Guest TV content (e.g., QAM/DVB-T/DVB-C/DVB-T2/MPEG-4/Pro:Idiom/Digital Rights Management) in the country in which the hotel is located.
- Television must be stand-mounted on the designated ledge in the guest room
- Televisions must not exceed seven years of age.

Refer to the HDTV website (www.HiltonWorldwideHDTV.com) for available models and pricing from preferred providers.

C. FITNESS

A 55" commercial HDTV with remote control is required for fitness centers in addition to personal viewing screens (PVS) on cardio equipment.

Televisions must comply with the following:

- The television must be easily viewable from all equipment locations.
- Power and cable outlets and cords must be concealed from view behind the television.
- Televisions must be set with closed caption as the default.
- Television must be wall or ceiling mounted. In cases where the fitness room shares a wall with a guest room, the ceiling mounted option must be used.
- All new or replacement PVS equipment must support an encrypted free-to-guest signal (such as Pro:Idiom or Verimatrix) from head-end or set-top box input to display a full lineup of at least 25 channels with a mix of news, sports, and entertainment programming. Premium movie channels are not permitted in public viewing areas.
- Program PVS so no blank channels or channels with static are visible.

Include a channel list with the name and corresponding number of each channel (either programmed into the PVS or attached on a laminated card to the machine).

1706.02 TELEVISION CHANNELS AND HD CONTENT

Canada | Mexico | Puerto Rico:

Hotels must use DIRECTV as their FTG provider and must install the DIRECTV Residential Experience. At least 150 FTG channels are required.

Hotels must, at minimum, subscribe to the following channel packages:

- Hilton Entertainment Package (includes HBO, Cinemax, ESPN, and local channels)
- Showtime
- Premier SportsPack
- Mexico Plus

An interactive electronic program guide (IPG/EPG) is required. The guide may be native to the television or provided by an external service provider. The guide must list all channels and programs available in the hotel and allow guests to navigate to channels directly.

TELEVISION CHANNELS AND HD CONTENT

United States:

Hotels must use DIRECTV as their FTG provider and must install the DIRECTV Residential Experience. At least 150 FTG channels are required.

Hotels must, at minimum, subscribe to the following channel packages:

- Hilton Entertainment Package (includes HBO, Cinemax, ESPN, and local channels)
- Showtime (Includes Showtime, FLIX, and TMC channels)
- Premier Sports Pack (includes NFL, MLB, NHL, NBA TV, NBC Sports, Sportsman, TVG, and Outdoor channels)
- Mexico Plus

An interactive electronic program guide (IPG/EPG) is required. The guide may be native to the television or provided by an external service provider. The guide must list all channels and programs available in the hotel and allow guests to navigate to channels directly.

1706.03 Not Applicable to this Brand

1706.04 PUBLIC SPACE MUSIC / ON-HOLD MESSAGING

Section 1706.04 is currently under review by the Brand and will be published as soon as the Standard is established and evaluated.

1707.00 MOBILE TELEPHONE AND WIRELESS DEVICES

1707.01 HILTON WORLDWIDE SECURITY

The use of all Cellular Telephone and Wireless PDA Devices must conform to Hilton Worldwide's security standards established for Personal Wireless Devices as stated in the information security standards published on The Lobby.

"Personal Wireless Devices" means personal wireless electronic devices, including devices that are authorized and configured to receive Hilton Worldwide e-mail and/or process Protected or Confidential information, including Credit Cardholder Data, and which may also connect to Hilton Worldwide's network or systems either directly or indirectly. Some types of Personal Wireless Devices may have advanced features, such as e-mail or the ability to run applications. Connecting unauthorized devices to Hilton Worldwide managed networks or systems is prohibited, regardless of method (e.g., wireless or via USB for charging).

Examples of Personal Wireless Devices include but are not limited to: personal digital assistants, netbooks, laptops and other personal computers, BlackBerries, iPhones and other smartphones and cellular, Internet or other telephones.

1708.00 DIGITAL KEY

1708.01 PROGRAM COMPLIANCE

The hotel must comply with all aspects of the Digital Key program as stated in the Digital Key Information and Change Management Guide available at www.digitalkey.hilton.com.

NOTE: Please refer to Section 701.03 for associated Digital Check-In Standards

1708.02 APPROVED LOCKS

If the hotel is a new build or completing renovations it must implement an approved Digital Key enabled lock solution in accordance with the Brand's Design, Construction and Renovation Standard 2514.01.P.

Existing hotels must comply with the following standards as they apply to installation/replacement and preventative lock maintenance:

A. INSTALLATION

New build or hotel conversions that begin construction or purchasing of Furnishings, Fixtures and Equipment must install Digital Key enabled locks (if available). Please refer to the Brand's Design, Construction and Renovation Standard 2514.01.P.

1708.03 DIGITAL FLOORPLAN

The hotel must complete digitized floor plans of all guestroom and public spaces floors in accordance with Hilton Worldwide's Floor Plan Specification Requirements.

The hotel must submit floor plan data to a Hilton Worldwide approved vendor within four weeks of hotel opening. For a listing of approved vendors refer to the [Digital Floor Plan Resource](#) on The Lobby.

The hotel is responsible for ensuring the accuracy of submitted floor plan data. If the hotel alters the space displayed on their current digital floor plan it must submit new floor plan data within four weeks of completed alteration.

1708.04 TEXT (SMS) MESSAGING APPLICATIONS

NOTE: *Text (SMS) messaging applications are currently under review by the Brand. Once developed and communicated, all hotels must adhere to published standards.*

If the hotel is currently providing services through a text messaging application (e.g., Kipsu) it must comply with the following:

A. GUEST OPT-IN

Guests must opt-in and agree to participate. Direct messaging without consent is strictly prohibited.

B. SALES AND MARKETING

Direct marketing and selling via text message is strictly prohibited.

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DESIGN, CONSTRUCTION AND RENOVATION

Overview

The following Design, Construction and Renovation Standards, in conjunction with the prototype drawings, represent the requirements established for design of a Tru by Hilton property. If discrepancies are found between the standards and prototype drawings, the Architecture & Construction (A & C) Department of Hilton will clarify. See www.hiltonworldwide.com/design for prototype drawings and applicable standards. All owners are responsible for referencing the most current Standards and up-to-date prototype design. It is the owner's responsibility to ensure that this information is incorporated into the construction documents per the License Agreement. Reduction of scope below these Standards will not be permitted.

Hilton, when giving approval for projects, may alter requirements contained herein in accordance with the project's local market, custom or practice.

The Design, Construction and Renovation Standards apply to the following situations:

1. New construction projects
2. Adaptive reuse.

Codes

The owner is responsible for compliance with all applicable laws, codes and/or other governing building, zoning and design regulations. All discrepancies found between these standards and applicable local codes must be brought to the attention of Hilton for resolution. Hilton is not responsible for review of documents for compliance with local codes. It is the responsibility of the owner to meet or exceed these local regulations.

Interior Design Review and Approval Process

The Tru by Hilton interior design packages must be used. Contact Hilton for additional information.

2501.00 Exterior

Refer to Section 2514.00, Technical Criteria, for requirements applicable to this section.

2501.01 Utilities

- A. Underground Utilities

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All utilities in the development must be provided underground. If local service is above ground, provisions must be made at the property line for underground service.

B. Drains

Provide complete surface and subsurface drainage systems to collect and dispose of all surplus ground water. All site drainage must flow away from buildings.

C. Drainage

Roof and awning drainage must be connected to the storm drainage system by concealed piping. Exposed gutters and drains are not acceptable.

D. Surface Drainage

Surface drainage across the sidewalks and landscaped areas adjacent to the building is not acceptable.

E. Not Applicable to this Brand

F. Hose Bibbs

Provide hose bibs or hydrants at each side of the building.

2501.02 Landscaping

A. Registered Landscape Architect

A registered Landscape Architect must develop landscaping plans and maintenance program for all landscaping materials. Hilton reserves the right of final approval on all landscape plans.

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B. Not Applicable to this Brand

C. Landscaping Requirement Areas

Landscaping is required on all areas of the site not covered by pavement or a building. Landscaping includes natural elements such as lawns, plants, trees and water features.

D. Landscaping Percentage Requirements

Refer to prototype for detailed landscape requirements.

E. Primary Landscaped Areas

Primary landscaped areas must be generous in scale and concentration, and must be placed adjacent to the site entrance drive, around any site entry signs, flanking the primary hotel entrance, along primary drives.

F. Secondary Landscaping

Secondary landscaping must be provided at the entire building perimeter, throughout the parking areas and at the site perimeter.

G. Not Applicable to this Brand

H. Drought Resistant Plants

Native and succulent/drought resistant plants are recommended rather than those requiring significant watering. 100 percent recyclable, synthetic turf fiber infilled with sand/silica and installed with a backing system and aggregate base layer, to ensure proper drainage, may be considered with prior written approval by Hilton for location, application and product selection.

I. Not Applicable to this Brand

J. Landscaping Screens

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Special landscaping or fencing/screening is required to enhance the views from the guestrooms and screen undesirable views, such as service areas and any ground mounted equipment. Chain-link or barbed wire-type fencing is not permitted. Clearances required by the equipment and/or local jurisdiction must be maintained.

K. Retaining Walls

Retaining/landscaping walls located in public areas must be of a stone or masonry veneer or any other materials approved by Hilton.

L. Handrails or Guardrails

Provide guardrails at the top of all accessible retaining walls with a 42"/1.0 m or more drop. Railings must be a minimum of 42"/1.1 m in height and must have intermediate rails or ornamental pattern such that a 4"/102 mm diameter sphere is not able to pass through and that children cannot climb (i.e. horizontal rails).

M. Not Applicable to this Brand

N. Satellite Dishes

Satellite dishes must be screened from view.

O. Utility Equipment

Locate all utility equipment and mechanical away from guest entrances and screen from guest view.

P. Underground Irrigation System

An automatic underground irrigation system must be provided to support the maintenance of the exterior landscaping. The use of grey or recycled water may be considered for irrigation purposes only.

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2501.03 Sidewalks/Patios

A. Sidewalk Material

Sidewalks must be exposed, broom-finished concrete, or better. Access panels and manholes are not permitted in walkways.

B. Not Applicable to this Brand

C. Not Applicable to this Brand

D. Not Applicable to this Brand

E. Terrace/Patio

An outdoor patio area is optional outside of the Lobby. When an outdoor patio is provided it must adhere to the standards below and be approved by Hilton Worldwide.

F. Patio Floor Finish

Patios must be of a non-slip design and texture with appropriate construction joints, and of a material and pattern approved by Hilton.

G. Not Applicable to this Brand

H. Not Applicable to this Brand

I. Terrace/Patio Seating

Provide a variety of seating and tables at the patio area. Refer to the prototype drawings and Procurement Guide for requirements.

J. Not Applicable to this Brand

K. Not Applicable to this Brand

L. Smoking Area

Provide a convenient smoking area since hotels are 100 percent non-smoking restricted.

1. Not Applicable to this Brand

2. Not Applicable to this Brand

3. Not Applicable to this Brand

4. Not Applicable to this Brand

8. Provide one smoker's post receptacle and one 16"/400 mm wide x 30"/760 mm high trash receptacle.

M. Exterior Railings

Exterior railings at steps, ramps, landings and retaining walls must be aluminum (with an electrostatic finish). Refer to Section 2516.05.D for additional requirements.

2501.04 Building Exterior

A. Exterior Finish Materials

Exterior building finish materials must be approved by Hilton. Refer to the prototype drawings and Architectural Finish Specifications for acceptable material, texture and color combinations.

B. Not Applicable to this Brand

C. Not Applicable to this Brand

D. Not Applicable to this Brand

E. Not Applicable to this Brand

F. Not Applicable to this Brand

G. Not Applicable to this Brand

H. Not Applicable to this Brand

I. Roof Vents

Roof vents, exhaust caps and other penetrations must be painted a color compatible with the roofing color on gabled roofs and be hidden from view on flat roofs.

J. Roof View Screening

All rooftop and ground mounted equipment must be screened from view.

K. Not Applicable to this Brand

L. Not Applicable to this Brand

M. Antennae

Hotel antennae and satellites are not allowed to extend higher than any parapet wall. Other antennae and satellite dishes that are not used for the operation of the property must be camouflaged to blend with the building design.

N. Not Applicable to this Brand

O. Awnings/Canopies

The awning is a required feature at the front entry of the hotel. The awning must be a minimum of 23'-0"/7 m wide x 6'-0"/1.8 m deep. Refer to the prototype drawings and the Development Guide for requirements.

2501.05 Porte Cochere

A. Required or Optional

A porte cochere is optional. When provided the structure of the porte cochere must be separated from the main building and comply with the following standards.

B. Porte Cochere Width

The width of the drive aisle must be minimum 13'-0"/4.0 m and maximum 19'-0"/5.8 m, not including minimum 5'-0"/1.5 m wide clear access aisle. Refer to prototype drawings for detailed requirements.

C. Clearance Height

Porte cochere height clearance must not be less than 13'-6"/4.1 m.

D. Not Applicable to this Brand

E. Porte Cochere Flooring

The area under the porte cochere must be a decorative non-slip surface paving such as brick, stone, tile pavers or color stamped concrete. Hand troweled, scored concrete, floated concrete or asphalt is not allowed. Decorative paving in driving areas must be sealed and cleanable. Painted finishes are not permitted.

F. Porte Cochere Columns

Porte cochere support columns and other features at the building entry that could be damaged by car doors, luggage carts, etc. must be finished with a high-quality durable finish to coordinate with main exterior building finishes.

G. Entrance Drive Paving

Entrance drive paving must be flush with the sidewalk at hotel entrance to facilitate the movement of luggage carts and for easy access into the hotel.

H. Not Applicable to this Brand

I. Soffit Venting

Provide soffit venting to avoid moisture/condensation problems.

J. Porte Cochere Lighting

Provide cove lighting under the porte cochere.

K. Not Applicable to this Brand

L. Light Levels

Refer to Section 2514.08 for minimum light level requirements.

M. Not Applicable to this Brand

N. Not Applicable to this Brand

O. Not Applicable to this Brand

2501.06 Parking

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A. Not Applicable to this Brand

B. Not Applicable to this Brand

C. Not Applicable to this Brand

D. Not Applicable to this Brand

E. Light Levels

Refer to Section 2514.08 for minimum light level requirements.

F. Surface Parking

1. The parking area must accommodate a minimum of one space for each guestroom.

2. Not Applicable to this Brand

3. Provide wheelstops where car overhang has the potential of damaging light poles, landscaping or other objects.

4. Parking and drive areas must be concrete or sealed asphalt.

5. Heavy-duty, 6"/150 mm thick concrete must be used at trash collection and loading areas.

6. Provide 6"/152 mm concrete curb and gutter or sloped granite at all edges of the parking lot and drives. Asphalt curbing is not allowed. Turned-down slab edges are permitted at sidewalks.

7. Not Applicable to this Brand

8. Not Applicable to this Brand

9. Parking lot striping must be white, except where other colors are required by local codes for fire lanes, accessible parking, no parking zones, etc.

G. Drives

1. Not Applicable to this Brand
2. Not Applicable to this Brand
3. The drive lane minimum width must be 24'-0"/7.3 m between parking stalls.
4. Not Applicable to this Brand
5. Dead end drive lanes are not allowed.

H. Parking Stalls

1. Parking stalls must be a minimum of 18'-0"/5 m long.
2. Parking stalls must be a minimum of 9'-0"/2.75 m wide centerline to centerline. A maximum of 25 percent of the parking stalls may be compact stalls.
3. Not Applicable to this Brand

I. Parking Garage/ Covered Parking

All of the requirements for surface parking, as well as the following, apply to garages and covered parking.

1. Not Applicable to this Brand
2. Not Applicable to this Brand
3. Finish Options - Parking Garage/ Covered Parking
 - a. Floor: Steel trowel finished concrete, hardened and epoxy sealed. Floors exposed to external elements must be waterproofed.

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- b. Wall: Painted concrete or concrete block; protective barriers must be installed at areas vulnerable to damage.
 - c. Ceiling: Painted concrete. Suspended acoustical tile ceilings are permitted only where sublevel of the hotel and necessitated by screening of insulation, piping, etc.
 - 1. Parking garages must have a minimum clear ceiling height of 8'-0"/2.4 m.
 - 4. Light fixtures must be suitable for outdoor installation. Wrap-around type fluorescent fixtures are not permitted. Exposed lamp fixtures are not permitted. Fixtures must be located outside of drive lanes.
 - 5. Not Applicable to this Brand
 - 6. Not Applicable to this Brand
 - 7. Parking garages or ramps designed with exterior decorative screens rather than permanent walls must be equipped with suitable protective guardrails for guest safety and protection.
- J. Not Applicable to this Brand
- K. Electric Vehicle (EV) Charging Stations
- 1. EV charging stations are permitted but are not required.
 - 2. Stations must be protected or positioned to prevent damage from vehicles.
 - 3. Power supplied to the stations must be provided underground.
 - 4. Stations must provide Level 2 charging (240 volt AC input) minimum.
 - 5. Features must include the following:
 - a. Ability for drivers to access stations via contactless credit cards and/or any manufacturer's subscription.
 - b. 24/7 driver assistance including alternate charging station locations.

- c. Access control to eliminate energy theft and improve safety.
 - d. Notifications to driver of charge status including completion or interruption of charge.
 - e. Cord management system including long reach and storage.
- 6. Enclosure must be corrosion and weather resistant and comply with NEMA 3R.
 - 7. Stations must be SAE J1772 compliant and meet all UL and NEC requirements.
 - 8. Signage must be provided designating parking space(s) for the electric vehicle charging stations.
 - 9. Stations must meet Hilton and any applicable local or federal accessibility requirements.

2501.07 Flagpoles

A. Flag Poles

A flagpole is optional. If provided, flagpole must comply with the following standards.

B. Flag Pole Lighting

Flags must be illuminated. Lighting must be ground-mounted up lighting aimed on the flags. Pole mounted fixtures 8'-0"/2.4 m above grade are allowed in climates susceptible to snow.

2501.08 Exterior Lighting/Electrical

A. Not Applicable to this Brand

B. Not Applicable to this Brand

C. Guest Entrance Lighting

All guest entrances must be well lit and readily identifiable.

D. Exterior Light Coordination

All exterior light fixtures must be suitable for outdoor installation and must have coordinated color temperature and characteristics.

E. Cornice Uplighting

Provide building accent lighting to reinforce hotel identification and recognition. Accent light major building masses, but do not light guestroom windows. Conceal luminaries within building elements and in landscaped areas.

F. Parking Lot Fixtures

Parking lot light fixtures must not be used for building uplighting.

G. Exterior Decorative Lighting

Primary entrance to site must have accent lighting to highlight the entry and entry landscaping. Pole mounted lighting is not permitted.

H. Site Lighting Control

Exterior lighting must be controlled by a photocell with a manual override switch, by time clock or by building automation system - located in the back of house area. The control system must switch all lights on and off simultaneously.

I. Light Levels

Refer to Section 2514.08 for minimum light level requirements.

J. Parking Lighting

1. The parking area must be illuminated.
2. Parking lot and driveway lighting must be pole-mounted, with LED lamps.
3. Maximum pole height is 30'-0"/9.0 m. Cut off shields or similar devices must be used to prevent glare and annoyance.

K. Not Applicable to this Brand

L. Exterior Power Outlets

Provide exterior power outlets (socket outlets) at each side of the building. Outlets must be waterproof and GFI/RCD protected.

2502.00 Lobby Area

Refer to Section 2514.00, Technical Criteria for requirements applicable to this Section.

2502.01 Vestibule

A. Vestibule Depth/Door Requirements

A minimum 12'-0"/3.66 m deep vestibule is required at the entrance to the lobby. Doors must be bi-parting, automatic sliding with a breakaway feature and provide approximately a 4'-0"/1.2 m or greater.

B. Not Applicable to this Brand

C. Not Applicable to this Brand

D. Not Applicable to this Brand

E. Manual Locks

Any manual locks on the doors must be disengaged.

F. Nighttime Security Requirements

If the entrance is locked during overnight hours it must be by use of magnetic locks, an intercom with buzzer and card key access. Provide remote release at front desk. A security camera must be provided at the entrance if the primary entrance is not within line of sight of the front desk.

G. Door Frame Finish

Any doors and door frames located in the vestibule (not including the storefront or main entry doors) must be painted to coordinate with the wall covering.

H. Over Door Heater

Provide an over door heater, where necessary due to climate.

I. Finish Options - Vestibule

1. Floor: Porcelain tile

a. Base (minimum): 3"/75 mm porcelain tile

2. Wall: Paint

3. Ceiling: Paint on gypsum

J. Not Applicable to this Brand

K. Not Applicable to this Brand

L. Not Applicable to this Brand

M. Not Applicable to this Brand

N. Not Applicable to this Brand

O. Light Levels

Refer to Section 2514.08 for minimum light level requirements.

2502.02 Lobby

A. Not Applicable to this Brand

B. Lobby Concept

All lobby construction must comply with the elements and zones shown in the prototype, including a local mural wall. Refer to the prototype drawings, specifications and Development Guide for requirements.

C. Not Applicable to this Brand

D. Lobby Zones

Four Zones – Eat, Work, Game and Lounge – make up the lobby area. While these four zones together form the lobby, they each have their own individual use and identity.

E. HUB/Command Center

The Command Center is composed of the front desk and a built-in marketplace. The front desk side must be on axis with the main entry. Refer to the prototype drawings for requirements.

F. Section 2504.00 Referral

The lobby contains all elements for the lobby as shown on the prototype drawings. Information on the complimentary serving area can be found in Section 2504.00.

G. Luggage Cart Area

An accessible area designated for luggage carts must be provided.

H. Not Applicable to this Brand

I. Not Applicable to this Brand

J. Finish Options - Lobby

1. Floor: Combination of luxury vinyl tile and carpet tile. Refer to Architectural Finish Specifications and prototype drawings for material and layout requirements.
 - a. Base (minimums): 4"/100 mm architectural vinyl
2. Wall: Vinyl wallcovering, tile at breakfast wall: 3"/75 mm x 6"/150 mm or 3"/75 mm x 12"/300 mm
3. Ceiling: Paint on gypsum, acoustic ceiling tile, sound absorption panels. Refer to prototype drawings for requirements.
 - a. Ceiling must be 10'-6"/3.2 m or higher with suspended sound absorption panels. No area of the ceiling is allowed to be lower than 7'-10"/2.4 m.

K. Coffee Area

A coffee cart in the Lounge Zone is required. Refer to the prototype drawings and Procurement Guide for requirements.

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L. Not Applicable to this Brand

M. Electrical

1. Lighting must be switched from panels located within an employee area neither accessible nor visible to guests.
2. Decorative pendant lighting is required. Refer to the prototype drawings for lighting requirements. All lobby lighting must be dimmable.
3. Not Applicable to this Brand
4. Provide lighting at all seating areas.
5. Not Applicable to this Brand
6. Not Applicable to this Brand
7. Refer to [Section 2514.08](#) for minimum light level requirements.
8. Power outlets (socket outlets) and USB ports must be provided in all lobby zones for guest use. Refer to the prototype drawings for electrical requirements.
9. Provide floor power outlets (socket outlets) at the command center, community table, game zone, lounge zone and under the breakfast/ island bar.

N. Not Applicable to this Brand

O. TV Requirements

Provide the following: one 70" and one 55" HDTV's at Media Wall; one 55" HDTV at first floor elevator lobby; three 42" HDTV's at Command Center - pole mounted from ceiling soffit.

P. Furnishings, Fixtures and Equipment

Refer to the prototype drawings and Procurement Guide for FF&E requirements.

1. Not Applicable to this Brand
2. The minimum number of seats within the lobby must equal what is shown on the prototype drawings. Market specific variations may require more seating. Total room count may require additional seating.
3. Seating must be composed of four types of seating zones: Eat Zone, Work Zone, Game Zone and Lounge Zone. Refer to prototype drawings for approved layout and quantities for all seating zones.
4. Not Applicable to this Brand
5. Seating
 - a) Eat Zone must include banquette seating with supporting dining chairs.
 - b) Work Zone must include phone booth seating: covered seating hub that consists of a sofa bench.
 - c) Game zone must include counter stools and stadium seating with fully upholstered stair seats and integrated power ports in base.
 - d) Lounge Zone must include soft seating with low and high back sofas and hanging chairs.
6. Tables
 - a) Eat Zone must include 24" x 30" dining tables.
 - b) Work Zone must include large rectangular work table, counter ledge and print station.
 - c) Game Zone must include powered community table console table with shelving for games, and game table.
 - d) Lounge Zone must included cocktail and side tables
 - a. Not Applicable to this Brand
 - b. Not Applicable to this Brand
 - c. Not Applicable to this Brand

- d. Not Applicable to this Brand
 - f. Not Applicable to this Brand
 - g. The community table must be bar height and seat a minimum of eight guests. Table length must comfortably accommodate four guests per side at minimum; end seating is not allowed. Table must be powered and include interior wire management. The outlets must be plug-in type grommets and not hard wired unless required by local code. All power cords must be concealed. Provide three power sources, each with three power outlets and one dual USB port. Purse hooks must be provided. Refer to the prototype drawings and Procurement Guide for additional requirements.
7. A multi-media wall is required that provides two hanging metal magazine and book storage units along with personal locker charging stations with keypad locks.

Q. Connectivity Station

Work Zone Guest Workstations

Refer to Sections 2514.00, Technical Criteria for additional requirements applicable to this Section.

- 1. A Work Zone with a counter top and three work booths with sound absorption qualities must be provided in the lobby area. Seating booths to include ambient light fixture attached to back side of sofa bench. Refer to the prototype drawings and Procurement Guide for requirements.
- 2. Not Applicable to this Brand
- 3. Not Applicable to this Brand
- 4. Not Applicable to this Brand
- 5. Not Applicable to this Brand
- 6. Not Applicable to this Brand
- 7. Furniture that supports the work zone must meet the standards and requirements of all other public area furniture.

8. Not Applicable to this Brand
9. Not Applicable to this Brand
10. A printer must be provided adjacent to the work zone alcoves below counter ledge at window wall.
11. A tablet for guest use is required, mounted at the work counter.
12. Provide a combination of power outlets (socket outlets) and USB outlets for computer equipment, guest-use tablet, and personal use devices. Outlets are allowed to be built into the casegoods.

2502.03 Not Applicable to this Brand

2502.04 Front Desk

A. Workstation Quantities

Provide a minimum of two registration workstations at the Command Center. One guest self check-in and check-out POS station must also be provided. Refer to the prototype drawing for requirements.

B. Not Applicable to this Brand

C. Not Applicable to this Brand

D. Not Applicable to this Brand

E. Front Desk Visibility

The front desk must be located in the Command Center and be directly visible and accessible from the primary entrance.

F. Not Applicable to this Brand

G. Not Applicable to this Brand

H. Not Applicable to this Brand

I. Finish Options - Front Desk

1. Floor: Luxury vinyl tile

a. Base (minimums): 4"/100 mm architectural vinyl

2. Not Applicable to this Brand

3. Ceiling: Paint on gypsum, acoustic ceiling tile, acoustic ceiling panels

J. Front Desk Millwork

1. Refer to the prototype drawings for requirements for the Command Center.

2. Not Applicable to this Brand

3. Not Applicable to this Brand

4. Refer to the prototype drawings and the Architectural Finish and Fixture specifications for finish requirements.

a. The top surface material (guest side) must be quartz.

b. The face of the desk must be finished per the prototype drawings.

c. The employee side of the front desk must be high pressure plastic laminate as a minimum.

K. Not Applicable to this Brand

L. Not Applicable to this Brand

M. Electrical

1. Refer to Section 2514.08 for minimum light level requirements.
2. Not Applicable to this Brand
3. Each workstation must have the following as a minimum:
 - a. Above the counter: a duplex power outlet (socket outlet), single telephone outlet, two data ports and one USB port. Dedicated phone lines are required.
 - b. Below the counter: two quad power outlets (socket outlets) and four data ports. All outlets must be dedicated and grounded.
4. The power outlets (socket outlets) below the desk must not be on the same dedicated grounded circuit as the outlets above the desk. Each dedicated circuit may provide power up to three workstations.

N. Furniture, Fixtures and Equipment

1. Provide metal frame Hhonor Cart on casters. Must have concealed cold well, storage basket, drawer, and display hooks. Refer to the prototype drawings and Procurement Guide for detailed requirements
2. Not Applicable to this Brand
3. Not Applicable to this Brand
4. Safe-deposit boxes must be provided. A minimum of one box for every 20 guestrooms must be provided in the office area.
5. Not Applicable to this Brand
6. Not Applicable to this Brand
7. Not Applicable to this Brand
8. **(California Only)** When required, seating must be provided for Front Desk team members. Seating must comply with the following:
 - Seating and upholstery must be manufacturer's commercial grade.

- Stack chairs and folding banquet tables are not allowed.
- Clearance from the seat to the front desk millwork must be no less than 8"/200 mm to allow for leg clearance from the seat to the bottom of the apron.

2503.00 Public Restrooms

Refer to Section 2514.00, Technical Criteria for requirements applicable to this Section.

A. Restroom Quantities

There must be two unisex single stall restrooms in the lobby area. The restrooms must not open directly onto the lobby.

B. Not Applicable to this Brand

C. Entrance Doors

All restroom entrance doors must have door closers. A privacy set is required.

D. Not Applicable to this Brand

E. Not Applicable to this Brand

F. Finish Options - Public Restrooms

1. Floor: Porcelain tile

- a. Base (minimums): 3"/75 mm porcelain tile

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2. Wall: Vinyl wall covering, porcelain tile. Floor to ceiling tile is required on wet walls (at water closets) as a minimum. Wall tile must be a minimum 3"/75 mm x 6"/150 mm.
3. Ceiling: Paint on gypsum, acoustic ceiling tile

G. Not Applicable to this Brand

H. Accessories

1. Water Closet Stall Required Items

The following items are required within the room of single stall toilets:

- a. Surface-mounted dual toilet tissue dispensers. Plastic is not allowed.
- b. Coat hook mounted at 60"/1.5 m above the finished floor.

2. Shared Space Required Items

The following items are required within the shared space:

- a. A minimum of one motion-activated, paper towel dispenser that is recessed or semi-recessed. Electric hand dryers are allowed when used in conjunction with paper towel dispensers.
- b. Not Applicable to this Brand
- c. Provide a trash receptacle.
- d. Not Applicable to this Brand
- e. Not Applicable to this Brand
- f. Baby changing station required in one unisex restroom (alternate location allowed in an accessible stall or separate accessible restroom).

3. Washbasin Required Items

The following items are required at the washbasin:

- a. Not Applicable to this Brand
- b. Provide a bulk liquid soap dispenser

I. Matching Finishes

All finishes (accessories, fixtures, hardware) must match.

J. Component Finishes

All finish components must be polished chrome.

K. Exhaust Ventilation

1. Not Applicable to this Brand
2. Negative Toilet Exhaust

Maintain the toilet room negative with respect to adjacent areas by exhausting ten percent more air flow than is supplied directly to the room.

L. Plumbing

1. Floor Drain

Install chrome plated brass floor drain and slope floor for proper drainage.

2. Shock Absorbers

Provide shock absorbers on all flush valve systems with isolation valve and access door for maintenance.

3. Exposed Plumbing

Exposed plumbing must be chrome-plated.

4. Water Closet Material

Water closets must be vitreous china, low flow, with elongated bowls and flush valve.

5. Not Applicable to this Brand

6. Water Closet Seats

Water closet seats must match fixture color, be solid plastic, open front, and self-sustaining.

7. Not Applicable to this Brand

8. Fixture Color

All fixtures must be white.

9. Faucets

Provide commercial grade faucets with single lever handle. All faucets must be plated brass, with replaceable cartridges, and manufactured by nationally known manufacturers. All fixtures must be low-flow type. Acrylic controls are not allowed.

M. Vanity

1. Vanity Height

The top of the wash basin must be 34"/860 mm high.

2. Wash Basin Material

Wash basins must be vitreous china under-mount bowls with an overflow design as a minimum.

3. Top/Splash Material

Wash basins must be vitreous china under-mount bowls with an overflow design as a minimum.

N. Electrical

1. Lights

Lights must be key switched or have occupancy sensors with a 30 minute delay before switching off. If sensors are used, a single entry light must remain on at all times in multi-stall restrooms.

2. Not Applicable to this Brand

3. Not Applicable to this Brand

4. Light Levels

Refer to Section 2514.08 for minimum light level requirements.

5. Power Outlets

Two GFCI/ELCB/RCCB (or equal) power outlets (socket outlets) must be located on a sidewall of the water basin.

O. FF&E

Furnishings, Fixtures and Equipment

1. Mirror

A frameless plate glass mirror is required above all vanities. Exposed fasteners are not allowed.

2. Line of Sight

Direct line of sight via mirror reflection into restrooms is prohibited.

2504.00 Food And Beverage

Refer to Section 2514.00, Technical Criteria for requirements applicable to this Section.

2504.01 Food Prep/ Kitchen

A. Not Applicable to this Brand

B. Food Prep Area Location

Provide food prep directly adjacent to food serving area.

C. Not Applicable to this Brand

D. Not Applicable to this Brand

E. Not Applicable to this Brand

- F. Not Applicable to this Brand
- G. Not Applicable to this Brand
- H. Not Applicable to this Brand
- I. Not Applicable to this Brand
- J. Not Applicable to this Brand
- K. Not Applicable to this Brand
- L. Not Applicable to this Brand
- M. Not Applicable to this Brand
- N. Not Applicable to this Brand
- O. Not Applicable to this Brand
- P. Not Applicable to this Brand
- Q. **Finish Options - Food Prep/ Kitchen**
 - 1. **Floor: Quarry tile (6"/150 mm x 6"/150 mm)**
 - a. Not Applicable to this Brand
 - b. Not Applicable to this Brand
 - c. Not Applicable to this Brand
 - d. Not Applicable to this Brand

e. Base (minimums): 4"/100 mm quarry tile, porcelain tile. Tile base must be matching, sanitary and covered when possible.

2. Wall: Porcelain tile

3. Ceiling: Washable ceiling tile, paint on gypsum

R. Not Applicable to this Brand

S. Storage & Shelving

Provide storage racks as shown on prototype drawings.

T. Required Accessories

A hand sink, soap dispenser and hands-free towel dispenser must be provided.

U. Mechanical

1. Not Applicable to this Brand

2. Air Conditioning

a. Provide air conditioning and ventilation to comply with the conditions listed in Section 2514.06, Environmental Conditions Matrix.

V. Plumbing

1. Not Applicable to this Brand

2. Floor Drains/Basins

a. Provide floor drains.

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W. Not Applicable to this Brand

X. Electrical

1. Lighting

- a. Provide recessed fluorescent, vapor-proof fixture with warm white lamps.
- b. Not Applicable to this Brand
- c. Not Applicable to this Brand
- d. Refer to Section 2514.08 for minimum light level requirements.

2. Power

- a. Power outlets (socket outlets) must be provided to suit the installed equipment with an additional general purpose power outlets (socket outlets).
- b. Protect all power outlets (socket outlets) in kitchen with GFCI/ELCB/RCCB or equal circuits.

Y. Not Applicable to this Brand

Z. Equipment

- 1. Provide for the following commercial grade equipment. Refer to the Food Service Equipment Specifications for details.
 - a. Three-compartment stainless steel sink with drain boards.
 - b. Two vertical reach-in refrigerators with stainless steel finish and single solid swing door. Residential units and top and bottom units are not permitted.
 - c. Vertical reach-in freezer with dual solid swing doors and a stainless steel finish. Residential units and top and bottom units are not permitted.

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- d. Coffee brewer.
- e. Not Applicable to this Brand
- f. Not Applicable to this Brand
- g. Not Applicable to this Brand
- h. Not Applicable to this Brand
- i. Not Applicable to this Brand
- j. Not Applicable to this Brand
- k. Not Applicable to this Brand
- l. Not Applicable to this Brand
- m. All equipment must have NSF, Underwriters Laboratories or CE labels or code-approved equivalent.

2504.02 Not Applicable to this Brand

2504.03 Not Applicable to this Brand

2504.04 Not Applicable to this Brand

2504.05 Not Applicable to this Brand

2504.06 Complimentary Area

A. Breakfast/Complimentary Serving Area Location

A breakfast (complimentary) serving area must be provided in the lobby as shown on the prototype drawings.

B. Seating Quantity Requirements

Refer to the prototype drawings for dining seating count requirements. Hilton reserves the right to require more seating and buffet service area dependent upon local market conditions and/or total room count.

C. Not Applicable to this Brand

D. Not Applicable to this Brand

E. Not Applicable to this Brand

F. Not Applicable to this Brand

G. Not Applicable to this Brand

H. Not Applicable to this Brand

I. Not Applicable to this Brand

J. Not Applicable to this Brand

K. Not Applicable to this Brand

L. Not Applicable to this Brand

M. Not Applicable to this Brand

N. Not Applicable to this Brand

O. Not Applicable to this Brand

P. Not Applicable to this Brand

Q. Not Applicable to this Brand

R. Not Applicable to this Brand

S. Not Applicable to this Brand

T. Not Applicable to this Brand

U. Not Applicable to this Brand

V. Finish Options - Complimentary Area

1. Floor: Luxury vinyl tile, refer to prototype drawings for layout requirements.
 - a. Base (minimums): 4"/100 mm architectural vinyl
2. Wall: Vinyl wallcovering
3. Ceiling: Paint on gypsum, acoustic ceiling tile, sound absorption panels. Refer to prototype drawings for requirements.

W. Millwork

1. Not Applicable to this Brand
2. Serving counters are required of the style, length and layout as shown in the prototype drawings.
3. Not Applicable to this Brand
4. The cabinets must be high pressure plastic laminate or better with black melamine interiors.
5. Counter depth must be 31"/790 mm minimum.
6. The top surface and backsplash must be solid surface. Splashes are required where the countertop directly abuts a wall.

7. Not Applicable to this Brand
8. A breakfast serving counter, 23'-0"/7.0 m, must be provided as shown on the prototype drawings. The breakfast serving counter must be closed off during non-breakfast hours. Refer to the prototype drawings for requirements.
9. Provide two ceiling mounted, motorized roller shades of equal width to span breakfast opening. Shades operated by a hardwired switch are required at the breakfast serving area to close it off when not in use.

X. Lighting

1. Refer to the prototype drawings and Procurement Guide for lighting requirements.
2. Provide recessed can lights where shown in the prototype drawings.
3. Not Applicable to this Brand
4. Not Applicable to this Brand
5. Not Applicable to this Brand
6. Not Applicable to this Brand
7. Refer to [Section 2514.08](#) for minimum light level requirements.

Y. Electrical

1. Provide convenience electrical sockets above the base cabinets for use with the juice machine, milk machine, toaster and the induction warmer at the breakfast serving counter. A water inlet is required for the juice machine. See specific requirements for equipment below.

Z. FF&E

Furniture, Fixtures and Equipment

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1. Refer to the prototype drawings and Procurement Guide for seating and table requirements.
2. Not Applicable to this Brand
3. Stack chairs and folding tables are not allowed.
4. Table bases must be designed to support tabletops without tipping over easily when weight is applied to one side. Bases must be designed to not scratch the floor.
5. Not Applicable to this Brand
6. Provide the following equipment:
 - a. Not Applicable to this Brand
 - b. Conveyor toaster – quantity of one
 - c. Not Applicable to this Brand
 - d. Induction warmer – quantity of one
 - e. Not Applicable to this Brand
 - f. Juice dispenser – quantity of one
 - g. Thermal coffee urns – quantity of six
 - h. Dual milk dispenser – quantity of one

2505.00 Not Applicable to this Brand

2506.00 Commercial Facilities

Refer to Section 2514.00, Technical Criteria for requirements applicable to this section.

2506.01 Sundries/Gift Shop

A. Retail Space Requirement

A market is required at the Command Center in the lobby area. Refer to the prototype drawings and the F&B Guide for requirements.

B. Not Applicable to this Brand

C. Not Applicable to this Brand

D. Not Applicable to this Brand

E. Not Applicable to this Brand

F. Not Applicable to this Brand

G. Finish Options - Sundries/ Gift Shop

1. Floor: Luxury vinyl tile

a. Base (minimums): Plastic laminate integrated into millwork

2. Wall: Vinyl wallcovering, paint

3. Ceiling: Paint on gypsum, acoustic ceiling tile

H. Millwork Requirements

Refer to the prototype drawings and the Development Guide for requirements.

I. Not Applicable to this Brand

J. Not Applicable to this Brand

K. Not Applicable to this Brand

L. Not Applicable to this Brand

M. Light Levels

Refer to Section 2514.08 for minimum light level requirements.

N. Not Applicable to this Brand

O. Equipment

Equipment: Refer to the prototype drawings and Food Service Guide for specific equipment requirements.

1. Two commercial-grade open air coolers and one under-counter refrigerator, each with self-contained condensation evaporation system, must be provided. Exterior surfaces must be stainless steel.
2. One commercial-grade microwave, 1200 watt, 0.6 ft³/17 L capacity, with stainless steel finish must be provided that is guest accessible 24/7.

2506.02 Guest Laundry

A. Guest Laundry Requirement

A guest laundry is optional. If provided, it must comply with the following standards.

B. Not Applicable to this Brand

C. Not Applicable to this Brand

D. Entrance Doors

Entry door must have a closer and vision glass or sidelight in the adjacent wall.

E. Finish Options - Guest Laundry

1. Floor: Porcelain tile

a. Base (minimums): 3"/75 mm porcelain tile

2. Wall: Vinyl wallcovering

3. Ceiling: Paint on moisture resistant gypsum, acoustic ceiling tile

4. No exposed structure, pipes, ducts, etc. are allowed.

F. Countertop Requirement

A built-in solid countertop must be provided. The top surface material must be compliant with Section 2515.04.

G. Floor Drain

Provide a floor drain with chrome plated brass cover with floor sloped to drain.

H. Not Applicable to this Brand

I. Concealed Connections

Conceal all electrical and plumbing connections behind the connected equipment.

J. Lighting Requirements

Lights must be wired to remain on, be key switched or have occupancy sensors with a 30 minute delay before switching off. If sensors are used, a single entry light must remain on at all times.

K. Light Levels

Refer to [Section 2514.08](#) for minimum light level requirements.

L. House Telephone Outlets

Provide an outlet for a house telephone with automatic dialing to the front desk.

M. FF&E

Furnishings, Fixtures and Equipment

1. A minimum of one each commercial washer and dryer must be provided. Dryers must be vented/exhausted to the exterior. All lint traps/interceptors must be concealed and out of guest view.

2506.03 Vending Area

HYDRATION STATION

A. Vending Room Requirements

A hydration station and ice machine must be located in an alcove at the entrance of the Fitness Center.

- B. Not Applicable to this Brand
- C. Not Applicable to this Brand
- D. Not Applicable to this Brand
- E. Finish Options - Vending Area/Corridor Pantry

Finish Options – Hydration Station

- 1. Floor: Porcelain tile
 - a. Base (minimums): 3"/75 mm porcelain tile
 - 2. Wall: Vinyl wallcovering
 - 3. Ceiling: Paint on gypsum, acoustic ceiling tile
 - 4. No exposed structure, pipes, ducts, etc. are allowed.
- F. Not Applicable to this Brand
 - G. Floor Drain

Provide a floor drain with chrome plated brass cover with floor sloped to drain.
 - H. Drain Trap Insulation

Insulate all ice machine drain traps to prevent condensation.
 - I. Filtered Water Supply/Power Outlets

Provide a filtered cold water supply to the ice maker and water cooler.

J. Lighting Requirements

Provide recessed lighting that is wired to remain on or be key switched

K. Light Levels

Refer to Section 2514.08 for minimum light level requirements.

L. Vending Area/Corridor Pantry Equipment

Each vending area must contain a minimum of one self-service ice machine. Machine must be equipped with sanitary dispenser operated by push button or guestroom key. Open ice machines are not permitted.

M. Soft Drink Machine

A recessed, wall-mounted water cooler with built-in cup dispenser and bottle filler must be provided for guest use.

N. Not Applicable to this Brand

O. Trash Container

Provide an enclosed, flame retardant, decorative trash container and recycling container (when recycling is offered).

2507.00 Meeting Facilities

A. Meeting Space Requirements

Meeting facilities are not allowed.

2508.00 Recreational Facilities

2508.01 Fitness Center

A. Fitness Center Requirement

All hotels must have a fitness center. Refer to the prototype drawings and Procurement Guide for requirements.

B. Not Applicable to this Brand

C. Not Applicable to this Brand

D. Size Requirement

The fitness center must be a minimum of 440 ft²/41 m².

E. Not Applicable to this Brand

F. Not Applicable to this Brand

G. Required Zones

Separate entry, stretching, cardio and strength zones must be provided.

H. Not Applicable to this Brand

I. Not Applicable to this Brand

J. Doors and Windows

1. Entry door must have a large view panel (the maximum code will allow) with side light. The view panel and side light must not have window treatments other than required graphics from the Brand.

K. Finish Options - Fitness Center

1. The fitness center must have brand approved finishes. Refer to the Architectural Finish Specifications and Procurement Guide for requirements
2. Floor: Rubber flooring
 - a. Base (minimums): 4"/100 mm architectural vinyl
3. Wall: Vinyl wallcovering, paint. An accent wall must be provided.
4. Ceiling: Paint on gypsum, acoustic ceiling tile. Ceiling height must be 9'-0"/2.74 m or higher.

L. Not Applicable to this Brand

M. Electrical

1. Provide recessed fixtures. Submit lighting plan and specifications for review and approval.
2. Lights for the fitness center must be on keyed switches or controlled at the circuit breaker so that they remain on at all times.
3. Refer to Section 2514.08 for minimum light level requirements.
4. Locate outlets convenient to equipment and out of guest traffic.
5. Power cords must be hidden from view where possible.

N. House Telephone Outlets

Provide an outlet for a house telephone.

O. Technology

1. Provide one remote controlled, wall mounted, 55" minimum television visible from the strength and recovery zone.
2. Personal viewing screens in cardio equipment are required. They must support a free-to-guest signal from head-end or set-top box input to display at a minimum 12 channels with a mix of news, sports, and entertainment programming.
3. Wall mounted guest interactive tablet must be provided with convenient power and data access.

P. Furniture, Fixtures and Equipment

1. Refer to Section 1302.04 for a list of required equipment.
2. Not Applicable to this Brand
3. All fitness equipment clearances as specified by the manufacturer must be maintained in accordance with the plans provided at installation.
4. Contact the Hilton spa and fitness team for assistance with a floor plan layout identifying placement and quantities of equipment for non-prototypical layouts.
5. Not Applicable to this Brand
6. A brand approved towel station with integrated trash can must be provided.
7. Not Applicable to this Brand
8. Mirrors
 - a. Two wall mounted mirrors must be provided, one in the Cardio zone and one in the Core/Stretching zone.
9. Not Applicable to this Brand

10. Not Applicable to this Brand
11. Not Applicable to this Brand
12. Not Applicable to this Brand
13. A brand approved hygienic wet wipes dispenser must be provided for guest use.
14. A 10"/25 cm to 20"/50 cm wall-mounted clock with a white face and black numbers must be provided.

2508.02 Spa

A. Spa Requirement

A spa is not allowed.

2508.03 Pool/Whirlpool

A. Design Criteria

All design criteria for the pool will also apply to the whirlpool where applicable.

B. Pool Requirement

A pool is optional, prior approval is required. If provided, pool must comply with the following standards.

C. Outdoor Pools

The pool is required to be indoors when monthly average high temperatures are less than 70 °F/21 °C for more than five months a year. Refer to www.weatherbase.com for average monthly high temperatures.

D. Whirlpool Requirement

Whirlpools are allowed but not required.

E. Dimensions

1. Indoor pools must have a minimum water surface of 400 ft²/37 m² and a width of not less than 15'-0"/4.57 m.
2. Outdoor pool, when provided, must have a minimum water surface area of 500 ft²/46.5 m².
3. Kidney-shaped or other "free-form" pools (permitted in exterior applications only) are to have an equivalent minimum water area.
4. The minimum pool depth must be 3'-0"/900 mm except when a zero entry ramp is used and the maximum depth is 5'-0"/1.5 m.
5. The whirlpool must be located near the pool and have a minimum 50 ft²/4.65 m² surface area.
6. Hilton reserves the right to increase the minimum pool size dependent upon key count and/or market demands.

F. Orientation

The orientation of the outdoor pool must be such that it receives unobstructed sunlight from mid-morning to late afternoon. Screen any exterior views toward the pool.

G. Not Applicable to this Brand

H. Gunite Construction

All pools and whirlpools must be gunite construction with a troweled on white marble plaster finish.

I. Enclosed Pool

When an enclosed pool is provided, its exterior design must be consistent with the exterior design of the main building.

J. Not Applicable to this Brand

K. Not Applicable to this Brand

L. Doors and Windows

1. Doors to indoor pools must have a full vision panel.
2. Interior metal doors and frames in indoor pools must be galvanized steel and suitable for a high moisture environment.
3. If doors are provided at the exterior walls of the building, they must be equipped with locking hardware.
4. Storefront (a.k.a. frame and glass) window and door frames must be aluminum with an approved coating.
5. All pools must be securable after hours.
6. Entry gates to outdoor pools must be self-closing and self-latching. The entry handles and/or latch must be mounted at 48"/1.2 m above the finished floor (if allowed by local code) to prevent access by unaccompanied children.
7. A foot bath is required at the pool entry. Foot bath must meet local code requirements.

M. Finish Options - Indoor Pool

1. Floor: Porcelain tile, natural stone
 - a. Base (minimums): 3"/75 mm porcelain tile
2. Wall: Epoxy paint, porcelain tile, acrylic knockdown
3. Ceiling: Epoxy painted moisture resistant gypsum, acoustic ceiling tile (66 percent maximum), synthetic stucco, tongue-and-groove wood decking ceiling
4. High quality, non-corroding finishes are to be provided throughout pool area.

N. Deck/Coping

1. A minimum 5'-0"/1.52 m wide deck around the perimeter of all pools and 3'-0"/900 mm wide deck around the perimeter of all whirlpools is required.
2. In addition to the perimeter deck requirements, the following usable deck area must be provided for seating:
 - a. Outdoor Pool: 500 ft²/46 m² outdoor deck directly adjacent to the pool, dedicated to one end.
 - b. Indoor Pool: 300 ft²/28 m² indoor deck directly adjacent to the pool, dedicated to one end.
3. The pool deck area must be sloped away from the pools to drains. Decks must not drain into landscaped areas.
4. The coping must have a non-slip finish.
5. Pool coping must be designed to allow maintenance or replacement without removal of the pool deck.
6. The pool deck must be easily cleanable. The floor surface finishes must be applied to provide a "low risk of slip" rating both under wet and dry conditions. The testing methods employed must be those that are specified by local laws or recognized as best practice guidance issued from the country. Refer to [Section 2514.03.A](#).
7. Not Applicable to this Brand
8. Outdoor pool decks must have a Solar Reflectivity Index (SRI) of no less than 0.30.
9. Joints where the pool or whirlpool coping meets the deck must be protected from the relative pressure of adjoining deck movement.
10. Joints where the deck meets the pool or whirlpool must be watertight.
11. Decks must be installed with relief joints for thermal movement and potential settling.
12. Not Applicable to this Brand
13. The pool deck must not be permeable. Large-scale deck paver systems may be used that allow water to drain through to an airspace that drains.

O. Stairs/Railing/Fencing

1. Steps with uniform treads and risers and a handrail must be provided at the whirlpool and shallow end of the pool (unless zero entry ramp is provided). At least one ladder must be provided at the deep end.
2. Fencing (minimum 48"/1.2 m high) is required around all outdoor pool areas. Top rail must be rounded. Pointed finials and exposed ends of pickets are not permitted. Chain link or wood fencing is not allowed.

P. Pool Markers

1. Recessed hard tile water depth markings in contrasting colors must be placed on the top of the pool and whirlpool coping and on the inside rim of the pool and whirlpool perimeter, above the water line at reasonable intervals and at every 12"/300 mm of depth change. Lettering must be at least 4"/102 mm high.
2. Wherever islands, fountains and other structures are located within pools, depth markings must be posted thereon and must be visible from the opposite pool edge.
3. Depth indicators must be in Imperial and metric units.
4. The depth must be measured 24"/600 mm away from the edge of the coping from the bottom to the water surface.
5. The pool and whirlpool copings must have the international no diving symbol and the words "NO DIVING" around the pool and whirlpool perimeter. The text must be legibly displayed in contrasting characters in the English language. Text in the local language may also be added.
6. Painted, stenciled and vinyl appliqué depth markings must not be used.

Q. Mechanical

1. Provide water vapor retarder within the pool enclosure walls to prevent moisture migration into the wall or ceiling cavities, adjacent spaces, and to minimize moisture condensation potential within the envelope.
2. Not Applicable to this Brand
3. Indoor pools must be maintained at a minimum of 83 °F/28.3 °C.

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4. Conditioned outdoor pools must have temperature maintained between 80 °F/26.7 °C and 89 °F/31.7 °C. Locations where pool water temperatures will rise above 89 °F/31.7 °C must provide cooling systems to maintain pool water temperatures within the specified range.
5. The whirlpool must be operated between the temperatures of 99 °F/37.2 °C and 103 °F/39.4 °C. The water is never allowed to be in excess of 104 °F/40 °C.
6. Provide a complete HVAC and dehumidification system to maintain the pool area temperature and relative humidity while minimizing pool water evaporation. Provide the features listed below:
 - a. A packaged system specifically designed for pool area dehumidification, factory assembled and tested, with test report available on request.
 - b. Materials suitable for the pool environment with air side surfaces coated for corrosion protection.
 - c. An outdoor air connection that provides the outdoor air required in Section 2514.06.
 - d. A microprocessor control system with solid state sensors and a remote-mounted solid state control panel with LED indicators and service diagnostics located in the pool room.
 - e. Heating:
 1. Gas duct heater: Provide a gas-fired duct heater with stainless steel heat exchanger, two-stage or modulating heating control, stainless steel burners, spark ignition and power vent.
 2. Electric duct heater: Provide an electric resistance, two-stage or SCR controlled duct heater that complies with NFPA 70.
 3. If fuel fired systems are used, they must be designed to comply with NFPA 54 (www.nfpa.org) and manufacturers recommended installations instructions.
7. Not Applicable to this Brand
8. Not Applicable to this Brand
9. Not Applicable to this Brand

10. Pool equipment and chemicals must be located in a lockable, vented storage room away from guest view.

R. Plumbing

1. Not Applicable to this Brand
2. Not Applicable to this Brand
3. Provide a frost-proof hose bib for wash down.

S. Safety/Pool Systems

1. Not Applicable to this Brand
2. Conventional sand filters, high-rate sand filters or pressure-type diatomaceous earth filters are allowed.
3. Design pool filtration and recirculation system to recirculate the entire pool water volume every six hours.
4. Equipment must include gauges, sight glass and air release valves. Installation and equipment are subject to local health regulations.
5. Not Applicable to this Brand
6. Not Applicable to this Brand
7. Not Applicable to this Brand
8. All pools must be equipped with continuous monitoring/feed disinfecting equipment. The equipment must maintain a residual of not less than one part per million. Allowed disinfecting equipment includes:
 - a. A saline-based generator system that is NSF 50 and UL standard 1081 (www.ul.com) tested and certified (or the equivalent) and sized per local guidelines.

T. Electrical

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1. The circuits supplying the underwater lighting fixtures or other outlets in the pool area must be low voltage and be protected through an approved ground fault interrupter which will automatically de-energize the circuit should a short circuit or voltage leak occur.
2. Provide a labeled emergency equipment shut-off switch/button located adjacent to the whirlpool that will shut off all jet pumps/blower and re-circulating pumps.
3. Lighting
 - a. All electrical power circuits installed in and around the pool area must be equipped with GFCI/ELCB/RCCB or equal ground fault interrupters.
 - b. Direct outdoor lighting away from guestroom windows.
 - c. Provide a minimum of two UL (www.ul.com) listed wet niche submersible and underwater rated light fixtures for each pool and one fixture for each whirlpool. Lights must be changeable without draining the pool.
 - d. Lights are not allowed to be located over the water surface.
 - e. Lights at the indoor pool area must be on keyed switches or controlled in a location that is not accessible by guests so they remain on at all times.
 - f. Refer to Section 2514.08 for minimum light level requirements.

U. House Telephone Outlets

Provide an outlet for a house telephone.

V. Furniture, Fixtures and Equipment

Furniture, Fixtures and Equipment

1. Pool furnishings must be commercial quality. All tabletops must be of a shatter-resistant material. A combination of chairs and chaises must be provided to seat a minimum number of seats as shown in the prototype drawings.

2. Not Applicable to this Brand
3. At least two sunscreen umbrellas must be provided at outdoor pools or outdoor pool patios.
4. Not Applicable to this Brand
5. Not Applicable to this Brand
6. Not Applicable to this Brand
7. Window treatment is optional at the exterior window for indoor pool areas. If provided, treatment must be roller shades. Windows must be screened between the indoor pool and a public corridor or fitness center. Screen pattern must be approved by Hilton.
8. A pool furniture storage area must be provided in the vicinity of outdoor pools and outdoor pool patios.
9. Not Applicable to this Brand
10. Plant containers must be incorporated into the overall layout of the furnishings.

W. Safety Equipment

The following safety equipment is required at a minimum and must be provided and/or be readily available at every pool, even when the pool is closed (including off season):

1. Provide an anti-entrapment (hair, digit and suction) drain cover for all primary drains and suction inlets for all pools, whirlpools, water features and/or water fountains. Fountains with natural flow or drip and not mechanically powered are not included. All drain covers must be secured on drains at all times. Properties must retain a letter by the installer that states the cover was installed per the manufacturer's instructions.
2. A Safety Vacuum Release System (SVRS) or other approved automatic drain blockage relief system is required for all pools, whirlpools, water features and fountains that currently have a single main drain installed. All newly constructed pools, whirlpools, water features and fountains must be designed without the need for a SVRS.

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3. A professionally-fitted pool cover must be installed when the outdoor pool and/or whirlpool is closed for the season. The temporary use of pool covers is prohibited. When used, pool covers and their installation must meet local code regulations.

X. Diving Boards

Temporary or permanent swimming pool diving boards, diving platforms, slides, and/or trampolines are prohibited.

2508.04 Locker Room/Restroom

A. Restroom Proximity

A locker room/restroom is not allowed.

2508.05 Sauna

A. Sauna Requirement

Hot or dry saunas are not allowed.

2508.06 Steam Room

A. Steam Room Requirement

Steam rooms are not allowed.

2508.07 Sport Court

A. Size Requirement

A sport court is not allowed.

2508.08 Tennis Court

A. Tennis Court Requirement

A tennis court is not allowed.

2509.00 Circulation

Refer to Section 2514.00, Technical Criteria for requirements applicable to this section.

2509.01 Elevators/Lifts

A. Horizontal/Vertical Transport Systems Design

All horizontal and vertical transportation systems must be designed by a professional lift consultant and be approved by Hilton.

B. Elevator/Lift Controls

Top of elevator/lift controls must be mounted no more than 48"/1.2 m above the finished floor.

C. Operating Panels

A minimum of one operating panel is required in each cab.

D. Door Open Button

Each elevator/lift control panel must be equipped with a "door open" button.

E. Not Applicable to this Brand

F. Ventilation Requirements

Elevator cabs that are not surrounded by conditioned space must be ventilated with a two-speed exhaust fan and concealed vents at the base and ceiling of the cabs.

G. Intercom Requirement

A recessed intercom connected to a constantly monitored location is required in all elevators/lifts.

H. Not Applicable to this Brand

I. Not Applicable to this Brand

J. Guest Elevator/Lifts

1. All hotels must have a minimum of two elevators/lifts with a minimum platform area of 28.3 ft²/2.63 m² and a 2,500 lb/1,134 kg capacity.
2. Local codes may require larger capacities or the accommodation of an ambulance stretcher.
3. Not Applicable to this Brand
4. Finish Options - Guest Elevator/Lifts
 - a. Floor: Porcelain tile (nominal 12"/300 mm x 24"/600 mm minimum)
 1. Base (minimums): Recessed, flush or surface mounted porcelain tile, metal or plastic laminate base
 - b. Wall: Decorative stainless steel or plastic laminate panels
 - c. Ceiling: Decorative with recessed LED lighting; eggcrate ceilings are not allowed.
5. Not Applicable to this Brand

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6. Hydraulic passenger elevators/lifts are allowed and must have the following minimum cab speeds:

<u># Floors</u>	<u>Up</u>	<u>Down</u>	<u>Type</u>
2-4 Stories	140 FPM/0.64 m/s	150 FPM/0.64 m/s	Hydraulic

7. An elevator/lift study must be submitted on non-prototypical properties. Elevator/lift study must support an average wait time of 40 seconds with 12 percent handling capacity in a 5 minute period. Variables to be used for the study are 100 percent occupancy, 1.8 occupants per room. The elevator/lift study must include occupancy in all public areas of the hotel.
8. Elevator/lift walls must have a handrail mounted 32"/810 mm above the finished floor on the back wall or have handrails on both side walls.
9. Minimum width of the passenger elevator door opening is 3'-6"/1.07 m.
10. Not Applicable to this Brand
11. Not Applicable to this Brand
12. Not Applicable to this Brand
13. If a rear door opening into back-of-house is provided, the door must be operable only by using an employee key to prevent guest access.
14. Not Applicable to this Brand
15. Refer to [Section 2514.08](#) for minimum light level requirements.

K. Parking Garage Elevator/Lifts

1. Parking garages must have a minimum of one elevator/lift.
2. Not Applicable to this Brand
3. Parking garage elevators/lifts, when integral with the hotel, must terminate at the lobby level, within view of the front desk. Direct guest access from parking garage level to guest suite floors must be by card key/room key access.

4. Not Applicable to this Brand
5. Refer to Section 2514.08 for minimum light level requirements.

2509.02 Elevator/Lift Lobbies

A. Hotel Lobby

1. Elevator lobbies must be a minimum of 6'-0"/1.8 m in depth. Depth must be increased to 8'-0"/2.4 m at elevator/lift lobbies used as a passageway to a secondary entrance or exit.
2. Not Applicable to this Brand
3. Call buttons must be available for each elevator/lift bank.
4. Heat or touch-sensitive call buttons are permitted, provided there is an automatic auxiliary return in the event of fire or other emergency.
5. An audible signal is required in each elevator/lift lobby indicating the arrival of an elevator/lift cab, along with a directional graphic indicating the current travel path of each cab.
6. Not Applicable to this Brand
7. Finish Options – Guest Elevator Lobby – first floor
 - a. Floor: Porcelain tile
 1. Base (minimums): 3"/75 mm porcelain tile
 - b. Wall: Vinyl wallcovering
 - c. Ceiling: Paint on gypsum, acoustic ceiling tile
8. Finish Options – Guest Elevator Lobby – second floor and above

- a. Floor: Carpet tile
 - 1. Base (minimums): 4"/100 mm architectural vinyl
- b. Wall: Vinyl wallcovering
- c. Ceiling: Paint on gypsum, acoustic ceiling tile
- 9. Not Applicable to this Brand
- 10. Refer to Section 2514.08 for minimum light level requirements.
- 11. Not Applicable to this Brand
- 12. An outlet for house telephones must be provided at each elevator/lift landing within the parking garage.

2509.03 Corridors

A. Guestroom/Guest Suite Corridors

Guestroom Corridors

- 1. Corridors must be a minimum of 5'-0"/1.5 m clear width.
- 2. Not Applicable to this Brand
- 3. Guestroom corridors must have windows.
- 4. Finish Options - Guestroom Corridors
 - a. Floor: Carpet tile. Porcelain tile must be provided at all exterior entries to guestroom corridors.

1. Base (minimums): 4"/100 mm architectural vinyl
- b. Wall: Vinyl wallcovering. Refer to the prototype drawings and Development Guide for requirements regarding accent color placement.
- c. Ceiling: Paint on gypsum, acoustic ceiling tile
 1. Not Applicable to this Brand
 2. Provide a minimum ceiling height in guestroom corridors of 8'-0"/2.4 m. Dropped ceilings as low as 7'-4"/2.25 m are allowed in limited areas.
5. Electrical
 - a. Provide convenience outlets in corridors for housekeeping equipment with spacing not to exceed 50'-0"/15 m on center.
 - b. Provide light fixtures at locations shown in the prototype drawings.
 - c. Not Applicable to this Brand
 - d. Not Applicable to this Brand
 - e. Refer to Section 2514.08 for minimum light level requirements.
6. Not Applicable to this Brand
7. Window Treatment
Refer to 2515.03 for additional requirements
 - a. Solar shades are required on guestroom corridor windows.

2509.04 Exit Stairs

A. Stairwell Width

The widths of stairwells must not decrease in the direction of egress from the building.

B. Stairwell Landing

Every stairwell landing must have a dimension, measured in the direction of travel, equal to the width of the stairwell or greater.

C. Stairwell Treads and Risers

All stairwell treads and risers must be solid type for the entire width of the stair.

D. Doors

All stairwell doors must include automatic door closures and be self latching.

E. Finish Options - Exit Stairs

1. Floor: Carpet (nylon broadloom) - required on wood frame stairs, sealed concrete
 - a. Treads at a minimum must be exposed, hand troweled concrete with sealer and non-skid nosings of contrasting color.
 - b. Landings at a minimum must be exposed, hand troweled concrete with non-slip finish and hand sealed.
 - c. Base (minimum): 4"/100 mm vinyl
2. Wall: Paint
3. Ceiling: Paint
4. A class "A" flame spread rating is required for all finishes.

F. Not Applicable to this Brand

G. Lights

Lights are not allowed to be manually operated and must remain on when the space is occupied.

H. Light Levels

Refer to Section 2514.08 for minimum light level requirements.

2510.00 Guestroom/Suites

Refer to Section 2514.00, Technical Criteria for requirements applicable to this section.

A. Room Types and Layouts

1. Minimum Size Requirements

Refer to the prototype drawings for typical room types and layouts. These layouts must be adhered to unless otherwise agreed to by Hilton.

B. Connecting Rooms

1. Connecting Room Percentage

A minimum of 10 percent of the guestrooms must be connecting. (Example: a 100 key hotel would have five rooms connecting to another five rooms for a total of 10 connecting rooms.) The connecting rooms must be comprised of a variety of room types including wheelchair-accessible rooms. No more than half of the required minimum combinations are allowed to include wheelchair accessible rooms.

C. Room Mix

1. Room Mix

A minimum of thirty percent and a maximum of seventy percent of the rooms must be double queen rooms.

D. Smoking Guestrooms

Hotel is 100 percent non-smoking restricted.

2510.01 Doors

A. Entry Doors

1. Doors must be 1-3/4"/44.5 mm solid-core, flush or tempered hardboard with a factory painted finish.

B. Not Applicable to this Brand

C. Entry Door Hardware

1. Provide electronic lockset from a Hilton approved manufacturer. Refer to Section 2514.00 Technical Criteria for detailed standards.
2. Entry doors must have adjustable type, automatic, 2-stage hydraulic door closer. Hold-opens of any type are not allowed at guestroom doors.
3. Entry doors must have sound stripping and smoke seal.
4. Tamper-proof, 180 degree one-way viewers with cover (on guestroom side) are required for all guestroom entrance doors and must be installed 5'-0"/1.5 m above finished floor and secured in a manner that prevents removal from the corridor side of the door.
5. A safety (flip) latch is required for all entrance doors. Locate 4'-0"/1.2 m maximum above finished floor. Surface mounted safety chain locks and swing bar door guards are not allowed.

6. Not Applicable to this Brand
7. Provide a vinyl threshold at the guestroom entry.
8. Provide a door sweep. The makeup air feature for these sweeps may be utilized if needed. Sweeps must be installed to allow 1/16"/1.59 mm gap.
9. Door hardware for all properties must be satin stainless steel or satin chrome. The finish on all hardware must be the same, including hinges.
10. Kick plates are not allowed.

D. Connecting Doors

1. When guestrooms are connected, they must be separated by two doors.
2. The door frame must be the full width of the wall thickness.
3. Hold opens of any type are not allowed.
4. Each door must have a latch set with an operating lever on the room side only.
5. Each door must have a thumb-turn deadbolt with 1"/25 mm throw on guestroom side. A blank plate must be installed on the opposite side of the door.
6. A safety latch, same as on entry door, must be provided on each door.
7. Sound stripping, same as on entry door, must be provided on the door frame of each door.
8. Provide door sweeps the same as entry door on both doors for sound attenuation. Automatic drop down seals are also permitted. A make-up air feature is not allowed.
9. A threshold matching the entry door must be provided. Threshold must be as wide as the door frame.

10. All hardware finishes must match the entry door hardware finish.

2510.02 Windows

A. Window Area

Refer to prototype drawings for location of required guestroom windows. They must be a minimum of 7'-0"/2.0 m and a maximum of 8'-0"/2.5 m wide aluminum window with thermal, broken frame, insulated glazing.

B. Operable Windows

Operable windows, if provided, must have a screen and a childproof locking device approved by Hilton and are not allowed to open more than 4"/102 mm unless required otherwise by code. Once opened, the window must remain in the open position without having to be propped open.

C. Louvers

Louvers for thru-wall HVAC units in double queen guestrooms must be furnished by the window manufacturer and must be aluminum, architectural-style with a finish to match the window sections. These architectural louvers must be an integral part of the window system (one-piece factory assembled unit). Louvers must meet the free air requirement of the thru-wall unit selected. Provide standard architectural thru-wall unit louvers from unit manufacturer, factory finished to match adjacent surfaces in all single king guestrooms.

D. Window Sill Materials

Window sills must be provided in all instances (even above PTACs) and they must be plastic laminate.

2510.03 Finish Options - Guestrooms/Suites

A. Floor: Luxury vinyl tile. Refer to the prototype drawings and the Architectural Finish and Fixture specifications for material requirements and approved layouts.

1. Not Applicable to this Brand

2. Base (minimums): 3"/75 mm architectural vinyl

B. Wall: Acrylic knockdown. The headboard wall must be finished in an accent color.

C. Ceiling: Paint on gypsum - smooth or orange peel.

1. Not Applicable to this Brand

2. When less than 4'-0"/1.22 m wide pre-cast concrete floor planks are used, a furred drywall ceiling must be installed.

3. Ceilings must be a minimum height of 8'-0"/2.4 m.

4. Entry ceilings must be a minimum height of 8'-0"/2.4 m.

2510.04 Closets

A. Walk-in Closet/Open Closet

All guestrooms must have the Landing Zone. Refer to the prototype drawings and the Development Guide for requirements.

B. Closet Shelf/"Uncloseted" Closet

The Landing Zone must include the luggage bench with undercounter refrigerator located below the luggage bench and a custom fixture comprised of the following: (2) wall mounted side panels, (3) colored art bars each with a metal coat hook, and (1) steel hang-bar installed at 6'-0"/1.8 m above finished floor. Panels to be mounted directly to wall using exposed fasteners.

2510.05 Bed

A. Not Applicable to this Brand

B. Platform Beds

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1. Platform bed base with support box below to fit mattress is required. Mattress to rest inside bed base frame - no boxspring allowed.
Provide rubber stops at back of bed base to prevent wall damage

C. Mattress Sets

1. Not Applicable to this Brand
2. Approved manufacturer's labels, which include Federal law labels, identification labels, turn labels, and certification and specification labels, must be on each bed set.
3. Not Applicable to this Brand
4. Mattress sizes are:
76"/193 cm x 80"/200 cm
60"/150 cm x 80"/200 cm
5. Not Applicable to this Brand
6. All guestrooms must have the Serta® Dream Structure II™ mattress.

D. Bedding

1. Refer to Section 902.02.F for all top of bed bedding.

2510.06 Furnishings, Fixtures and Equipment

Note: The items below are part of the required FF&E packages.

A. Furnishings

1. Refer to the prototype drawings, the Development Guide and Procurement Guide for required furnishings.

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2. Not Applicable to this Brand
3. There must be a minimum clearance of 12"/300 mm between beds or between any bed and the wall.
4. Headboard
 - a. Headboard must be wider than the width of the mattress.
 - b. Headboards must be anchored securely to the wall with cleats.
 - c. Not Applicable to this Brand
 - d. Not Applicable to this Brand
 - e. Not Applicable to this Brand
 - f. The bottom edge of the wall hung headboard must be mounted 1'-0"/300 mm above the finished floor.
5. Bedside Surface
 - a. Guestrooms must have a bedside surface where shown on the prototype drawings. Guestrooms with a single bed must have a minimum of one bedside surface and an adjacent ledge mounted at 2'-3"/686 mm above the finished floor to the bottom of the ledge. Guestrooms with two beds must have one shared beside surface between the two beds.
 - b. Not Applicable to this Brand
 - c. The surface must support a minimum of 250 lbs/115 kg
 - d. The top surface must be within 2"/5 cm of the top of the mattress.
 - e. Not Applicable to this Brand
 - f. Not Applicable to this Brand

- g. Not Applicable to this Brand
 - h. Design must be coordinated with outlet locations to prevent conflict.
 - i. A minimum of 3"/75 mm must be provided between the bedside surface and the mattress for top of bed linens.
- 6. Not Applicable to this Brand
- 7. Not Applicable to this Brand
- 8. Not Applicable to this Brand
- 9. Not Applicable to this Brand
- 10. Entertainment Area
 - a. Refer to Section 2510.09 for television equipment requirements.
 - b. A wall mounted TV Ledge with open metal legs and storage shelf below must be provided. TV Ledge to have maximum hold depth of 1'-2-1/2" as to not interfere with PTAC bench.
 - c. Not Applicable to this Brand
 - d. Casegoods supporting the weight of the television and/or television mount must be reinforced.
 - e. Not Applicable to this Brand
 - f. Not Applicable to this Brand
 - g. Not Applicable to this Brand
 - h. Not Applicable to this Brand
 - i. Two quad outlets, three power (socket) outlets, TV and Data outlets must be placed a minimum of 3'-4" A.F.F per prototype drawings.

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11. Not Applicable to this Brand
12. Not Applicable to this Brand
13. Not Applicable to this Brand
14. Not Applicable to this Brand
15. Not Applicable to this Brand
16. Not Applicable to this Brand
17. Not Applicable to this Brand
18. Not Applicable to this Brand
19. **Bench**
 - a. A bench is required over the PTAC unit. Bench must be 1" steel frame with powder coat metal finish with 2" polyester woven webbing.
20. Not Applicable to this Brand
21. Not Applicable to this Brand
22. Not Applicable to this Brand
23. Not Applicable to this Brand
24. **Multi-function Chair**
 - a. A multi-function chair with integrated work surface is required in single king rooms. An upholstered chair with metal legs is required in double queen rooms.

B. Not Applicable to this Brand

C. Mirrors

1. A 20"/500 mm x 60"/1.5 m, 1"/24 mm framed, full length mirror must be located near the entry directly across from bathroom door.

D. Lighting Fixtures

1. See the prototype drawings for light fixture locations.
2. **Puerto Rico | United States:** All lamps must be approved by Underwriters Laboratories with a label affixed to each lamp. UL Standard #153 (www.ul.com) must be used for lamps.
3. All lamps must pass the Underwriters Laboratories tip test or CE certificate (declaration of conformity).
4. Plastic is not permitted except for the switch.
5. Lamp shades must be of light-colored, translucent material to distribute light throughout the room. Opaque or dark-colored shades are not allowed. Lamp shades throughout the guestrooms must be coordinated (same style color and material). Metal shades are acceptable for the LED reading lights.
6. Not Applicable to this Brand
7. Not Applicable to this Brand
8. Not Applicable to this Brand
9. Not Applicable to this Brand
10. Not Applicable to this Brand

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11. Not Applicable to this Brand

12. Not Applicable to this Brand

13. Hardwired Fixtures

a. Recessed can or decorative surface mounted light fixtures must be provided as shown on the prototype drawings. Recessed can LED lights are required at the headboard wall and landing zone.

b. Not Applicable to this Brand

c. A wall mounted light fixture is required above the mirror in the entry.

d. A decorative pendant must be provided over the multi-function chair in single king rooms.

14. Portable Fixtures

a. Electrical cords must be as short as possible. Excess length must be removed or concealed.

b. Not Applicable to this Brand

c. Not Applicable to this Brand

d. Not Applicable to this Brand

e. All portable fixtures must have felt protective padding secured to the bottom.

15. Table Lamps

a. A table lamp is required at the TV ledge.

16. Not Applicable to this Brand

17. Bedside Lamps

- a. A small, adjustable LED reading light is required at each bedside.
- b. Not Applicable to this Brand
- c. Not Applicable to this Brand
- d. Bedside lamps must be attached to the wall.
- e. Wall lamps must have cord covers that match the fixture finish and color.

E. Not Applicable to this Brand

F. Not Applicable to this Brand

G. Window Treatments

Window treatments in guest rooms must be a commercial grade roller shade system. Roller must include a separate printed sheer and solid white blackout. The shade must sit inside the window opening. Refer to the Procurement Guide and Specifications for more information.

2510.07 Mechanical

A. System Types

- 1. Select an appropriate air conditioning unit that is dedicated to individual guestrooms and provides on-demand heating and air conditioning that complies with the Indoor Environmental Requirements Matrix included in Section 2514.06.
- 2. Acoustical Requirements: Comply with Indoor Environmental Requirements Matrix included in Section 2514.06.

B. PTAC and PTHP Units

Provide packaged through-wall units that include the following features:

1. Provide a minimum two-speed fan capability.
2. Provide acoustical treatment of fans and compressors for quiet operation.
3. Provide easily accessed and cleanable filter media.
4. Electric heat (if used): Use coiled or sheathed heating elements operating at moderate temperatures to prevent glowing, with thermal safety and overheat limit control and two stages for coils of 3.5 kW or larger.
5. Wall sleeve: Provide insulated metal or thermoplastic sleeve, complete with universal drain kit, piped to vertical concealed condensate drain.
6. Include slide-out chassis design for service.
7. Provide hard-wired power connection for electrical supply of 265-volts and higher, or where the wiring and plug connection cannot be concealed in the standard sub-base. Exposed power cord and receptacles are not allowed.
8. If a digital control is mounted directly in the unit, it must communicate with the remote, wall-mounted thermostat and display identical readings or else be covered with a plate that directs the guest to the wall device.
9. Install concealed condensate piping connected to the sleeve drain kit and terminate underground to a storm, sanitary sewer, dry well, or landscape bed as allowed by local code. Above ground traps and exposed piping is not allowed.
10. If PTAC units are not as wide as the window unit in which they are placed, a drywall enclosure to finish the gap between the PTAC unit and the wall opening must be provided with a windowsill. A drywall enclosure and windowsill are also required at windows with a louver but no PTAC; exposed metal panels are not allowed.

C. Guestroom/Guest Suite Thermostat

Guestroom Thermostat

1. Remote, wall-mounted, electronic digital thermostat specifically designed for guestroom applications must be provided.

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2. Required features are as follows:
 - a. System on/off selection
 - b. Automatic or Manual heating/cooling selection
 - c. Backlit LED/LCD digital display with temperature numerals that are at least 0.5"/12.0 mm in height.
 - d. Fan mode button that allows guest to have either continuous fan, fan cycling on demand of heating/cooling, and manual speed selection.
 - e. Concealed temperature limits for heating and cooling.
 - f. If an in-room energy management solution based upon occupancy is installed, it must include a door switch or electronic lock interface to assure that occupancy status is verified each time the entry door is opened. Once verified, the thermostat controls must remain in the occupied mode until the door or electronic lock is again activated. The system should assure that occupancy status is obtained through an automated sensor however, the sensor is not allowed through the key reader. Key reader HVAC systems are not allowed.
3. Locate thermostats remotely from the air conditioning device, typically near the bathroom and entry wall in a location unaffected by supply air drafts.
4. Not Applicable to this Brand
5. Install interlocks with exterior operable doors that de-energize the air conditioning when they are open and return to previous program mode once closed.
6. Hilton must review and approve all selections.

2510.08 Electrical

A. Power Outlets

Power outlets must be placed to allow convenient connection of the individual light fixture. Power cords must be concealed from guest view.

B. Back-to-back Power Outlets

Back-to-back power outlets are not permitted between guestrooms. Outlets in walls between guestrooms must be offset horizontally a minimum of 6"/152 mm.

C. Not Applicable to this Brand

D. Fire Ratings

Maintain fire rating between guestrooms where devices are located.

E. Power Requirements

1. Locations required:

- a. Electrical sockets are required where shown in the prototype drawings.
- b. Convenience electrical sockets are required for the iron.
- c. A USB outlet must be provided at 3'-2"/965 mm above the finished floor above the bedside ledge in single king rooms. A quad socket outlet must be provided below the ledge at 1'-0"/300 mm above the finished floor in single king rooms.
- d. Not Applicable to this Brand
- e. Not Applicable to this Brand
- f. Near guestroom entry.
- g. Not Applicable to this Brand
- h. Non-switched, socket outlets must be provided at the bedside surface for guest convenience. There must be at least one socket outlet plus one USB port at the bedside surface and two socket outlets plus two USB ports when the surface is shared between two beds. Outlets are not allowed in wall-hung light fixtures and must be for guest use only. Socket outlets must be provided at 1'-0"/300 mm above the finished floor at the bedside surface. A quad socket outlet must be provided in

double queen rooms between the beds at 1'-0"/300 mm above the finished floor.

- i. A socket outlet is required at the landing zone for the undercounter refrigerator.
- j. Socket and USB outlets must be provided at 3'-4"/1.0 m above the finished floor at the TV ledge, where shown in the prototype drawings.

2. Circuits

- a. Provide a minimum of two independent power circuits for the general devices and light fixtures, and at least one GFCI/ELCB/RCCB or equal circuit for the bathroom. Circuit interruption in one guestroom should not affect an adjacent room.

F. Lighting

- 1. Comply with requirements included in [Section 2514.08](#).
- 2. Wall switch must be provided adjacent to entry and bedside to control all lights. Coordinate location with safety latch.

2510.09 Technology

A. Telephone

- 1. All guestrooms must contain a telephone outlet as indicated on the prototype drawings.

B. Internet Access

- 1. Refer to Section 2514.09 for requirements in the guestroom.

C. Television

- 1. Televisions must comply with the specifications provided in Sections 1706.00 and 2514.09.

2511.00 Not Applicable to this Brand

2512.00 Guest Bathroom

Refer to Section 2514.00, Technical Criteria for requirements applicable to this Section.

A. Bathroom Fixture Requirements

The inside finished dimensions as shown in the prototype drawings are minimums.

1. Shower Requirement

A shower is required in all guest bathrooms.

B. Not Applicable to this Brand

C. Not Applicable to this Brand

2512.01 Doors

A. Doors

A swing door must be provided. Door type and style must be as shown in the prototype drawings. A barn door is not allowed.

B. Door Width

Clear width of door opening, when fully open, must be 32"/800 mm or greater.

C. Door Hardware Requirements

All hardware must be commercial grade and have a satin stainless steel or satin chrome finish.

D. Not Applicable to this Brand

E. Swinging Door Locking Hardware

Swinging doors must have a lock. They must also have a latch or pull that operates from either side, except when locked. Swinging door locks must release by turning the inside lever and by closing the door; an emergency device must release this lock from the outside of the bathroom.

2512.02 Finish Options - Guest Bathroom

A. Floor: Porcelain tile (rectangular-shaped) 12"/300 mm x 24"/600 mm

1. Base (minimums): 3"/75 mm porcelain tile

2. The bathroom door threshold must be a solid aluminum or stainless steel sloped transition threshold with an anchoring leg that is secured beneath the porcelain tile. Finish must be satin. Product example includes the Schluter-RENO-U.

B. Wall: Vinyl wallcovering. Accent vinyl wallcovering is required on signature bathroom wall.

1. Not Applicable to this Brand

2. Not Applicable to this Brand

3. Not Applicable to this Brand

4. Not Applicable to this Brand

5. Not Applicable to this Brand

6. Moisture-resistant gypsum board is required.

7. Tub/shower surrounds: cultured marble - paneled and groutless

a. Surrounds must extend to the ceiling. Exposed and visible edges of surround panels must have a factory-finished edge.

C. Ceiling: Paint (smooth finish)

1. Ceiling must be moisture resistant gypsum board.

2. Ceilings must have minimum height of 7'-6"/2.3 m.

2512.03 Mechanical

A. Mechanical Exhaust

The bathroom area must be mechanically exhausted to the exterior as described in Section 2514.06.

B. Re-circulating Type Exhaust

Re-circulating-type exhaust is not allowed.

C. Noise Level

1. If individual exhaust fans are used, select for maximum inlet noise level of 2.0 sones per AMCA Standards at design air flow and static pressure.

2. If a central exhaust fan is used, design for noise levels within the guestrooms that comply with Section 2514.06.

D. Exhaust Fan Wall Switch

Provide separate wall switch for exhaust fan. An occupancy/motion sensor controlled exhaust fan is not allowed.

E. Toilet Exhaust Termination

Toilet exhaust must terminate to the exterior at the roof level.

2512.04 Fixtures/Plumbing

Refer to Architectural Finish and Fixture Specifications for required fixtures.

A. Plumbing Fixture Requirements

Provide white plumbing fixtures (shower pan, water closet and water basin) with chrome-plated exposed drain lines.

B. Fixture Trim Finish Coordination

Fixture trim must be polished chrome.

C. Overflows

Water basins must provide a gravity overflow outlet sized for full flow rate.

D. Stoppers

Provide metallic, mechanical lift type operated stoppers from the overflow or twist and lift stoppers.

E. Bathtubs

Bathtubs are not allowed.

F. Showers

1. Showers are required in all guestroom bathrooms unless otherwise approved by Hilton.
2. Not Applicable to this Brand
3. The minimum shower receptor dimensions must be 48"/1.2 m x 34"/860 mm.
4. Acceptable shower receptors:
 - a. Cast iron receptors that meet the following minimum requirements:
 1. An acid-and scratch-resistant enameled finish on a single one-piece, sand-cast base with integral apron.
 2. An integral slip-resistant surface on the bottom of the well meeting ASTM F462-79 (2007) Slip-Resistant Bathing Facilities (www.astm.org).
 - b. Porcelain-on-steel composite receptors that meet the following minimum requirements:
 1. An acid-resistant enameled finish on a minimum .0598"/1.5 mm thickness (16-gauge), one-piece, steel-formed receptor with an integral apron and an acrylic-composite backing on the underside.
 2. An integral slip-resistant surface on the bottom of the well meeting ASTM F462-79 (2007) Slip-Resistant Bathing Facilities (www.astm.org).
 3. Straight tiling bead/flange.
 4. Fully-bonded or integrated support on the bottom of the tub unit for support strength, sound deadening and heat retention.
 - c. Porcelain-on-steel (POS) receptors that meet the following minimum requirements:
 1. An acid-resistant enameled finish on a minimum .0598"/1.5 mm thickness (16-gauge), one-piece, steel-formed tub with an integral apron.
 2. A slip-resistant surface on the bottom of the well meeting ASTM F-462 Slip-resistant Bathing Facilities (www.astm.org).

3. Straight tiling bead/flange.
4. Fully-bonded or integrated composite material on the bottom of the tub unit for support strength, sound deadening and heat retention.

d. Single-piece cast cultured marble receptors.

5. Unacceptable shower receptors: Fiberglass, plastic, acrylic

6. Not Applicable to this Brand

7. Shower enclosure

- a. Showers require a tempered and clear glass enclosure system with swinging door and inline fixed panel. Door must be frameless 3/8"/10 mm minimum thick glass and a through-glass, back-to-back handle (mounted horizontally) a minimum of 18"/450 mm long. Bottom of door (sweep) and jamb (latch side) must have polycarbonates to assist in water retention. Panel must be 3/8"/10 mm minimum thick glass that is mounted to the floor and wall by U-channels. Header and/or center post are not allowed. Frame U-channels must be 3/4"/20 mm to 1-1/2"/37 mm width in silver/chrome finish, polished or brushed.

G. Water Closet

1. Provide a tank type, vitreous china water closet with an elongated bowl. 1.0 gallons per flush/3.8 liters per flush.
2. Water closets must have a commercial grade, closed-front, solid plastic seat with cover. The water closet seat and lid must remain in an upright position without being held. The color of seat and lid must match the fixture.
3. Water supply must be mounted approximately 10"/254 mm above the floor to avoid conflict between the escutcheon plate and wall base.

H. Bathtub and Shower Controls

1. Not Applicable to this Brand
2. Single Showerhead and combination showerhead/hand shower applications: Valve must be anti-scald, pressure and/or thermostatic automatically compensating mixing valve type. Construction must include integral stops, high temperature limit adjustment and replaceable

cartridges. Brass/Bronze construction is required for the main body. Lever operation of the valve is required for manual valves. If applicable, lever or push button diverter actuation may be used. Diverter must be integral to the control valve or located within 1'-8"/0.5 m from the control valve.

a. Minimum requirements:

1. Compliance to ASME A112.18.1/CSA B125.1 and ASSE 1016.

3. Not Applicable to this Brand

4. Valve trim: All finished exposed trim (including exposed valves) must meet minimum code requirements for corrosion in compliance to ASME A112.18.1/CSA B125.1. Trim must include identifiable control setting by symbols, letters or graphics/colors to indicate "off", "cold" and "hot" operation for the control valve.

5. All valves and trim must be approved by Hilton.

6. Not Applicable to this Brand

7. Showerheads

- a. Provide an adjustable flow rate showerhead with fine and coarse spray. Showerhead must incorporate flow rate restrictor providing a maximum flow of 2.0 GPM/7.6 LPM or 2.5 GPM/9.5 LPM at minimum delivered water pressure of 30 PSI/2.1 bar.
- b. All showerheads/hand showers must be code listed indicating compliance to a formal standard and the markings should appear on the device. The code listing should include minimum corrosion standards.
- c. Rough-in for the showerhead must be 6'-10"/2.08 m to 7'-0"/2.1 m above the finished floor to provide 6'-6"/2.0 m clearance from the shower floor to the bottom of the showerhead. Exception: showerheads on an adjustable bar/rail, in which case the bottom of the showerhead must reach at least 6'-6"/2.0 m.

I. Vanity Faucets

Refer to Architectural Finish and Fixture Specifications for required fixtures.

1. Provide deck-mount commercial grade faucets with single-lever handle. Deck mount faucet must be a single hole faucet without a base/cover plate. Fixtures must be plated brass with replaceable cartridges, as manufactured by nationally known manufacturers. Lever handles must not have exposed screws. Grate drains with no stopper are required.
2. Each hot and cold water supply must have an individual shut off valve.
3. All properties must have a 1.5 gpm/5.6 lpm aerator.

J. Water Basin

1. Water basin must be an undermount/bottom-set vitreous china bowl.

2512.05 Electrical

A. Illuminated Rocker Switch

Provide a wall switch immediately adjacent to entrance of bathroom.

B. Light & Exhaust Fan Switch

Lights and exhaust fan must be switched separately.

C. Power Outlets

A GFCI/ELCB/RCCB (or equal) quad power outlet (socket outlet) must be located at end of the bathroom vanity closest to toilet for convenient use of personal care appliances (unless prohibited by local law).

2512.06 Lighting

A. 2514.08 Requirements

Comply with requirements included in Section 2514.08.

B. Damp Location Lighting

All guest bathroom lighting must be approved for a damp location.

C. Not Applicable to this Brand

D. Wall Sconces

Bathroom lighting must be an integral lit LED mirror supplemented with one recessed LED can light over the vanity, two recessed LED can lights at the accent wall and a vapor resistant recessed LED can light in the shower area.

E. Not Applicable to this Brand

F. Night Light

A night light must be provided inside the bathroom.

2512.07 Not Applicable to this Brand

2512.08 Vanities

A. Wash Basin/Vanity Top Height

The top of the wash basin must be 34"/860 mm high.

B. Base

1. Vanities must be wall-mounted. Vanity base must have a furniture appearance, a skirt, a storage shelf and an open-frame metal base.
2. Not Applicable to this Brand
3. Refer to the prototype drawings and Procurement Guide for vanity base and vanity shelf requirements.
4. A shelf is required above the vanity. The shelf must be 6"/150 mm deep and plastic laminate. The shelf must be mounted 8"/200 mm above the vanity top.

C. Tops

1. Single bowl vanity tops must be a minimum of 46"/12 m in length and must be a minimum of 22"/560 mm deep.
2. Vanity tops and splashes must be a minimum of 3/4"/20 mm thick solid surface material and be stain resistant. All tops must have a 4"/100 mm back and side splash.

2512.09 Bathroom Accessories

A. Bathroom Accessory Materials

All bathroom accessories must be non-corrosive. Refer to section 2512.04.B For required finishes.

B. Internal Wood Blocking

Internal wood blocking secured to studs is required for all wall mounted accessory items.

C. Required Accessories

All guest bathrooms must contain the following accessories:

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1. Toilet Paper Holder
 - a. A double-roll, surface-mount toilet paper holder, non-restrictor type must be provided. The holder must be mounted on the side of the vanity.
2. Not Applicable to this Brand
3. Grab Bar
 - a. A grab bar is required in all shower enclosures. A decorative, stainless steel (or a finish to coordinate with surrounding fixtures and accessories) grab bar, 24"/600 mm in length, must be installed vertically 1'-1"/330 mm from the showerhead wall at shower enclosures. The bottom flange of the grab bar must be 30"/760 mm above the finished floor.
 - b. All grab bars must be securely anchored and capable of withstanding 250 lbs/120 kgs of pull. Cement adhesive is not acceptable. Grab bars must have flange covers to conceal the mounting screws. Towel bar must not serve as a grab bar.
4. Foot Rests
 - a. Not Applicable to this Brand
 - b. Not Applicable to this Brand
 - c. Not Applicable to this Brand
 - d. A 15"/380 mm wall mount footrest must be placed in the corner opposite the showerhead on the back wall, 17"/430 mm above the finished floor. Footrests must not be free-standing, adjustable or malleable. They must have structural integrity, be self-waterproofing, vandal-proof, shed water and soap quickly.
5. Towel Storage
 - a. Towel storage must be incorporated into the vanity base to accommodate the Brand terry program.

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b. A minimum of two towel-hanging options must be provided at every shower. The combination of towel hooks and shower door bar/hardware may be used to satisfy this requirement.

6. Not Applicable to this Brand

7. Three single-prong towel hooks must be provided on the wall behind the guest bathroom door. They must be mounted approximately 5'-6"/1.6 m above the finished floor. One single-prong towel hook must be provided on the vanity/toilet wall above the shelf. This hook will hold the brand required hairdryer bag. All hooks must be powder coated metal finish.

8. Not Applicable to this Brand

9. A brand approved, bulk dispenser is required in the shower for dispensing of shampoo, conditioner and body wash. A brand approved, bulk dispenser is required at the vanity for dispensing of lotion and soap. Bulk dispensers must be lockable, non-metal, easily maintained and positioned opposite the showerhead wall. Mount in locations as shown on the prototype drawings.

2512.10 Furniture, Fixtures and Equipment

Refer to Section 2515.00 for typical FF&E requirements.

A. Not Applicable to this Brand

B. Mirror

1. A framed integral-lit LED mirror must be provided over the vanity. Mirrors must be 14.4 ft²/1.3 m² minimum. The frame must be decorative 2"/50 mm wide, installed 1"/300 mm above vanity shelf and must be installed with tamper proof wall mounts.

2513.00 Back-of-House

Refer to Section 2514.00, Technical Criteria for requirements applicable to this section.

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2513.01 Office

A. All Offices

1. Provide, as a minimum, the offices and work areas as shown on the prototype drawings. Hilton reserves the right to require additional offices dependent upon a particular property's location.
2. Provide a tamper-proof, 180-degree, one-way viewer at the main office door entry. Install viewer at centerline of door, 5'-0"/1.5 m above the finished floor.
3. Provide locksets with push-button lock or electronic card reader on all offices. Push-button lock must release with a key, by turning the inside lever and/or by closing the door.
4. Not Applicable to this Brand
5. Finish Options - Offices
 - a. Floor: Carpet tile
 1. Base (minimum): 4"/100 mm vinyl
 - b. Wall: Vinyl wallcovering, paint
 - c. Ceiling: Acoustic ceiling tile
6. All built-in counters, shelves and cabinets must have a minimum plastic laminate finish. Work counters must be 30"/760 mm deep. The top surface material must comply with Section 2515.04.
7. Mechanical
 - a. Provide a thermostat for the office area. Separate controls are required for the general manager's office.
8. Electrical
 - a. At each desk/workstation there must be a minimum of four dedicated power outlets (socket outlets) and two power outlets (socket outlets). This must be located within 5'-0"/1.5 m of the workstation. All outlets must be ground. Each dedicated circuit may provide

power for up to three workstations.

- b. Provide a minimum of two convenience power outlets (socket outlets) on each wall with spacing not to exceed 20'-0"/6.0 m on center.
 - c. Provide one power outlet (socket outlet) on a dedicated circuit for the copier.
 - d. Not Applicable to this Brand
 - e. Not Applicable to this Brand
 - f. All office lighting must be locally switched.
 - g. Refer to Section 2514.08 for minimum light level requirements.
9. Provide three telephone/data outlets within 5'-0"/1.5 m of each workstation.
10. Each workstation must be wired as required by Section 2518.00.
11. Provide commercial grade, quality partitions and coordinating furniture in all offices.
12. For each office, provide a minimum of the following:
- a. Desk (with pencil drawer and file drawer)
 - b. Desk chair with arms, five-star base with casters and pneumatic lift. Arms must be coordinated with clearance under the desk.
 - c. File cabinets (must be lockable)

2513.02 Housekeeping Zones

A. Laundry/Valet

Laundry

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1. The minimum size of the laundry area and the minimum number of equipment pieces must be as shown in the prototype drawings. Outsourced laundry services must be approved by Hilton. The following standards are applicable to the onsite laundry except where noted.
2. Not Applicable to this Brand
3. Locate the laundry on lowest level of the property and acoustically insulate to prevent vibration and noise transmission to other areas of the property.
4. Not Applicable to this Brand
5. Not Applicable to this Brand
6. Dryers must be enclosed in a gypsum board enclosure. Provide at least 2'-0"/600 mm of service access in the rear. Verify all service access requirements. The door to this enclosure must open out.
7. Provide a lockable linen storage adjacent to the laundry. Minimum shelving must be as shown on the prototype drawings. Provide painted wood shelving (fully supported) or metal shelving in linen storage areas.
8. Not Applicable to this Brand
9. Not Applicable to this Brand
10. The laundry must contain the termination of the linen chute.
11. Doors
 - a. Entrance doors must be 3'-6"/1.0 m wide.
 - b. Primary entrance door must have lockset and door closer with hold open feature.
12. Finish Options - Laundry
 - a. Floor: Vinyl composition tile (allowed in dry areas, but not under large stationary equipment); concrete - steel troweled, triple epoxy sealed or better

1. Base (minimum): 4"/100 mm vinyl
 - b. Wall: Epoxy paint, moisture-resistant gypsum board (painted), masonry (painted)
 - c. Ceiling: Acoustic ceiling tile, paint on gypsum
13. Mechanical
- a. Provide an independent central HVAC system for the laundry.
 - b. Not Applicable to this Brand
 - c. Dryer Makeup Air and Exhaust System:
 1. Provide source for outdoor treated makeup air as required by the dryer manufacturer's recommendations.
 2. Provide combustion air source for gas dryers that comply with NFPA 54 and 90A requirements (www.NFPA.org).
 3. In cold climates, protect equipment and piping from freeze potential.
 4. Fabricate and install exhaust ductwork to minimize dust or lint entrapment and provide cleanout openings at least 20'-0"/6.0 m.
 5. Laundry equipment supplier must provide a wet or dry exhaust vent filter to collect and control lint accumulation.
 6. Provide weather-stripped, motorized dampers interlocked to the dryer circuit.
 - d. Not Applicable to this Brand
 - e. Plumbing
 1. Not Applicable to this Brand
 2. Provide area floor drains and a continuous trough drain with open grating at the washers/extractors.

3. Provide water temperatures to washing equipment at 165 °F/74 °C or as recommended by the equipment supplier and chemical system provider.
4. Provide floor drains in front of every other washer.
5. Provide individual shut off valves for each laundry equipment item, for each type of service.
6. Not Applicable to this Brand
7. Not Applicable to this Brand
8. Provide a two-compartment linen soaking water basin.
9. Not Applicable to this Brand
10. Provide water softening for laundry if domestic water supply exceeds five grains of hardness.
11. Where employees handle substances that could injure their eyes or get onto their bodies, provide a plumbed or gravity fed eyewash station and/or safety shower with floor drain that complies with ANSI/ISEA Z358.1 (www.ansi.org). It must be on an unobstructed path and accessible within 10 seconds of the hazard. Bottled saline or flushing liquids are considered a secondary eyewash and should not be used in place of an ANSI compliant unit.

14. Electrical

- a. Provide power as required for washers/extractors, dryers and ironers.
- b. Refer to Section 2514.08 for minimum light level requirements.
- c. Not Applicable to this Brand
- d. Provide a minimum of two power outlets (socket outlets) on each wall with spacing not to exceed 20'-0"/6.0 m on center in laundry.
- e. Provide a GFCI/ELCB/RCCB or equal ground fault protected power outlet (socket outlet) behind each washer for service and detergent dispenser.

- f. Provide a GFCI/ELCB/RCCB or equal ground fault protected duplex outlet behind dryers for service.
 - 15. Provide an outlet for a wall-mounted house telephone.
 - 16. Equipment
 - a. All laundry equipment must be installed with vibration isolators.
 - b. Not Applicable to this Brand
 - c. Not Applicable to this Brand
 - d. Not Applicable to this Brand
 - e. Provide a small commercial grade washer and dryer in hotels without full service laundries.
 - 17. Provide a laundry folding table with adjustable heights.
- B. Linen Chute
- 1. Linen chutes are required in buildings with three or more floors.
 - 2. Direct access from a guest corridor or any other public area is not allowed.
 - 3. The linen chute must be 24"/600 mm diameter with an 18"/450 mm square access door on each guestroom floor.
 - 4. Linen chutes must run vertically. Offsets are not allowed. The linen chute must terminate in the sorting area of the laundry.
 - 5. Not Applicable to this Brand
 - 6. Linen chute discharge doors must be top-hinged with fusible link release, fire/smoke seals and when closed must be at least 6'-0"/1.8 m above the finished floor.
 - 7. The linen chute must have self closing, self-locking doors. Doors must be interlocked unless the chute area is locked off from the public.

C. Housekeeping

1. Not Applicable to this Brand
2. Not Applicable to this Brand
3. Not Applicable to this Brand
4. Not Applicable to this Brand
5. Not Applicable to this Brand
6. Not Applicable to this Brand
7. Not Applicable to this Brand
8. Not Applicable to this Brand
9. Not Applicable to this Brand
10. Not Applicable to this Brand
11. Not Applicable to this Brand
12. Mechanical/Plumbing
 - a. Not Applicable to this Brand
 - b. Where employees handle substances that could injure their eyes or get onto their bodies, provide a plumbed eye-wash station and/or safety shower that complies with ANSI/ISEA Z358.1-2009 (www.ansi.org) with floor drain. It must be on an unobstructed path and accessible within 10 seconds of the hazard.

2513.03 Not Applicable to this Brand

2513.04 Employee Facilities

A. Break Room

Dining/Break Room

1. A break room must be included as shown on the prototype drawings.
2. Not Applicable to this Brand
3. Not Applicable to this Brand
4. Not Applicable to this Brand
5. Not Applicable to this Brand
6. Not Applicable to this Brand
7. Not Applicable to this Brand
8. Not Applicable to this Brand
9. Finish Options - Dining/Break Room
 - a. Floor: Porcelain tile
 1. Base (minimums): 3"/75 mm porcelain tile
 - b. Wall: Paint
 - c. Ceiling: Acoustic ceiling tile, paint on gypsum
10. Furnishings, Fixtures and Equipment

Refer to the Procurement Guide for requirements.

- a. Provide counter and cabinets to house microwave, full-size refrigerator and sink with hot and cold water.
- b. Provide a minimum of one table with high pressure laminate top, six seats and storage cubbies.
- c. Provide a microwave, full-size refrigerator and full -size stainless-steel water basin.
- d. Provide a wall-mounted 55” HDTV with DVD player.

11. Refer to Section 2514.08 for minimum light level requirements.

12. A data line extension from the Computer/Telecom room and four power outlets (socket outlets) for a computer are required if room is used for training.

13. Provide a minimum of one outlet for a house telephone if not adjacent to laundry.

B. Not Applicable to this Brand

C. **United States:** Employee Nursing Room

1. **United States:** A private room/office may be required by the Fair Labor Standards Act. If so, the room is not allowed to be located within the restroom.
2. **United States:** Provide a sink, side table with under-counter refrigerator, lounge chair, full-length mirror and electrical convenience outlet.

2513.05 Storage

A. General Storage Requirements

General storage must be provided – refer to prototype drawings for minimum facilities.

B. Not Applicable to this Brand

C. Secured Lost & Found Storage

Provide a secured storage for lost and found.

D. Not Applicable to this Brand

E. Finish Options - Storage

Finish Options – all storage rooms

1. Floor: Vinyl composite tile, concrete - steel troweled and sealed

a. Base (minimum): 4"/100 mm vinyl

2. Wall: Paint

3. Ceiling: Paint, acoustic ceiling tile

F. Wall Convenience Power Outlets

Provide a minimum of one convenience power outlet (socket outlet) on each wall with spacing not to exceed 20'-0"/6.0 m on center.

G. Light Fixture Exclusions

Incandescent light fixtures are not allowed.

H. Light Levels

Refer to Section 2514.08 for minimum light level requirements.

I. Gas-Powered Equipment/Flammable Liquid Storage

Gasoline-powered equipment and flammable liquids must be stored in an enclosure away from the main building, in a protected room or in a cabinet specifically constructed and approved for the storage of flammable liquids.

J. Linen Storage

1. A linen storage room must be provided on each floor.
2. Not Applicable to this Brand
3. Not Applicable to this Brand
4. Not Applicable to this Brand
5. Not Applicable to this Brand
6. Not Applicable to this Brand
7. Each linen storage must contain the following elements:
 - a. Cart storage: Provide space for two carts, each approximately 58"/1.5 m long x 21"/550 mm wide x 44"/1.1 m high.
 - b. Linen storage: Provide 36'-0"/10 m (total lineal) of 18"/450 mm deep, floor-to-ceiling shelving spaced approximately 18"/450 mm apart.
 - c. Housekeeping appliances storage: Provide a limited amount of vertical storage space for mops, brooms, etc.
8. Not Applicable to this Brand
9. Not Applicable to this Brand
10. Any electrical risers or equipment located within the linen room is required to be enclosed in a serviceable closet or have a lockable panel cover.

K. Outdoor Storage

1. An outdoor storage building may be required based on site constraints and climate conditions. If provided, it must be a concrete block structure with an exterior finish to match that of the main building. The interior walls and ceiling must be painted as a minimum. The floor finish must be sealed concrete.
2. The outdoor storage building is for one or more of the following:
 - a. Tools and equipment
 - b. Maintenance supplies and a workbench
 - c. Lawn equipment (mower, edger, shears, hose, etc.)
 - d. Littervac, wheelbarrow and snow removal equipment, where applicable
3. Double metal doors or a roll-up garage door with a ramp leading up to it must be provided for ease of equipment transfer.
4. Temporary or portable structures are not permitted.

2513.06 Electrical Rooms

A. Door & Hardware

Entry door must have a lockset and door closer.

B. Finish Options - Electrical Rooms

1. Floor: Concrete - steel troweled and sealed, porcelain tile
 - a. Base (minimum): 4"/100 mm vinyl
2. Wall: Paint

3. Ceiling: Paint, acoustic ceiling tile, painted structure

C. Electrical Panel Boxes & Circuits

All electrical panel boxes and circuits must be labeled and fitted with doors.

D. Locked Electrical Panel Boxes & Circuits

Unless prohibited by local authorities, all electrical panels and circuits accessible to the public must be kept locked. Electrical panel boxes must be located in separate panel rooms when possible.

E. Light Levels

Refer to Section 2514.08 for minimum light level requirements.

F. Electric Shock Treatment Notices

Electric shock treatment notices must be prominently displayed on all switch boards, panel boards, industrial control panels, and motor control centers that are likely to require examination, adjustment, servicing, or maintenance while energized, to warn qualified persons of potential electric arc flash hazards. The marking must be located so as to be clearly visible to qualified persons before examination, adjustment, servicing, or maintenance of the equipment. Notice must also be displayed on the entry door.

2513.07 Mechanical Rooms

A. Door Width

Mechanical rooms (not including small closets) must have a 3'-6"/1.0 m wide door or two 3'-0"/900 mm wide doors for equipment removal. Doors must have a lockset and door closer with hold open feature.

B. Finish Options - Mechanical Rooms

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1. Floor: Concrete - steel troweled and sealed, porcelain tile
 - a. Base (minimum): 4"/100 mm vinyl
 2. Wall: Paint
 3. Ceiling: Paint, acoustic ceiling tile, painted structure
- C. Not Applicable to this Brand
- D. Domestic Water Heating System
1. Provide a temperature gauge in the discharge from each water heater and a separate gauge in the common supply water header leaving the domestic water heaters.
 2. Install adjustable angle, bi-metal, 3"/76 mm dial-type gauge, 0°F/-20°C to 200°F/95°C temperature range in a thermal well appropriately sized for the pipe.
 3. Provide combustion air requirements required by manufacturer and local codes.
- E. Floor Drain
1. Provide at least one brass floor drain or as necessary for equipment drains and overflows, arranged to minimize potential tripping hazards.
 2. Install suitable trap primer device complete with isolation valve and access for maintenance.
- F. Not Applicable to this Brand
- G. Wall Convenience Power Outlets
- Provide a minimum of one convenience duplex outlet on each wall with spacing not to exceed 20'-0"/6.0 m on center.
- H. Electrical Equipment Mounting Height

Any electrical equipment must be mounted 6"/150 mm above floor level to avoid contact with water from potential leaks.

I. Light Levels

Refer to Section 2514.08 for minimum light level requirements.

2513.08 Computer/Telecom Room

A. Computer Room Equipment Requirements

Computer room must contain the main PBX, Internet, IPTV equipment and the hotel management system equipment.

B. Size Requirement

A minimum 8 ft²/12 m² room is required. For hotels with more than 300 rooms, non-prototypical hotels, the building layout or use of IDF (Intermediate Distribution Frame) rooms containing remote cabinets may affect the size requirement.

C. Central Location

The room must be centrally located within the hotel. It may be located remote from the front desk but must only be accessible from back-of-house areas.

D. Thoroughfare Not Allowed

The room must not serve as a thoroughfare to any other room.

E. Heat/Electromagnetic/Fire/Flood Location Risk

The room must not be located adjacent to any area where there are potential risks for physical damage from excessive heat, electromagnetic fields, fire or flood.

F. Telecom Equipment Adjacency

For maximum efficiency, the computer equipment room must be within 100'-0"/30 m of the telecom equipment.

G. Weight Support

Floor must be capable of supporting up to 670 lb/ft² / 1000 kg/m².

H. Watertight Ceiling

Floor immediately above the room must be watertight and any openings in the ceiling, walls or floor must be sealed.

I. Structural Columns/Pillars

There must be no structural columns, pillars or other protrusions within the room that prevent full access to walls for mounting of equipment.

J. Windows

Windows are not allowed.

K. Earthquake/Disaster Regulations

The room must meet local earthquake or disaster regulations.

L. Finish Options - Computer/Telecom Room

1. Floor - Electrostatic discharge (ESD) material - tile, paint, carpet or VCT

- a. Base (minimum): 4"/100 mm vinyl
2. Wall: Paint (walls must be painted white)
3. Ceiling: Painted structure. Suspended ceilings are not allowed. Computer/telecom room must have a minimum ceiling height of 8'-6"/2.6 m.

M. Workbench

A workbench must be provided. The workbench must not serve as a permanent office area but must have a clear workspace for a PC or server.

N. Mechanical / Plumbing

1. An air conditioning / cooling system must be installed to service the computer room which complies with Section 2514.00 Environmental Control Requirements.
2. Provide a complete computer room type air conditioning system and loaded such that all terminal units within the computer room are not suspended over IT/Telecom equipment, including any wet piping, appurtenances or condensate drainage. Preferred location of the equipment is outside the room with ducted air supply to/from the units. Air conditioning to be sized to provide adequate cooling for the design equipment density in the rack system plus 33 percent for future loads, and all other internal room loads. Equipment must be able to reject internal heat loads regardless of outdoor temperature.
3. Provide malfunction alarms for high temperature, low temperature and low relative humidity with remote annunciation to the security office (if applicable) and engineering office.
4. Wet systems are not allowed to pass through the room.

O. Light Switch Location

Light switch for the room must be immediately adjacent to the entry door.

P. Light Levels

Refer to Section 2514.08 for minimum light level requirements.

Q. Power Outlets

A minimum of sixteen dedicated power outlets (socket outlets) must be provided adjacent to the property management system rack. All outlets must be grounded.

R. Dado-trunk

The area above the workbench must be fitted with a dual compartment dado-trunk (power and data) running parallel to the floor at a height somewhere between 3'-0"/1.0 m to 5'-0"/1.5 m. Outlets must be presented in pairs with no fewer than six power and six data.

S. Cabling

Cabling must run over equipment racks in approved cable trays. Refer to [Section 2518.00](#).

T. PMS Equipment & Computer/Telecom Location

Property Management System equipment at workstations must be within 300'-0"/90 m of the computer/telecom Room.

U. Serial Cable Interface of Systems

Interface of systems (telephone/MATV/point of sale) with serial cable must be within 100'-0"/30 m of the Property Management System equipment in the computer/telecom room. Larger distances require fiber optics in lieu of Cat6 cable.

V. Equipment Racks

Equipment racks must be 42U (31"/800 mm x 39"/1000 mm) with suitable cable management. Racks are allowed to be open or enclosed models. Enclosed models must be lockable. Specific cabinets with different dimensions may be required by certain vendors.

W. PBX/HSIA Systems Racks

PBX and HSIA systems must be installed in proprietary racks or on standard data racks. They are not allowed to be freestanding.

X. Maneuvering Space

Sufficient maneuvering space must be provided in front and back of the equipment racks for access.

Y. Uninterrupted Power Supply

Uninterrupted power supply (UPS) is required for the computer systems.

1. The system must provide no less than one hour autonomy for the computer systems attached.
2. Not Applicable to this Brand
3. Not Applicable to this Brand
4. Not Applicable to this Brand
5. Not Applicable to this Brand
6. Not Applicable to this Brand
7. The UPS must provide adequate surge protection to connected systems.

2513.09 Trash Collection Area

A. Trash Chute Requirements

Trash chutes are not permitted.

B. Trash Collection Room Requirements

Trash collection rooms must be approved by Hilton.

C. Trash Compactor/Container

1. A trash container is required. A trash compactor is allowed.
2. Trash containers must be fully hidden from public view within an enclosure. The enclosure must be a concrete block structure, positioned away from the main building when possible, with an exterior finish to match that of the main building. The interior must be painted as a minimum.
3. Not Applicable to this Brand
4. Not Applicable to this Brand
5. The trash compactor/container must have a 20'-0"/6 m minimum long concrete pad for support of the trash collection vehicle.
6. Not Applicable to this Brand
7. The trash enclosure must be sized to include a required commercial recycling container.
8. Provide solid gates that close and secure the area.
9. Painted steel pipe bollards must be installed around the container to prevent damage to walls.
10. Not Applicable to this Brand
11. Install the compactor/container on a concrete slab and pitch toward a separate sanitary drain (when permitted by the local jurisdiction).
12. Locate a self-priming sanitary drain beneath the compactor/container. Position the drain near one end of the compactor/container area so that it is accessible when the compactor/container is in place.
13. Not Applicable to this Brand

14. Not Applicable to this Brand
15. Provide a hose bibb for wash down.

2514.00 Technical Criteria

2514.01 Doors and Windows

A. Public Area Door Height & Width

All public area doors must be a minimum of 6'-8"/2.0 m in height and be a minimum of 3'-0"/900 mm in width.

B. Guestroom/Guest Bath and BOH Door Height & Width

Guestroom entry, guest bathroom and back-of-house doors (leaf) must be a minimum of 6'-8"/2.0 m in height and be a minimum of 3'-0"/900 mm in width.

C. Exterior Doors to Public Areas

Exterior doors to all public areas must be aluminum and glass.

D. Exterior Door Weather Stripping

Exterior doors must have weather-stripping with the appropriate type of threshold.

E. Out-swinging Exterior Metal Doors

Out-swinging exterior metal doors must have closed tops.

F. Interior/Exterior Metal Door Requirements

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When metal doors are used on the interior, they must be a minimum 18 gauge (.0478 inch/1.214 mm) cold-rolled steel with a minimum 16 gauge (.0598 inch/1.519 mm) cold-rolled steel welded frame. When metal doors are used on the exterior, they must be a minimum 16 gauge (.0598 inch/1.519 mm) 'A-60' galvanized.

G. Door Frame Requirements

Door frames must be welded or knockdown three-piece metal frame or knockdown with snap-on trim and must be properly secured and installed. Metal frames with snap-on trim must meet the following requirements:

- Fabricated from fire rated prefinished steel, 18 gauge
- Casing/snap-on trim must have a simple, rectangular profile. Decorative profiles such as "colonial" design are not permitted.
- Casing clips must be heat treated spring clips
- Corner miter guard must be a mechanical connection between upright/vertical piece and header casing.
- 14 gauge hinge reinforcement plates
- Factory finished hot dipped galvanized base with factory applied finish paint

H. Not Applicable to this Brand

I. Doorstops

Provide wall-mounted doorstops for all doors. Floor-mounted door stops are not allowed.

J. Kick Plates

All back of house doors subject to heavy traffic must have stainless steel kick plates. Kick plates are not allowed on public or guestroom area doors.

K. Hinged Doors

Hinged doors must have lever hardware. For instances when panic hardware is required instead of lever hardware, refer to 2516.05.C.5.

L. Hinges

All doors must have a minimum of three commercial-grade hinges.

M. Doors & Door Hardware Style & Finish

All doors and hardware for doors to electrical and telephone closets, stairwells and other non-public spaces on guestroom floors must match, to the extent possible, the style and finish of the guestroom entry doors.

N. Not Applicable to this Brand

O. Electronic Locks

Electronic locksets are required in the following locations (deadbolt must be removed with the exception of the guestroom entry):

1. Main entry door to the property (when required by [2502.01.F](#))
2. Each guestroom entry
3. Not Applicable to this Brand
4. Fitness Center
5. Not Applicable to this Brand
6. Guest Laundry (when provided)
7. Not Applicable to this Brand
8. Not Applicable to this Brand
9. Computer/Telecom Room

10. Not Applicable to this Brand
11. Not Applicable to this Brand
12. Not Applicable to this Brand
13. Not Applicable to this Brand
14. Secondary guest entrances to the public corridors

P. Electronic Lock Vendors

Electronic lockets must be procured from approved vendors and have the following minimum features:

1. A mechanical override (hard key) is not allowed.
2. An encoded card key/FOB must be used for operation.
3. An audit/interrogation feature must be provided.
4. The deadbolt must be engaged by a turn piece on the inside of the guestroom.
5. The deadbolt and latch bolt must both retract when the inside lever is turned.
6. The lever must remain in a horizontal position when not in operation, and inside guestroom lever must remain in perpendicular position when not in use.
7. RFID/Radio frequency identification (contact-less) locks are required and must have Hilton BLE compatibility for integration with the Hilton 'Straight to Room' program.

Q. Not Applicable to this Brand

R. Restricted Area Locking Devices

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Restricted areas of the hotel must have an access-control system incorporated into door-locking devices. Approved devices are card access systems, digital keypad systems or remotely-controlled electronic door latches. Areas that must be provided access-control devices include, but are not limited to:

1. Entrance to front office area
2. Back office areas accessible from public corridors
3. Employee entrance, if not monitored
4. Connecting door when provided to the office area from the business center

S. Wall Covering Caulk

Caulking to match wall covering is required around all door frames.

T. Acoustic, Smoke Seals, Neoprene Silencers

Vinyl bulb weather-stripping must be provided on all exterior doors.

U. Rooftop Exit Locking Requirements

All rooftop exits must be equipped with a panic bar or other releasing device, latching hardware and an alarm that is monitored in the security dispatch office or PBX. These doors must have a sign on the inside face indicating the door is alarmed and to be used in emergency situations only, if accessible to the public.

V. Internal Windowsill Finishes

Internal windowsills must be granite, quartz, natural stone or approved composite solid surface material. Wood, drywall, plastic laminate and metal are not allowed.

W. Window Material Requirements

Windows must be standard aluminum with clear dual glazing and a finish compatible with other window trim. Extruded polymer (uPVC) windows are an acceptable alternative when they have galvanized steel reinforcement (minimum 0.08"/2 mm thick) and minimum 0.106"/2.7 mm thick primary frame and sash extrusions (exterior), are commercial rated, and have a 10 year warranty against fading. All window frame colors must coordinate.

X. Exterior Window Insulation

Exterior windows must be insulated. Frames must be thermally broken in areas where ASHRAE design temperature is below 32 °F/0 °C or above 82.4 °F/28 °C.

Y. Safety Bar Requirement

Glass panels, windows, glass doors, sidelights, etc. that extend to the floor in all areas must be shatterproof, be tempered glass, or be equipped with a safety bar mounted at 3'-0"/900 mm above the finished floor.

Z. Window Air Infiltration

Windows must comply with a maximum air infiltration rate of 0.3 ft³ per square foot per minute or 5.5m³ per sqm per hour (7.1 kg/sqm per hour) at DP of 30Pa, and with no water leakage at 6.5 psf (300Pa) differential, a U-value of 0.4 and with an allowable wind load of 105 lbs per ft²/47 kg per m²/470 Pa.

AA. Architectural films must meet the following requirements:

1. Class A ASTM E84 Fire Rating
2. Have pressure-sensitive adhesive (PSA) backing and this backing must have air release channels

3. Must be minimum 8 mil thickness Must be low VOC
4. Must feature 5,000 cycle or greater Taber Abrasion resistance
5. Must be able to conform and adhere to three-dimensional surfaces
6. Must be disposable in regular trash (non-hazardous)
7. Must be removable (may require use of heat)
8. Architectural films may be recovered with replacement architectural films not more than once.

AB. Public Area Operable Windows

Public area operable windows located above the ground floor are not allowed to open more than 4"/100 mm unless required otherwise by code. Once opened, the window must remain in the open position without having to be propped open.

2514.02 Walls

A. Vinyl Wall covering

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1. All vinyl wall covering must meet the following requirements:
 - a. Class A ASTM E84-12c tunnel test (www.astm.org).
 - b. Not Applicable to this Brand
 - c. All wall covering adhesives must be strippable and must contain mildew inhibitors.
 - d. 20 oz. per linear yard/ 460 g per square meter, Type II or heavier must be used in public areas and back-of-house areas.
 - e. 15 oz. per linear yard /350 g per square meter, Type I or heavier must be used in guestrooms.
 - f. 15 oz. per linear yard /350 g per square meter, Type I or heavier must be used in guestroom bathrooms.
 - g. 54"/1.3 m
 - h. Fabric backing is required. Non-woven wallcoverings of paper backed vinyl can be used within niches and protected areas with Hilton approval.
 - i. All wall coverings must contain an antimicrobial substance in the manufacturing process to safeguard against micro-organisms such as bacteria, fungi and actinomycetes.
 - j. When microvented wallcovering is used it is required to meet ASTM E96-02, Method B. Minimum 21 ounce rated at 10 perms and approximately 25,000 holes per square foot is required. A sample is required for review and approval from Hilton prior to ordering.
 2. Hotel must not install wall vinyl over existing wall vinyl in any areas of the hotel. Old wall vinyl must be completely removed before new wall vinyl is installed.
- B. Acrylic Knock-Down
1. Acrylic knock-down is permitted in guestrooms where noted on prototype drawings.
 2. In areas with high humidity levels, 100 percent acrylic knock-down may be considered for exterior walls in public areas. Prior approval is required.

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3. Contact Hilton for a list of approved manufacturers. Proposed substitute products must have the following information forwarded for approval:
 - a. Two samples (8"/200 mm x 8"/200 mm minimum) showing the specific color and texture of the knock-down finish must be submitted. If the product is approved, one sample must be retained and one must be returned and must be kept on file at the jobsite for reference.
 - b. All submitted products must meet the following minimum performance characteristics and supportive documentation must be provided to verify conformance.
 1. Perm rating of greater than 16 for the system, including basecoat, primers, texture coats, etc.
 2. Scrub resistance of a minimum of 2500 scrubs before failure ASTM D2486-06 (www.astm.org).
 3. Minimum dry film thickness of 10 mils or greater.
 4. VOC levels of 1.0 lbs. per gallon/120 grams per liter or less ASTM-D3960-05 (www.astm.org).
 5. Minimum of a five year product performance warranty and a five year warranty against mold and mildew growth. (The product must have been in commercial use for a time period that meets or exceeds the factory-stated warranty period.)
 6. A product listing a "sealer" as part of the system is not permitted.
 - c. All submittals must be accompanied by Independent Laboratory Test Results to support manufacturer claims. Submitted Independent Lab Test Results must be on the testing lab letterhead. Test results on the manufacturer's letterhead will not be accepted.
 - d. Substitutions must all be submitted for review with sufficient time allowed for evaluation.
 - e. No product is to be considered approved until Hilton provides written approval during plan submittals and the installation approval until installed and reviewed and approved on site.
4. Wall finish using drywall mud or non-acrylic finishes with paint is not permitted in all instances.

C. Tile

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1. Tile must be porcelain tile, minimum 3/8"/9.53 mm thick with rectified edge.
2. Tile grout must be non-shrink-type epoxy or latex Portland cement to minimize staining and the minimum grout joint must comply with ISO and ANSI guidelines.
3. Tile must not be installed over old floor tile in any areas of the property. Old tile must be completely removed before new tile is installed. Thin tile (1/8"/.32 cm thick) may be installed over existing tile in vertical wall applications only where critical room dimensions will not be impacted.

D. Not Applicable to this Brand

E. Paint

1. All paints must be low VOC (less than 50 VOC grams per liter) and low odor.
2. Paint in high humidity areas must be satin or semi-gloss finish with a mildew-resistant formulation.
3. Paint used in high contact areas must be satin or eggshell finish that is durable, washable and stain resistant.
4. Paint used on the interior walls of an indoor swimming pool room must be epoxy paint.

F. Not Applicable to this Brand

G. Chair Rails/Corner Guards

1. Not Applicable to this Brand
2. Not Applicable to this Brand
3. Provide full height corner guards at outside corners in all high traffic public and guestroom areas. Corner guards must be a resilient vinyl to coordinate with the wall color and must be adhesive mount. The flanges must be a maximum width of 1"/25 mm.

2514.03 Floors

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A. Slip Resistance Requirements

1. Tile must have a static coefficient of friction SCOF (ASTM-C1028-07e1; www.astm.org) of 0.6 wet or better or Dynamic Coefficient of Friction DCOF (ASTM-A137.1) of .42 or better and a breaking strength (ASTM-C648-04, 2009; www.astm.org) of not less than 250 lbs or ISO equivalent.

B. Tile

Tile*

* Allowed only where noted under 'Finish Options' of a particular area of the hotel under sections 2502.00-2513.00.

1. Tile must be decorative non-slip or unpolished porcelain or natural stone tile, minimum 5/16"/8 mm thick with a rectified edge.
2. Refer to the Architectural Finish and Fixture Specifications for tile size requirements.
3. Not Applicable to this Brand
4. Not Applicable to this Brand
5. Not Applicable to this Brand
6. Tiled shower floors are only allowed in accessible roll-in showers. 2"/51 mm x 2"/51 mm tiles minimum.
7. Not Applicable to this Brand
8. Not Applicable to this Brand
9. Tile must not be installed over old floor tile in any areas of the hotel. Old tile must be completely removed before new tile is installed. Thin tile (1/8" thick) may be installed over existing tile in vertical wall applications only where critical room dimensions will not be impacted.
10. Not Applicable to this Brand
11. Wall base must have a factory finish edge or approved alternate.

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12. Porcelain tile must be through body/color body material or a glazed porcelain that meets Mohs scratch hardness minimum rating of 7.0.
 13. Must pass ASTM C373 for water absorption, frost and chemical resistant.
 14. Must pass ASTM CTI 81-7D for stain resistance.
- C. Not Applicable to this Brand
- D. Not Applicable to this Brand
- E. Grout
1. Natural stone grout must be non-shrink-type epoxy or latex portland cement to minimize staining and the minimum grout joint should comply with ISO or ANSI guidelines. 3/16" / 5 mm is the maximum width allowed. At plank-shaped tile, color of grout is to match color of tile.
 2. Cementitious grout must be sealed after installation.
- F. Not Applicable to this Brand
- G. Vinyl Flooring
- Vinyl Flooring*
- * Allowed only where noted under 'Finish Options' of a particular area of the hotel under sections 2502.00-2513.00.
All vinyl flooring must be DOP/DEHP free.
1. Not Applicable to this Brand
 2. Luxury Vinyl Tile Flooring
 - * Allowed only where noted under 'Finish Options' of a particular area of the hotel under sections 2502.00-2513.00.
 - a. Must be a commercial grade, embossed vinyl tile flooring system. When installed in areas above guestrooms a noise-reducing impact insulation underlayment system will be required. Not allowed in wet areas. LVT products must come with minimum 10 year Commercial Wear Warranty, design selections must be approved by Hilton Global Design Services and meet the following minimum criteria :
 1. Slip Resistance: ASTM D 2047 (>.65 wet/dry)

2. Flexibility: ASTM F 137
3. Resistance to Heat: ASTM 1514
4. Resistance to Light: ASTM F 1515
5. Resistance to Chemical: ASTM F925
6. Radiant Flux: ASTM E648 (> 0.45 watts/cm², NFPA Class 1)
7. Smoke Density: ASTM E662 (<450)
8. Standard Classification: ASTM F 1700, Class 3
9. Impact Insulation Class (IIC): ASTM E-492-04. Minimum rating of 51, achieved by combination of LVT and underlayment as field tested.
10. Sound Transmission Class (STC): ASTM 90-04. Minimum rating of 50, achieved by combination of LVT and underlayment.
11. Thickness: 4.5 mm minimum
12. Wear layer: 0.5 mm (20 mil) minimum

3. Vinyl Base - Back of House

- a. Product must be thermoplastic vinyl of a homogenous color.
- b. Thickness must be 1/8" / 3.2 mm minimum with a cove or straight profile, or better.
- c. Length of product must be 8'-0"/2.4 m minimum.
- d. Not Applicable to this Brand
- e. Product must meet the following criteria or as required by the local municipality:
 1. Radiant Flux: ASTM E 648 / NFPA 253 (>0.45 watts/cm², NFPA Class 1)
 2. Flame/Smoke: ASTM E 84 / NFPA 255 (<450)

4. Rubber Profiled Base - Public Areas and Guestrooms*

*Allowed only where noted under 'Finish Options' of a particular area of the hotel under sections 2502.00-2513.00.

- a. Product must be thermoplastic rubber or thermoset rubber of a homogenous color.
- b. Thickness must be 3/8" / 9 mm minimum and have a wood milled profile.

- c. Length of product must be 8'-0"/2.4 m minimum.
- d. Product must meet performance requirements for ASTM F 1861.
- e. Product must meet the following criteria or as required by the local municipality:

- 1. Radiant Flux: ASTM E 648 / NFPA 253 (>0.45 watts/cm², NFPA Class 1)

- 2. Flame/Smoke: ASTM E 84 / NFPA 255 (<450)

H. Carpet

- 1. Carpet must meet the following criteria:
 - a. Radiant panel: ASTM E-648-10 Class 1 (installed carpet only)
Area rugs must meet DOC FF 1-70.
 - b. Smoke density: ASTM E-662-09
 - c. Lightfastness: AATCC 16-E
 - d. Color fastness to water: AATCC 107
 - e. Color fastness to rubbing: AATCC 165
 - f. Wear resistance: ASTM D5252
 - g. Appearance retention: ASTM D5252

- h. Tuft anchorage: ASTM D1335
 - i. Flammability
 - 1. Not Applicable to this Brand
 - 2. Radiant Panel Test: ASTM E-648
 - j. Not Applicable to this Brand
 - k. Not Applicable to this Brand
 - l. Not Applicable to this Brand
 - m. Static electricity/Stroll test: AATCC 134 < 3.0 KV
 - n. Not Applicable to this Brand
 - o. All nylon carpet must be stain treated with foam and heat set method.
2. Carpet must comply with the following minimum specifications:
- a. Not Applicable to this Brand
 - b. Not Applicable to this Brand
 - c. Not Applicable to this Brand
 - d. Not Applicable to this Brand
 - e. Not Applicable to this Brand
 - f. Not Applicable to this Brand

g. Not Applicable to this Brand

h. CARPET TILE – Public Areas *

* Allowed only where noted under 'Finish Options' of a particular area of the hotel under sections 2502.00-2513.00.

1. Not Applicable to this Brand

2. Not Applicable to this Brand

3. Not Applicable to this Brand

4. Not Applicable to this Brand

5. Not Applicable to this Brand

6. Not Applicable to this Brand

7. Face yarn: 100% solution-dyed nylon or equivalent

8. Primary Backing: Non-woven

9. Secondary Backing: Option 1: Polyurethane Cushion. Option 2: Fiberglass reinforced thermoplastic composite with polyethylene underlayment cushion, 5.3 lbs./2.4 kg density, 2 mm thickness. Installation method is glueless.

10. Tufted Yarn Weight: 14 oz./yd.² to 40 oz./yd.²

11. Not Applicable to this Brand

12. Pile Density: 4,919 oz. per cubic yard minimum (face weight x 36 divided by thickness)

2514.04 Ceilings

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- A. Not Applicable to this Brand
- B. Paint
 - 1. Painted ceilings in public areas must have a smooth finish.
 - 2. Guestroom furr downs must have a smooth painted finish.
 - 3. Guestroom bathroom ceilings must be painted with latex enamel/semi-gloss paint in a smooth or orange peel finish.
 - 4. All back-of-house ceilings must be painted or better.
 - 5. All paints must be low VOC (less than 50 VOC grams per liter) and low odor.
 - 6. Paint in high humidity areas such as guestroom bathrooms must be washable and have a mildew resistant finish.
- C. Acoustic Ceiling Tile (ACT)
 - 1. Refer to the prototype drawings and Architectural Finish and Fixture Specifications for acoustical ceiling tile size requirements
 - 2. Not Applicable to this Brand
 - 3. Not Applicable to this Brand
 - 4. Concealed spine acoustical tile ceilings are not allowed in public areas.
 - 5. Tiles in back-of-house areas that are accessible by the public such as offices must be 2'-0"/600 mm x 2'-0"/600 mm.
 - 6. Panel performance must prevent panel sag.
 - 7. All exposed ceiling grid systems must be a narrow spline, 9/16"/15 mm maximum width, and must match the color of the ceiling tile.
 - 8. Not Applicable to this Brand

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9. Mineral fiber tiles are not allowed in humid environments.
10. Not Applicable to this Brand
11. Acoustic ceiling tile is not allowed in guestrooms.
12. Kitchen ceilings must be washable plastic or fiberglass tile ceiling with aluminum suspension system.

2514.05 Acoustical Performance

- A. The following minimum criteria must be used for the acoustical performance of the building design. Acoustic performance must be measured using ISO 140, ISO 717 and ISO 3382, www.iso.org. An acoustical consultant is recommended.

Acoustical Performance Minimum Criteria	
STC = Sound Transmission Coefficient / IIC = Impact Insulation Class	
Function / Meeting Rooms	
Function or meeting rooms	54 ST C
Meeting room – operable partitions	52 ST C
Meeting room – baffles above ceiling / partitions	54 ST C
Boardroom	54 ST C
Service room adjacent to meeting room	52 ST C
Guestroom	
Guestroom to exterior	50 ST C
Guestroom to Guestroom	50 ST C
Guestroom to swimming pool or fitness center	60 ST C
Guestroom from public space	50 ST C

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Guestroom to back of house	60 ST C
Guestroom floor / ceiling	50 ST C
Guestroom to elevator lobby	60 ST C
Back of House	
Corridor to mechanical, laundry, service rooms	50 ST C
Floor Impact	
Guestroom to Guestroom	55 IIC
Guestroom sleeping area to mechanical room	55 IIC

B. Not Applicable to this Brand

C. Acoustically Treated Ceiling Assemblies

Ceiling assemblies must be acoustically treated to limit sound transference where the pool is located directly below guestrooms.

2514.06 Mechanical

A. HVAC System Types

1. HVAC System requires mechanically controlling indoor air quality (temperature, humidity, purity and circulation) to obtain comfort levels in the desired areas of building in a cost effective manner. Refer to the Environmental Conditions Matrix below:

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Location	Internal Conditions ¹				Pressure Relationships ²		Ventilation Air Quantity ³		Acoustical Rating
	Summer		Winter		Type	Differential	Fresh Air Supply	Exhaust Rate	
	Tdb F(C)	R H% Max	Tdb F(C)	R H% Min	Pos/Neg/Neut	Inches w.g. (Pa)	CF/M-SF (L/S-SM)	CF/M-SF (L/S-SM)	NR
Vestibule	73 (23)	55	72 (22)	30	Pos	0.02 (5)	0.30 (1.4)	--	40
Atrium	73 (23)	55	72 (22)	30	Pos	0.02 (5)	0.30 (1.4)	--	40
Lobby	73 (23)	55	72 (22)	30	Pos	0.02 (5)	0.30 (1.4)	--	40
Front Desk	73 (23)	55	72 (22)	30	Neut	--	0.30 (1.4)	--	40
Concierge	73 (23)	55	72 (22)	30	Neut	--	0.30 (1.4)	--	40
Luggage Room	73 (23)	55	72 (22)	--	Neut	--	0.30 (1.4)	--	40
Bellman's Desk	73 (23)	55	72 (22)	--	Neut	--	0.30 (1.4)	--	40
Valet Desk	73 (23)	55	72 (22)	--	Neut	--	0.30 (1.4)	--	40
Public Restrooms	73 (23)	55	72 (22)	30	Neg	0.02 (5)	0.06 (0.3)	50 (12.5) ⁵	40
Restaurant	73 (23)	55	72 (22)	30	Neg	0.02 (5)	0.70 (3.4)	--	35
Complimentary Area	73 (23)	55	72 (22)	30	Neg	0.02 (5)	0.70 (3.4)	--	35
Bar	73 (23)	55	72 (22)	30	Neg	0.02 (5)	0.70 (3.4)	--	35
Buffet	73 (23)	55	72 (22)	30	Neg	0.02 (5)	0.70 (3.4)	--	35
Café	73 (23)	55	72 (22)	30	Neg	0.02 (5)	0.70 (3.4)	--	35

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Location	Internal Conditions ¹				Pressure Relationships ²		Ventilation Air Quantity ³		Acoustical Rating
	Summer		Winter		Type	Differential	Fresh Air Supply	Exhaust Rate	
	Tdb F(C)	R H% Max	Tdb F(C)	R H% Min	Pos/Neg/Neut	Inches w.g. (Pa)	CF/M-SF (L/S-SM)	CF/M-SF (L/S-SM)	
Food Prep/Kitchen	80 (27)	60	68 (20)	--	Neg	0.02 (5)	0.06 (0.3)	0.7 (3.5)	35
Food and Beverage Storage	78 (26)	60	68 (20)	--	Neg	0.02 (5)	0.12 (0.6)	--	40
Sundries/Gift Shop	73 (23)	55	72 (22)	--	Neut	--	0.24 (1.2)	--	40
Vending Area	78 (26)	60	68 (20)	--	Neg	0.02 (5)	0.06 (0.3)	--	40
Executive Lounge	73 (23)	55	72 (22)	30	Neg	0.02 (5)	0.25 (1.3)	--	35
Guest Laundry	78 (26)	60	68 (20)	--	Neg	0.02 (5)	0.17 (0.9)	--	40
Ballrooms	73 (23)	55	72 (22)	30	Neut	--	0.72 (3.4)	--	30
Meeting Rooms	73 (23)	55	72 (22)	30	Neut	--	0.72 (3.4)	--	30
Boardrooms	73 (23)	55	72 (22)	30	Neut	--	0.72 (3.4)	--	30
Pre-function Areas	73 (23)	55	72 (22)	30	Pos	0.02 (5)	0.72 (3.4)	--	40
Business Center	73 (23)	55	72 (22)	30	Neut	--	0.08 (0.4)	--	35
Meeting Registration Desk	73 (23)	55	72 (22)	30	Neut	--	0.08 (0.4)	--	35
Coat Room	73 (23)	55	72 (22)	30	Neg	0.02 (5)	0.08 (0.4)	--	35
Meeting/Ballroom Storage	78 (26)	60	68 (20)	--	Neg	0.02 (5)	0.08 (0.4)	--	35
Satellite Pantry	73 (23)	55	72 (22)	--	Neg	0.02 (5)	0.08 (0.4)	--	35

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Location	Internal Conditions ¹				Pressure Relationships ²		Ventilation Air Quantity ³		Acoustical Rating
	Summer		Winter		Type	Differential	Fresh Air Supply	Exhaust Rate	
	Tdb F(C)	R H% Max	Tdb F(C)	R H% Min	Pos/Neg/Neut	Inches w.g. (Pa)	CF/M-SF (L/S-SM)	CF/M-SF (L/S-SM)	NR
Pool/Whirlpool	82 (28)	60	82 (28)	60	Neg	0.02 (5)	0.48 (2.4)	0.5 (2.5)	40
Guest Locker Room/Toilets	78 (26)	60	68 (20)	--	Neg	0.02 (5)	0.06 (0.3)	0.25 (1.25)	40
Fitness Center	72 (22)	55	69 (20)	--	Neut	--	0.26 (1.25)	0.26 (1.25)	40
Spa ⁴	--	--	--	--	Neut	--	--	--	--
Elevator	70	55	70	--	Neut	--	--	--	--
Guestroom Corridor	73 (23)	55	72 (22)	30	Pos	0.02 (5)	0.06 (0.3)	--	40
Executive Guestroom Corridor	73 (23)	55	72 (22)	30	Pos	0.02 (5)	0.06 (0.3)	--	40
Ballroom Service Corridor	78 (26)	60	68 (20)	--	Neg	0.02 (5)	0.06 (0.3)	--	40
Exit Stairs	N/C	N/C	N/C	--	Neut	--	--	--	--
Guestrooms/Suites	73 (23)	55	72 (22)	30	Pos	0.02 (5)	0.11 (0.6)	--	25
Guest Bathroom/Dressing Area	73 (23)	55	72 (22)	30	Neg	0.02 (5)	0.06 (0.3)	--	35
Specialty Suites	73 (23)	55	72 (22)	30	Pos	0.02 (5)	0.11 (0.6)	--	25
Executive Floor Guestroom	73 (23)	55	72 (22)	30	Neg	0.02 (5)	0.11 (0.6)	--	25
Front Offices	73 (23)	55	72 (22)	30	Neut	--	0.09 (0.4)	--	35
Executive Offices	73 (23)	55	72 (22)	30	Neut	--	0.09 (0.4)	--	35

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Location	Internal Conditions ¹				Pressure Relationships ²		Ventilation Air Quantity ³		Acoustical Rating
	Summer		Winter		Type	Differential	Fresh Air Supply	Exhaust Rate	
	Tdb F(C)	R H% Max	Tdb F(C)	R H% Min	Pos/Neg/Neut	Inches w.g. (Pa)	CF/M-SF (L/S-SM)	CF/M-SF (L/S-SM)	NR
Sales and Catering Offices	73 (23)	55	72 (22)	30	Neut	--	0.09 (0.4)	--	35
Accounting Offices	73 (23)	55	72 (22)	30	Neut	--	0.09 (0.4)	--	35
Human Resources	73 (23)	55	72 (22)	30	Neut	--	0.09 (0.4)	--	35
Office	73 (23)	55	72 (22)	30	Neut	--	0.09 (0.4)	--	35
Employee Dining/Break Room	73 (23)	55	72 (22)	--	Neg	0.02 (5)	0.25 (1.3)	--	40
Employee Locker Rooms/Toilets	78 (26)	60	68 (20)	--	Neg	0.02 (5)	0.06 (0.3)	0.5 (2.5)	45
On-site and Off-site Housing	73 (23)	55	72 (22)	--	Neut	--	0.11 (0.6)	--	30
Service Pantry	73 (23)	55	72 (22)	--	Neg	0.02 (5)	0.06 (0.3)	--	40
Laundry	80 (27)	60	68 (20)	--	Neg	0.02 (5)	0.17 (0.9)	--	40
Housekeeping	80 (27)	60	68 (20)	--	Neg	0.02 (5)	0.12 (0.6)	--	40
Engineering/Maintenance Shop	80 (27)	60	68 (20)	--	Neg	0.02 (5)	0.12 (0.6)	--	45
Storage Rooms	80 (27)	60	68 (20)	--	Neg	0.02 (5)	0.12 (0.6)	--	40
Receiving Area	N/C	N/C	N/C	--	Neg	0.02 (5)	--	--	45
Receiving Office	73 (23)	55	72 (22)	--	Pos	--	0.09 (0.4)	--	35
Security Dispatch Office	73 (23)	55	72 (22)	--	Neut	--	0.09 (0.4)	--	35

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Location	Internal Conditions ¹				Pressure Relationships ²		Ventilation Air Quantity ³		Acoustical Rating
	Summer		Winter		Type	Differential	Fresh Air Supply	Exhaust Rate	
	Tdb F(C)	R H% Max	Tdb F(C)	R H% Min	Pos/Neg/Neut	Inches w.g. (Pa)	CF/M-SF (L/S-SM)	CF/M-SF (L/S-SM)	NR
Service Corridor	78 (26)	60	68 (20)	--	Neg	0.02 (5)	0.06 (0.3)	--	40
Mechanical Rooms	N/C	N/C	N/C	--	Neut	--	--	0.15 (0.7)	45
Electrical Rooms	N/C	N/C	N/C	--	Neut	--	--	--	45
Telecom Closets	80 (27)	55	68 (20)	--	Neut	--	--	--	45
Computer/Telecom Room	72 (22)	50	72 (22)	30	Neut	--	0.08 (0.4)	--	40
Trash Compactor/Container	N/C	N/C	N/C	--	Neg	0.02 (5)	--	1.0 (5.0)	45
Refrigerated Trash Room	50 (10)	60	50 (10)	--	Neg	0.02 (5)	--	1.0 (5.0)	45
Recycle Storage Room	N/C	N/C	N/C	--	Neg	0.02 (5)	--	1.0 (5.0)	45
Can Wash	N/C	N/C	N/C	--	Neg	0.02 (5)	--	1.0 (5.0)	45

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1) Internal environmental conditions are +/- 2 F (1 C), and +/- 5% RH.
2) Pressure relationships identified are with respect to adjacent areas. For buildings located in warm, humid climates, overall building pressure must be positive with respect to outdoors to at least 5 pascals. For cold climates, overall building pressure must be neutral with respect to outdoors with adequate consideration for vapor transmission through the envelope to prevent moisture damage. For mixed climates (warm humid summer and cold winters), overall building pressures must be slightly positive in summer season and neutral in winter season, with respect to outdoors.
3) Ventilation rates are based upon ASHRAE Standard 62.1-2007 using default occupancy values, and have other indoor air quality requirements that are included in the standard. Actual occupancy rates can be used if known.
4) Spa interior conditions must comply with the Spa management design criteria.
5) Exhaust rates shown are for each fixture.
6) Where exhaust rates are not indicated, but negative relationships are desired, adjust exhaust air quantity for the pressure differential shown.
7) Provide combustion air for all fuel fired appliances that complies with the requirements of their listing, all local codes and ordinances.
8) Fresh air must be pre-conditioned before being distributed.
9) All areas of the hotel must comply with ASHRAE Standard 62.1-2007, Ventilation for Acceptable Indoor Air Quality as noted in the Environmental Conditions Matrix. For hotels that have ETS areas within the property, they must be separated from non-ETS areas with a smoke-free barrier system. a. The barrier must pre-clude ETS from transferring to non-ETS areas. Pressure relationships must be maintained so that the ETS areas are maintained at least -2.5 pascals (-0.01-inches water gage) with respect to the non-ETS areas. b. Signage must be included to warn guests when they are entering ETS areas. Signage must have notation that includes: "This Area May Contain Environmental Tobacco Smoke". c. For guest rooms, selection of finishes may be altered to minimize absorption of smoking odors and ease of maintenance. Alternative gas phase filtration may be included as part of the guest room air conditioning. d. Submit all ETS area design information for review and approval by Hilton.
Abbreviations: Pos = Positive, Neut = Neutral, Neg = Negative, N/C = Not Conditioned, Tdb = Dry Bulb Temperature, Twb = Wet Bulb Temperature, RH = Relative Humidity, F = degrees F, C = degrees C, CF/M-SF = Cubic Feet per Minute per square foot, L/S-SM = Liters per second per square meter, Pa = Pascals, Inches w. g. = Inches water gage, NR = Noise Rating = Leq = equivalent continuous sound level in dBa, MERV = Minimum Efficiency Reporting Value per ASHRAE Standard 52.2.

2. The system type and design capacity must be determined based on the standards required by Hilton Architecture and Construction, ASHRAE and national and local codes whichever is more stringent.
3. Provide complete calculations and written confirmation that the design of the variable refrigerant system (VRF) complies with ANSI/ASHRAE standard 15-2007, Safety Standards for Refrigeration Systems, and ANSI/ASHRAE standard 34-2007, Designation and Safety

Classification of Refrigerants (www.ansi.org, www.ashrae.com).

4. Do not use systems that require summer/winter changeover of heating/cooling capacity.
5. Do not use PTAC (Packaged Terminal Air Conditioner) type units except in guestrooms.
6. Design all HVAC systems to comply with ASHRAE Standard 90.1-2013 (www.ashrae.com) or an equivalent standard. Submit written compliance forms to Hilton for review.
7. Refrigeration System Safety:
 - a. Design all refrigeration systems and machinery rooms to comply with ASHRAE Standards 15 and 34, or equivalent local codes and standards.
 - b. For variable refrigerant flow systems that use R-410a in guestrooms, the room volume calculations must include the following requirements:
 1. Room volume must be reduced from the entire floor -to-ceiling measurement, and calculated base upon the floor-to bed-height or 3'-0"/900 mm, whichever is higher.
 2. Room volume must exclude the toilet room.
 3. Room volume must exclude the volume of any fixed or portable case work.
 4. Disregard any exhaust air flow out of the toilet room and any supply air into the guestroom from other ventilation systems.
 5. Accessible rooms must reduce the allowable refrigerant volume by 50 percent of non-accessible rooms.
 6. Refrigerant piping must not be routed in egress corridors where accidental discharge may occur.
 7. When the above requirements are unobtainable, an alarming device must be provided within each guestroom for detection of a refrigerant leak. In no case must the audible alarm be less than 75 dBA at the pillow level in all guestrooms, with intervening doors closed during the alarm.
 - c. Submit written documentation that indicates compliance with the safety codes for review by Hilton.

B. HVAC System General Requirements

1. Air Handling Equipment and Devices:

- a. Not Applicable to this Brand
 - b. Install all HVAC equipment with access for maintenance. Do not install air-handling units, fan coil units, and mechanical equipment requiring regular maintenance above gypsum board or inaccessible ceilings. Service access of non-guest area equipment must not be from guest areas.
 - c. Protect all air handling devices having internal insulation with foil facings or double-wall construction.
 - d. Fabricate cooling coil condensate drain pans from non-corrosive materials.
 - e. Controls
 1. Provide electric silent two-position or modulating motorized valve actuators that are replaceable without valve removal.
 2. Provide silent type relays in guestroom devices.
 - f. Filtration
 1. Unless more stringent local codes require it, provide minimum single-stage MERV 8 filtration (or equivalent) for recirculating equipment. Provide minimum MERV 12 filtration (or equivalent) for air handling equipment used to condition and supply ventilation air.
 2. Provide fully synthetic media that does not allow microbial growth when wetted.
2. Use only rigid metallic ductwork for supply air, outdoor air and exhaust systems. Flex ductwork is allowed for a maximum distance of 8'-0"/2.4 m between rigid duct and diffuser/grille.
 3. Use duct liner only where required for acoustic needs using closed-cell elastomeric material that complies with ASTM C1534-07-E1 (www.astm.org).

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4. Provide non-adjustable temperature sensors located to effectively control the temperature in all conditioned areas. Thermostats in the business center, fitness center and individual meetings rooms and boardrooms must be adjustable by guests.
5. Not Applicable to this Brand
6. Screen all rooftop and ground mounted equipment from street views. Locate equipment to avoid increased noise levels in adjacent guestrooms.
7. Provide a complete fully automated monitoring and dosing water treatment system for open loop systems, and chemical feed capacity for closed loop systems.
8. Design all gas or oil fire equipment rooms to comply with NFPA 54-2009, NFPA 58-2008, NFPA 31-2006, or equivalent local codes and standards.
9. HVAC Piping
 - a. Not Applicable to this Brand
 - b. Conceal all piping, except in mechanical spaces, to complement adjacent finishes.
 - c. Insulate all chilled water and condensate drain piping using closed-cell insulation products that comply with ASTM C534 or ASTM C522-03 (2009) e1 (www.astm.org). Select insulation thickness per the 2013 ASHRAE Handbook of Fundamentals, Chapter 23 (www.ashrae.com).
 - d. Do not use polyvinyl chloride (PVC) and chlorinated polyvinyl chloride (CPVC) piping systems.
 - e. Provide full-port ball valves and butterfly valves for isolation and shutoff service. Gate valves must not be used.
 - f. Install unions and isolation valves on supply and return connections at each air-handling device.
 - g. Provide riser isolation and drain valves to minimize disruption of guestroom services during failures.
 - h. Provide a means for balancing and maintaining water flows at each device and distribution loop.
 - i. Provide a means for air elimination and removal from the system and at each terminal device.

j. Ground mounted units must have condensate piping connected to an underground collection system.

C. Not Applicable to this Brand

D. Water Chillers and Chilled Water Distribution

Water Chillers and Chilled Water Distribution (if applicable)

1. Provide Underwriters Laboratories (or recognized equivalent)-listed chiller that complies with the latest pressure vessel design and construction standards for both refrigerant and waterside heat exchangers.
2. Rate per the latest ARI Standard (or recognized equivalent) and provide minimum of two chillers, with system sized to allow at least 75 percent of design capacity with one chiller not operable.
3. Not Applicable to this Brand
4. Acceptable Refrigerants are R-134a, R-407, R-410, and R-123. Comply with Montreal Protocol for phase-out compliance of refrigerants.
5. Select unit efficiencies that comply with national and local energy code requirements or ASHRAE Standard 90.1-2013 (www.ashrae.com) pending review by Hilton for exceptions.
6. Refrigerant Safety must comply with ANSI/ASHRAE Standard 15 (www.ashrae.com).
7. Cooling Towers
 - a. Select cooling towers based upon 0.4 percent wet bulb/mean coincident dry bulb (WB/MCDB) ASHRAE climate conditions.
 - b. Galvanized steel construction is not allowed in coastal environments.
 - c. Select tower locations to avoid noise or transmitted vibration that affects the guestrooms or guest areas.
 - d. Locate cooling towers where re-entrainment of tower plume will not affect other air handling systems.

8. Specification of chillers shall be solely based upon performance criteria. Do not specify chillers by type of technology.

E. Ventilation Air

1. General

- a. Design ventilation air systems to comply with ASHRAE Standard 62.1-2013, Ventilation for Acceptable Indoor Air Quality (www.ashrae.com) and local codes.
- b. Distribute conditioned ventilation air directly into each guestroom. Operable windows are not allowed as the primary means of guestroom ventilation.
- c. If allowed by local codes, ventilation air may be supplied to the guestroom via corridor supplied air and door undercuts. If automatic door bottoms or seals are required for smoke control, corridors may not be used as the source of guestroom ventilation.
- d. Packaged terminal units (PTAC) including packaged terminal heat pumps and vertical packaged terminal units may be used for providing ventilation air under the following conditions:
 1. All Climate Zones within Dry and Marine Regions as indicated in the International Energy Conservation Code: Standard PTACs with an outside air vent may be used to provide ventilation air to guestrooms. In Climate zones 7 and 8, provide dedicated ventilation air units to meet humidification requirements.
 2. Climate Zones 4, 5 and 6 within the Moist Region as indicated in the International Energy Conservation Code: Only packaged terminal units equipped with a compressor, condenser and evaporator dedicated solely for the purpose of conditioning outside air may be used to provide ventilation air to guestrooms.
 3. Climate Zones 1, 2, 3 and 7 within the Moist Region as indicated in the International Energy Conservation Code, and Hawaii: Only packaged terminal units equipped with a compressor, condenser and evaporator dedicated solely for the purpose of conditioning outside air may be used to provide ventilation air to guestrooms. Packaged terminal units providing guestroom ventilation must be accompanied by dedicated ventilation air units supplying a total volumetric air flow equaling at least 25 cfm per guestroom plus the required ventilation of the front-of-house and back-of-house spaces. The distribution of air from the dedicated ventilation air units may be to the corridors.
- e. Dedicated ventilation air equipment must be specifically designed to allow the ventilation air to be supplied at room neutral conditions.
- f. Not Applicable to this Brand
- g. Provide building air balance calculations to Hilton for review and approval.

2. Dedicated Ventilation Air Equipment Selection

a. Select ventilation air units to offset any continuous bathroom exhaust air quantity, any other exhaust air from the corridors, plus air flow to maintain pressure relationships identified in the Environmental Conditions matrix. If prevailing winds will affect building pressurization, this must be taken into account in determining building air balance calculations and air quantity for pressurization.

b. Design Criteria

1. Summer

a. Outdoor Conditions: Select ventilation air entering air temperature (EAT) for cooling based on ASHRAE 0.4 percent summer design Dehumidification [dew point/mean coincident dry bulb (DP/MCDB)] and Humidity Ratio (HR) (www.ashrae.com).

b. Discharge Air Conditions: Select the cooling coil to produce 55 °F DB/12.8 °C DB leaving air temperature and reheat to approximately 68 °F DB/20 °C if for corridor distribution or 70 °F DB/ 21 °C DB if supplied directly into guestroom.

2. Winter

a. Select EAT for heating based on ASHRAE Annual Extreme Daily Mean Dry Bulb (MDB) Minimum winter design temperature (not Heating DB at 99.6 or 99 percent) (www.ashrae.com).

F. Dedicated Ventilation Air Units

1. Provide ETL or Underwriters Laboratories (www.ul.com) listed equipment, or similar recognized agency that complies with local code requirements. Rate per ARI Standards or equivalent refrigeration standards agency.

2. Provide preheat, cooling, dehumidification, humidification and reheat sections.

a. Humidification Requirement: Provide ventilation air units in ASHRAE (www.ashrae.com) Climate Zones 7 and 8 with humidification capability to comply with the Environmental Conditions Matrix included in the beginning of this Section.

3. Wall construction must be double-wall insulated type.

4. Condensate drain pans must be insulated, stainless steel and corrosion-resistant construction.

5. Provide spacer for temperature sensor between cooling and reheat coils or means of coil temperature measurement via suction pressure sensing device.
6. Provide special filter support structure to prevent moisture laden filter collapse.
7. Direct-Expansion (DX) Ventilation Air Units
 - a. Refrigeration
 1. Provide a minimum of two independent cooling circuits for units up through nominal 30 tons (105 kW) and at least four independent cooling circuits for larger units.
 2. Provide cooling coil refrigeration circuiting with an intertwined arrangement. Face or horizontal split coil arrangement is not acceptable.
 3. Provide digital scroll lead compressor or include hot-gas re-injection (by-pass) on the lead refrigerant circuit.
 4. Provide hot-gas reheat coil, complete with modulating refrigerant valve, downstream of cooling coil, with spacer for temperature sensor between cooling and reheat coil. Do not use systems utilizing sub-cooler reheat circuits. Fuel gas or electric reheat is not allowed.
 5. Provide dehumidification refrigeration circuit if the outdoor ambient design humidity ratio is more than 100 grains/lb./14.3 g/kg or in those areas with annual rainy seasons. Do not use systems utilizing sub-cooler reheat circuits.
 - b. Gas Heating
 1. Provide stainless steel heat exchanger.
 2. Provide minimum four-stage or modulating (minimum 3:1 turndown) control for heating.
 - c. Electric Heating: Provide with minimum four-stage control or SCR (saturated core reactor) modulating controls.
 - d. Use factory-mounted controls that provide continuous heating, cooling, and dehumidification of outside air using discharge air temperature control scheme, with space temperature reset control capability.

8. Access panels must be hinged and use latches that do not require the use of tools to open.

2514.07 Plumbing

A. Plumbing Piping

1. Domestic water storage, drainage systems, hot and cold piping material selections and system design must comply with national and local codes requirements. For those locations without code requirements, contact Hilton for acceptable minimum code requirements.
2. Not Applicable to this Brand
3. Do not use polyvinyl chloride (PVC) or polybutylene materials for potable water.
4. Insulate all metal cold water and condensate drain piping using closed cell insulation products that comply with ASTM C534 or ASTM C522-03 (2009) e1 (www.astm.org) . Select insulation thickness per the 2013 ASHRAE Handbook of Fundamentals, Chapter 23.

B. Valve Requirements

1. Install unions and isolation valves on domestic water supply and return connections at each riser or horizontal distribution header.
2. Provide isolation or stop valves at each plumbing fixture.
3. Provide full port ball valves or butterfly valves for isolation or shut-off service.

C. Floor Cleanouts

Locate floor cleanouts outside of normal foot traffic in all public and back-of-house areas.

D. Backflow Prevention Devices

Install suitable backflow prevention devices on all potable water systems.

E. Grease, Oil & Sand Traps

Locate grease, oil or sand traps in the back-of-house or service areas where the devices must be serviced without disrupting normal operations and out of site of normal guest activities.

F. Domestic Hot Water Generating System

1. Provide hot water production during all normal operating flow regimes.
2. Select system types, storage and heaters that will provide stable water temperature during all flow conditions, and recirculation system for on-demand hot water in guestrooms.
3. Select system equipment that provides for 100 percent design heating capacity with one heater out of service.
4. For systems that use separate heaters and storage to meet demand, provide at least two storage tanks for maintenance.
5. Not Applicable to this Brand
6. Not Applicable to this Brand
7. Hot water is to be stored at no less than 140° F/60° C and delivered to guest accessible outlets at no less than 113° F/45° C.

G. Not Applicable to this Brand

H. Commercial Grade Plumbing Fixtures

Provide commercial grade quality plumbing fixtures for all public and back-of-house areas.

I. Conceal Water Pipes

Conceal all water pipes except in mechanical rooms.

2514.08 Electrical

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A. NFPA 70 Adherence

Comply with applicable edition of NFPA 70 (www.nfpa.org) and all national or local codes.

B. Light Fixture Safety Listing Requirements

All lighting fixtures must have a safety listing as provided by a nationally recognized testing laboratory, e.g. CE, ISI, UL, VDE. Any other safety listings on any light fixture (plug-in or hardwired) will need to have undergone the equivalent ASTM testing that would have been required to achieve a UL listing, approval by the local authority having jurisdiction, and that the property insurance will not be in jeopardy by use of this labeling.

C. Power Supply

1. In locations where replacement transformers are not available within 24 hours, provide redundant primary transformers that have 100 percent building load capacity for each transformer.
2. Provide main switchboard with provisions that will allow scheduled maintenance on main switchgear without hotel power interruption.
3. In areas where normal power sources are interrupted more than once per day, provide either full on-site power or two sources of utility supplied power.
4. Not Applicable to this Brand
5. Locate primary power switchgear in locations where it will not flood.

D. Electrical Wiring Conduit

Electrical wiring must be in conduit (MC cable permitted). Wood-framed buildings are permitted to use "Romex" when code allows.

E. Copper Conductors

Use copper conductors. Aluminum branch and feeder wiring is only allowed on circuits 100 amp and larger, subject thermal imaging to confirm proper termination.

F. Panels and Service Equipment

1. Install only in non-public and protected service areas. Mechanical or linen room locations are allowed as long as they are not subject to water piping and have adequate clearances that will not be compromised by storage of other materials.
2. Provide securable panel covers and circuit interrupting devices that can be locked and tagged out.

G. Outlet Devices

1. Install at least 6"/152 mm above finished floor.
2. Install at least 50'-0"/15.2m on center, maximum, in all public corridors.
3. The use of extension cords or power strips, even if surge protected, is not allowed.
4. All hardware components of the Property Management System must be plugged directly into an electrical outlet on a dedicated and ground circuit.
5. All UPS outlets must be of a different color and, where allowed, a different style compared to normal outlets. Outlets must be clearly labeled.

H. Raceways/Conduits

1. Conceal all raceways and/or conduit in public, finished back-of-house and guest areas.
2. Exposed raceways and/or conduit are only allowed in unfinished service corridors, mechanical or electrical spaces, and parking garages.

I. Minimum Foot-Candles/Lux Levels

The following table represents the minimum foot-candles/lux levels required within all properties, unless otherwise noted. In the event an area is not listed below, reference the most current version of the Illuminating Engineering Society guidelines (www.ies.org), local codes and/or a professional third party lighting consultant for guidance. Exterior lighting must reference local codes & lighting zone 0-4, fixture BUG ratings requirements IES CH26 Exterior lighting guidelines. Additional requirement lighting requirements can be found in the Fire & Life Safety Section 2516.05.F Egress Lighting.

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Area	Horiz Spec FC/Lux	Horiz. Measure Location at	Horiz Gauge	Vertical FC/Lux	Vertical Measure Location at	Vertical Gauge	Light source Kelvin color temperature Maximum.
Surface Parking Areas							
Drive Entrances/Porte Cochere	10 / 100	grade	Avg	n/a	n/a	n/a	4000
Drive Lanes	1 / 10	grade	Avg	2 / 20	5' AFG	Avg	5000
Parking Stalls	1 / 10	grade	Avg	2 / 20	5' AFG	Avg	5000
Parking Structures							
Entrances - Canopied	5 / 50	grade	Avg	2 / 20	5' AFG	Avg	4000
Drive Lanes	5 / 50	grade	Avg	n/a	n/a	n/a	5000
Parking Stalls	5 / 50	grade	Avg	n/a	n/a	n/a	5000
Outdoor Miscellaneous							
Exterior Paths & Walkways	1 / 10	grade	Avg	n/a	n/a	n/a	4000
Guest Areas - Lobby							
Lobby Entrance (day)	10 / 100	floor	Avg	3 / 30	5' AFF	Avg	3000
Lobby Entrance (night)	5 / 50	floor	Avg	2 / 20	5' AFF	Avg	3000
Service Desks (Registration, Concierge etc)	20 / 200	top desk	Avg	5 / 50	top desk	Avg	3000
Lobby Guest Circulation	2 / 20	floor	Avg	n/a	n/a	n/a	3000
Guestroom Corridor at Guestroom Entrances - Under Door	10 / 100	floor under door lock	Avg	n/a	n/a	n/a	3000
Guestroom Corridor at Guestroom Entrances - door lock	15 / 150	door Lock	Avg	n/a	n/a	n/a	3000
Guestroom Corridor Middle	2 / 20	floor	Min	2 / 20	5' AFF	Avg	3000
Restrooms (inside partitions)	5 / 50	floor	Avg	3 / 30	3-5' AFF	Avg	4000
Restrooms (countertop)	15 / 150	at counter top	Avg	20 / 200	3-5' AFF	Avg	4000
Exit Stairs (typical)	5 / 50	floor	Avg	3 / 30	5' AFF	Avg	4000
Elevators - lobby	5 / 50	floor	Avg	3 / 30	5' AFF	Avg	4000

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Elevators - cab interior	5 / 50	floor	Avg	3 / 30	5' AFF	Avg	4000
Food and Beverage Outlets							
Dining - Casual	10 / 100	table	Avg	5 / 50	4' AFF	Avg	3000
Dining - Fine	3 / 30	table	Avg	1 / 10	4' AFF	Avg	2700
Dining - 3 meal breakfast	10 / 100	table	Avg	3 / 30	4' AFF	Avg	3000
Dining - 3 meal lunch	5 / 50	table	Avg	2 / 20	4' AFF	Avg	3000
Dining - 3 meal dinner	3 / 30	table	Avg	1 / 10	4' AFF	Avg	3000
Café / Grab & Go	10 / 100	table	Avg	3 / 30	4' AFF	Avg	3000
Lounge / Bar	4 / 40	bar top	Avg	1.5 / 3	3-5' AFF	Avg	2700
Lounge - Bar	10 / 100	table	Avg	5.5 / 11	5' AFF	Avg	2700
Lounge - Reading / Work Areas	15 / 150	table	Avg	5.5 / 11	4' AFF	Avg	2700
Lounge - Social / Waiting Areas	10 / 100	floor	Avg	5.5 / 11	5' AFF	Avg	2700
Executive Lounge	10 / 100	table	Avg	3 / 30	4' AFF	Avg	3000
Commercial Facilities							
Specialty retailer - circulation	15 / 150	floor	Avg	5 / 50	5' AFF	Avg	4000
Specialty retailer - general retail	40 / 400	floor	Avg	15 / 150	3-5' AFF	Avg	4000
Specialty retailer - feature displays	120 / 1200	floor	Avg	75 / 750	3-5' AFF	Avg	4000
Specialty retailer - Perimeter	na	na	na	40 / 400	5' AFF	Avg	4000
Business Center - Computer	15 / 150	table	Avg	5 / 50	3' AFF	Avg	3000
Business Center - Print Area	30 / 300	table	Avg	7.5 / 75	3' AFF	Avg	3000
Business Center - Informal Mtg Area	7.5 / 75	table	Avg	4 / 40	4' AFF	Avg	3000
Guest Laundry	30 / 300	floor	Avg	15 / 150	3-5' AFF	Avg	4000
Vending Room /Ice Room	10 / 100	floor	Avg	10 / 100	3-5' AFF	Avg	4000
SPA - Treatment Rooms	1 / 10	floor	Avg	n/a	n/a	n/a	2700
SPA - Changing Rooms	5 / 50	floor	Avg	10 / 100	5' AFF	Avg	2700
SPA - Make-up Stations	30 / 300	floor	Avg	30 / 300	4' AFF	Avg	2700

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SPA - Manicures (hand rest)	50 / 500	hand rest	Avg	15 / 150	4' AFF	Avg	2700
SPA - Pedicures (foot rest)	50 / 500	foot rest	Avg	15 / 150	4' AFF	Avg	2700
SPA - Salon (Barber)	50 / 500	4' AFF	Avg	30 / 300	4' AFF	Avg	2700
Meeting Facilities							
Pre-Function Area - Circulation	5 / 50	floor	Avg	1.5 / 15	5' AFF	Avg	3000
Pre-Function Area - No Event Off Hrs	5 / 50	floor	Avg	1.5 / 15	5' AFF	Avg	3000
Pre-Function Area - Registration Table	20 / 200	table	Avg	3 / 30	4' AFF	Avg	3000
Pre-Function Area - Social Function	10 / 100	floor	Avg	4 / 40	4' AFF	Avg	3000
Ballrooms - Casual	20 / 200	floor	Avg	5 / 50	4' AFF	Avg	3000
Ballrooms - Formal (Business)	15 / 150	floor	Avg	4 / 40	4' AFF	Avg	3000
Ballrooms - Formal (Evening)	7.5 / 75	floor	Avg	2 / 20	4' AFF	Avg	3000
Ballrooms - Exhibition (show)	50 / 500	floor	Avg	20 / 200	3' AFF	Avg	4000
Meeting Rooms/Boardroom	40 / 400	table	Avg	15 / 150	4' AFF	Avg	3000
Recreational Areas							
Swimming Pool/Whirlpool (Deck/Indoor)	15 / 150	floor	Avg	2 / 20	5' AFF	Avg	4000
Swimming Pool/Whirlpool (Outdoor)	2 / 20	grade	Avg	0.6 / 6	5' AFG	Avg	4000
Locker Room (general)	10 / 100	floor	Avg	3 / 30	3-5' AFF	Avg	4000
Locker Room (Countertop)	2 / 20	counter	Avg	20 / 200	3-5' AFF	Avg	4000
Locker Room - top plumbing fix	10 / 100	top of fixture	Avg	3 / 30	3-5' AFF	Avg	4000
Locker Room - Showers	10 / 100	floor	Avg	5 / 50	3-5' AFF	Avg	4000
Fitness Center - Aerobics	40 / 400	floor	Avg	4 / 40	3-5' AFF	Avg	4000
Fitness Center - Strength Trng	40 / 400	floor	Avg	15 / 150	3-5' AFF	Avg	4000
Fitness Center - Yoga	15 / 150	floor	Avg	10 / 100	3-5' AFF	Avg	4000
Fitness Center - Personal Trng	40 / 400	floor	Avg	15 / 150	3-5' AFF	Avg	4000
Guestrooms/Suites							
Floor (general)	2 / 20	floor	Avg	n/a	n/a	n/a	2700

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Pillow (reading)	20 / 200	at pillow	Avg	10 / 100	3' AFF	Avg	2700
Tabletops/Counters	20 / 200	table	Avg	n/a	n/a	n/a	2700
Seating Areas (Casual)	15 / 150	2'6" AFF	Avg	5 / 50	3-5' AFF	Avg	2700
Closet (dedicated or foyer source)	10 / 100	shelf face / 6' AFF	Avg	5 / 50	shelf face	Avg	2700
Entrance / Foyer	5 / 50	floor	Avg	1 / 10	5' AFF	Avg	2700
Desk	20 / 200	desk	Avg	3 / 30	4' AFF	Avg	2700
Dining Table	20 / 200	table top	Avg	3 / 30	4' AFF	Avg	2700
Kitchenette	50 / 500	prep surf	Min	20 / 200	prep surf	Avg	2700
Guest Bathrooms							
Vanity Top	40 / 400	vanity top	Avg	30 / 300	5' AFF	Avg	3000
Tub/Shower (with shower curtain closed)	5 / 50	tub	Avg	2 / 20	3-5' AFF	Avg	3000
Water Closet Seat	20 / 200	toilet seat	Avg	1.5 / 15	3-5' AFF	Avg	3000
Back of the House Areas							
Office - Reading / Writing (8-10 pt font)	30 / 300	floor	Avg	7.5 / 75	4' AFF	Avg	4000
Service Area Circulation	5 / 50	floor	Avg	3 / 30	5' AFF	Avg	4000
Kitchen - Food Prep	50 / 500	surface	Min	20 / 200	surface	Avg	4000
Kitchen - Dishwashing	20 / 200	counter	Min	10 / 100	4' AFF	Avg	4000
Kitchen - Food storage Refrigerated & Non	10 / 100	floor	Min	3 / 30	3-5' AFF	Avg	4000
Kitchen - Storage Wares	20 / 200	floor	Min	10 / 100	3-5' AFF	Avg	4000
Cashier	20 / 200	counter	Avg	7.5 / 75	5' AFF	Avg	4000
Employee Cafeteria	20 / 200	table	Avg	5 / 50	4' AFF	Avg	4000
Storage Rooms - Freq Use	10 / 100	floor	Avg	3 / 30	4' AFF	Avg	4000
Storage Rooms - Infreq Use	5 / 50	floor	Avg	2 / 20	4' AFF	Avg	4000
Electrical Closets	10 / 100	floor	Avg	10 / 100	5' AFF	Avg	4000
Mechanical / Elec Rooms	20 / 200	floor	Avg	10 / 100	5' AFF	Avg	4000
Computer Room	20 / 200	floor	Avg	20 / 200	5' AFF	Avg	4000

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Janitor Closet	10 / 100	floor	Avg	3 / 30	4' AFF	Avg	4000
Laundry / Linen room	30 / 300	floor	Avg	15 / 150	3-5' AFF	Avg	4000
Receiving/Trash Area - Dock	20 / 200	floor	Avg	3 / 30	4' AFF	Avg	4000
Receiving/Trash Area - Receiving	30 / 300	floor	Avg	10 / 100	4' AFF	Avg	4000
Valet	10 / 100	floor	Avg	5 / 50	5' AFF	Avg	4000

J. Public Area Lighting (including Guestrooms)

1. Incandescent lamps are not allowed in guestrooms.
2. Surface mount strip fluorescent fixtures are not permitted (including vending, guest laundry, business center, etc.).
3. Indirect lighting must be used on all fluorescent fixtures in meeting rooms and the fitness center.
4. Compact fluorescent lamps (CFLs) must not require warm up time for brightness. They must be instant-start and flicker-free.

K. Power Density and Lighting Efficiency

1. Comply with ASHRAE Standard 90.1-2007 (www.ashrae.com) or applicable Energy Codes. Submit written documentation to Hilton to show compliance with the applicable energy codes and that all fixtures are UL listed.
2. All lighting must meet Correlated Color Temperature (CCT) of 2700-3000 Kelvin and Color Rendering Index (CRI) minimum of 80. Guestrooms must meet CCT of 3000 Kelvin.

L. Controls

1. Conceal from guest views
2. Service corridors: Switch from local panels whenever practical.
3. Lobby: dimmer control, programming must allowed minimum of three settings

4. Complimentary area: dimmer control with local bypass switching
5. General interior lighting: switch locally
6. Stairway and exit lights: switch from panels
7. Guest corridors: switch at panel located in electrical closet
8. Public areas: Control from back-of-house areas

M. BOH Electrical Lamp Protection

Back-of-house electrical lamps must be protected by lens or safety tube covers.

N. Labeling Electrical Panels and Equipment Circuits

Electrical panels and equipment circuits must be labeled.

O. Motion-sensored Light Fixtures

Motion-sensored light fixtures are allowed in the back-of-house locked spaces. Motion-sensored light fixtures are not allowed in guestrooms unless required by local code.

2514.09 Technology

A. Refer to Section 2518.00

Refer to Section 2518.00, Technology Wiring Standards, for specific requirements regarding voice, data, television and the Property Management System wiring.

B. Telephone

1. Comply with the specifications provided in Section 1704.00.

C. Internet Access Location Requirements

Internet access must be provided in the following areas. The type of internet access listed must be provided as a minimum. Additional types are allowed. See Section 1705.00 for specific requirements.

1. Guestroom - wireless required; wired optional
2. Lobby - wireless (includes Breakfast Area)
3. Not Applicable to this Brand
4. Not Applicable to this Brand
5. Work Zone - wireless for guests

D. Television

1. Comply with the specifications provided in Section 1706.00. Required minimum sizes are given in individual areas of Section 2500.00.
2. Televisions must be connected to a master antenna system or cable that is capable of passing high definition (HD) content to all televisions.
3. Guestroom televisions must be attached securely to a swivel base or mount.
4. Not Applicable to this Brand
5. Not Applicable to this Brand
6. Guestroom televisions must not be pre-programmed to automatically turn off after any amount of time. A guest-controlled sleep timer is acceptable.

7. If a control box is required with the television, it must be hidden from view and space for it included in the design of the furniture supporting the television.

E. Sound System

Music

1. Distributed audio (background music) is required in the following areas.
 - a. Not Applicable to this Brand
 - b. Porte cochere
 - c. Lobby - 4 zones: Dining, Gaming, Work, Lounge
 - d. Not Applicable to this Brand
 - e. Not Applicable to this Brand
 - f. Not Applicable to this Brand
 - g. Not Applicable to this Brand
 - h. Breakfast Area
 - i. Not Applicable to this Brand
 - j. Not Applicable to this Brand
 - k. Not Applicable to this Brand
 - l. Not Applicable to this Brand

- m. Not Applicable to this Brand
 - n. Not Applicable to this Brand
 - o. Not Applicable to this Brand
 - p. Not Applicable to this Brand
 - q. Elevator lobby (first floor)
2. Volume must be controllable by guest in the fitness center when provided.
 3. Not Applicable to this Brand
 4. Not Applicable to this Brand
 5. Brand approved music must be provided. Contact the Brand Performance Support Advice team for more information.
- F. Not Applicable to this Brand
- G. Emergency Communication
1. All properties must have emergency telephones/communications.
 2. Dedicated emergency telephones are to be installed in the following areas:
 - a. Self-park parking garages -- one minimum per level
 - b. Within each elevator/lift including service elevators/lifts.
 3. Not Applicable to this Brand
 4. Dedicated panic buttons are to be installed in the following areas:

- a. Not Applicable to this Brand
- b. Not Applicable to this Brand
- c. Cash handling areas
- d. Areas of potential gas release

H. Not Applicable to this Brand

I. Security Systems

- 1. Not Applicable to this Brand
- 2. Not Applicable to this Brand
- 3. Closed Circuit TV Surveillance System (CCTV)
Installing a CCTV system is allowed. However, monitors may not be mounted in any area of the hotel within view of guests. Monitors are permitted at the front desk but must have a built in appearance and not within view of guests.

2514.10 Guardrails

Provide guardrails at all grading differences over 42"/1.0 m. Railings must be a minimum of 42"/1.0 m in height and must have intermediate rails or ornamental pattern such that a 4"/100 mm diameter sphere is not able to pass through and that children cannot climb (i.e. horizontal rails).

2514.11 Hazardous Materials

Materials are not allowed if they pose potential harm to guests or team members or to the environment. Materials are considered harmful if they have the potential to fail in practice, either during their installation or during their life including long-term disposal or degradation. The following materials are not recommended for use. They include, but are not limited to, the following:

A. Deleterious Materials

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1. Asbestos
2. CFCs
3. Crystalline silica
4. Formaldehyde
5. Lead
6. Man-made mineral fibers
7. Polychlorinated biphenyls (PCBs)
8. Vermiculite
9. Volatile organic compounds (VOCs)
10. Wood preservatives
11. Brick slips and brick panels
12. Calcium chloride
13. Calcium silicate brickwork
14. Cem-fil
15. High alumina cement (HAC) concrete
16. Mundic
17. Sea dredged aggregates

18. Wood wool slabs or wood wool cement boards

B. Problematic Materials

1. Cement fiber slates
2. Composite panels
3. Galvanized steel wall tiles
4. Hollow clay pot floors
5. Nickel sulphides
6. RAAC planks
7. Tesserae
8. Thin stone panels

C. Other materials

1. Hair plaster
2. Masonry and steel—coke breeze/furnace ash and filler joist construction, “Regent Street Disease”

2515.00 Not Applicable to this Brand

2516.00 Fire Protection and Life Safety Requirements

2516.01 Administration

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A. Applicability

1. This standard details fire and life safety requirements for the design and construction of new properties, conversion of existing properties and the renovation of existing properties under the Hilton Portfolio of Brands. These requirements are applicable to all properties within the Hilton system including owned, managed and franchised properties.
2. The requirements are performance-based with the goal of safeguarding guests and employees from fire incidents within all Hilton properties.

B. Compliance with Standards

1. Where the requirements of local, regional and/or national authorities (i.e. the Authority Having Jurisdiction hereafter, AHJ) exceed those prescribed by Hilton, the more stringent standard must be followed. Conflicts between applicable standards must be referred to Hilton's Architecture and Construction group for review and resolution. Where a clearly recognized AHJ does not exercise jurisdiction, Hilton reserves the right to specify additional fire and life safety standards applicable to a project or property.
2. In the event of unusual circumstances, alternative design approaches may be considered. Nothing within these standards is intended to prevent the use of systems, methods or devices of equivalent or superior quality, strength, fire resistance, effectiveness, durability and safety.

2516.02 Fire Rated Construction

A. Minimum Fire Ratings

Minimum fire ratings for construction elements must be utilized in accordance with the construction codes as identified per the requirements of Section 2500.00. Where construction codes referenced in Section 2500.00 are not current and compatible with Section 2516.00, Hilton reserves the right to stipulate the use of alternate or supplemental construction codes. In addition, the following minimum standards apply.

B. Roof System Requirements

Roof systems, except for ancillary detached buildings, must be "class A, B, or C" rated as defined by Underwriters Laboratories (www.ul.com).

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- C. Fire-resistive construction is required for the following areas. Structural support systems for these areas must be of equal or better fire rated construction. Exception: In existing low rise buildings constructed of reinforced concrete, no more than 6 vertical levels of travel and with a load of less than 75 guestrooms per egress stair, the stairs and elevator/lift shaft wall ratings can be reduced to one hour.

Area	One-Hour	Two-Hour
All floors, load-bearing walls, columns, and beams	X	
Between guest rooms*	X	
Between corridors and guest rooms*	X	
Rooms containing gas-fired equipment	X	
Laundry area perimeter	X	
Stairs and elevator/lift shafts	<Four-Stories	≥Four-Stories
Flue enclosure	<Four-Stories	≥Four-Stories
Linen chute	<Four-Stories	≥Four-Stories
Trash collection room*		X
Recyclable storage room*		X

*The rating may be reduced by half when the building is protected throughout with automatic sprinklers, where allowed by the local AHJ.

- D. Doors in fire-resistive partitions must be self closing with the following ratings where allowed by the local AHJ: In buildings that meet the Exception in 2516.02.C , the door ratings shall be no less than half the overall rating of the wall and never less than 30 minutes, where allowed by the local AHJ.

	Sprinklered	Non-Sprinklered
One-Hour Fire Resistive Walls	20 minute	30 minute
Two-Hour Fire-Resistive Walls	60 minute	90 minute
Guestroom Entry Doors	20 minute	30 minute

- E. Mixed-Use Buildings Fire Separation

Mixed-use buildings must have a two-hour fire separation between the property and adjacent occupancy. This may be reduced to one-hour when the entire building is protected throughout with automatic sprinklers. Accessory areas, such as retail spaces, comprising less than 10 percent of the floor area are excluded from the separation requirement. Parking garages are not considered a separate use, unless the garage is shared as part of a mixed use complex with the following criteria: the garage must have a continuous two hour separation from all hotel areas, the garage must have smoke and CO detection interfaced to the hotel alarm panel, mechanical ventilation if 60 percent of the walls are not open

to natural air flow, and standpipe system with hose stations (piping, hose and nozzles) located to allow for 100 percent coverage of the garage area.

F. Fire-rated Doors and Frames

Fire-rated doors and frames must be independently certified as fire rated in the country of installation by a national fire body authorized to certify such systems. A proprietary metal seal/sticker must be attached to the edge of the door and frame indicating the rating.

G. Fire Dampers

Fire dampers rated for 90 minutes must be provided in penetrations through two-hour partitions.

H. Fire-Resistive Construction Penetrations

All penetrations in fire-resistive construction must be protected with through penetration systems approved by Underwriters Laboratories, www.ul.com, or equal.

2516.03 Fire Suppression

A. General

1. All buildings must be provided with comprehensive automatic fire sprinkler capability, except as noted within this Section.
 - a. Buildings less than 88'-6"/27 m in height are not required to be sprinkler protected. The height of the building is measured from the level of means of egress to the floor slab of the highest normally occupied guest level.
 - b. Guestroom bathrooms less than 90 ft²/8.4 m² with non-combustible fixtures and closets less than 24 ft²/2.2 m² are not required to be sprinkler protected.
 - c. High ceiling areas, including atriums, greater than 55'-0"/16.8 m are not required to be provided with automatic sprinkler protection at the ceiling level. Floor areas opening to such space require automatic sprinkler protection. Also reference Section 2516.04.C.12 for

additional smoke detection requirements.

- d. Small, typically non-occupied auxiliary structures, located remotely from principal buildings and containing non-critical functions are not required to be sprinkler protected.
 - e. Sprinklers are required in garages except when detached, above grade and having walls that are open at minimum 60 percent or as defined in 2516.02.E
 - f. Sprinklers are required in below grade spaces except when the aggregate occupant load is less than 50 persons for all below grade spaces. If the below grade occupancy load for the back of house is < 15 and there are two dedicated means of egress for the public areas, provide sprinklers in the public areas only as long as 2-hour construction separates the public areas from the back of house areas.
2. Protective systems must be specified, installed and successfully commissioned in conformance with one of the following standards:
 - a. NFPA 13 Standard for the Installation of Sprinkler Systems – latest edition (www.nfpa.org)
 - b. EN 12845 Fixed Firefighting Systems – Automatic Sprinkler Systems –Design, Installation and Maintenance – latest edition (www.bsigroup.com)
 - c. GB 50084 – Automatic Sprinkler System Design Code – China – latest edition (www.china-fire.com)
 3. Automatic water mist systems may be substituted for automatic sprinklers subject to compliance with NFPA 750 (www.nfpa.org) and the approval of the local AHJ.

B. Automatic Sprinkler Protection

1. Automatic sprinkler systems must be hydraulically designed by experienced and licensed fire protection design professionals subject to Hilton approval. At a minimum, systems must be designed using the following criteria:
 - a. Design areas (i.e. that area in the building used to establish minimum hydraulic demand requirements) must not be reduced below 1,500 ft²/139 m².
 - b. A minimum interior hose demand of 100 gpm/379 Lpm must be included in hydraulic demand calculations.

- c. A safety factor of 10 percent must be applied to hydraulic demand calculations.
2. Except for areas subject to freezing, wet pipe style automatic sprinkler protection must be provided in all areas. In areas subject to freezing, dry-pipe or anti-freeze style sprinkler protection must be provided. Electric heat tracing of piping and system components is prohibited.
3. Reliable measures must be provided to maintain wet pipe fire protection piping and equipment at a minimum temperature of 40 °F/4 °C.
4. Quick Response (QR) sprinklers must be used throughout automatic sprinkler systems, subject to installation criteria published by the manufacturer. The use of standard response sprinklers in existing buildings is permitted until such time as major renovation of the automatic sprinkler system(s) occurs.
5. Non-concealed or recessed (ceiling or sidewall) sprinkler heads must have appropriate signage to discourage interaction with the device.
6. Not Applicable to this Brand
7. Consideration must be given to design and system component selection in areas subject to freezing (including unheated interior building spaces and freezers), corrosive atmospheres (pool areas, saunas and laundries) and exposure to salt air.
8. Exposure to natural hazards must be included in the design and installation of systems as warranted including seismic loads, flood exposure and tornadoes.
9. Systems must be zoned, at a minimum by guestroom floor.
10. Provide an electrically supervised valve tamper switch for each system control valve. Electrically supervised water flow switches must be provided for each system zone as well as each riser.
11. Properties being converted to a Hilton brand must be evaluated for the presence of failing, deteriorating, obsolete or recalled automatic sprinkler components. Continued service of these components must not be permitted:
 - a. Automatic sprinkler piping systems containing polybutylene piping, or ultra-thin wall piping such as Poz-Lok tubing.
 - b. CPVC piping exposed to incompatible chemicals, fire stopping material and other substances known to cause pipe failure.
 - c. Sprinkler components exhibiting microbiologically influenced corrosion (MIC).

- d. Automatic sprinklers subject to recall and replacement by manufacturers notably Central Omega (recall date 1998) and Central O-Ring (recall date 2003) model sprinklers.

C. Standpipe and Hose Systems

1. All properties must be provided with interior hose connections supplied by dedicated standpipe systems, or piping combined with automatic sprinkler systems, except as noted in this Section:
 - a. Buildings with the highest occupied floor less than 88'-6"/27 m above the level of exit discharge do not require a standpipe system unless building configurations or floor layouts do not permit hose deployment by local fire forces.
2. For buildings protected by automatic sprinklers, standpipe systems and hose connections may be designed and installed for fire department or brigade service use only. Calculated interior hose demand must be 100 gpm/379 Lpm and provided through automatic means.
3. For those buildings not provided with automatic sprinklers, standpipe systems must include complete hose stations (piping, hose and nozzles). Water supply must be of the wet/automatic style.
 - a. The water supply must be designed to provide a minimum flow rate of 500 gpm/1895 Lpm.
 - b. The minimum duration of flow must be 30 minutes.
4. When the standpipe system is provided with a fire department connection, the local fire department must be consulted regarding available water supply.
5. Diameter and threading of hose connections must be consistent with those used by firefighting forces responding to the property.
6. Pressure at the nozzle tip must be 100 psi/6.9 bar.
7. Pressure reducing mechanisms must be utilized where hose connection outlets exceed 175 psi/12 bar.

D. Water Supply Requirements

1. A reliable water supply, capable of supplying the calculated, hydraulic requirements of the installed fire suppression systems, for a minimum period of 30 minutes, must be provided.

2. The water supply must be provided by one or more of the following components:
 - a. Connection to a reliable municipal water supply.
 - b. Connection to a municipal water supply augmented with booster fire pump(s) to meet calculated requirements.
 - c. Connection to a fire pump(s) supplied by a water tank of sufficient capacity to meet calculated demands. In the event two or more fire pumps are provided, pump drivers will vary between electric motor driven and diesel engine driven units.
 - d. Connection to an elevated water storage tank.
3. Exposure to natural hazards including seismic loads, flood exposure, severe wind load and tornadoes must be considered.
4. Water supply components must be specifically designed and rated for fire protection service as approved by Underwriters Laboratories, www.ul.com, or equal.

E. Kitchen Hood and Duct Protection

1. Where a kitchen hood exhaust system is used to control grease-laden vapors, the following fire protection systems and hood/duct construction criteria must be verified as being installed:
 - a. A fire suppression system designed for the installation in a kitchen hood to protect kitchen appliances and the kitchen hood exhaust system. The suppression system must provide protection of the kitchen cooking appliances, the kitchen exhaust hood, and the exhaust plenum portion of the hood connection to the exhaust duct.
 - b. The kitchen exhaust hood and the exhaust ducting must be solely dedicated to the exhaust of grease laden vapors and must be separated from all other exhaust systems.
 - c. The kitchen hood and exhaust ducting must not be constructed of any material that is subject to corrosion or heat degradation. No galvanized metal is allowed.
 - d. Kitchen exhaust duct system must be constructed and installed so that grease cannot collect or leak from any joint in any portion of the exhaust system.

- e. Grease duct cleanout access panels must be provided to allow inspection and cleaning of all sections of the duct system. Access hatches must not be spaced more than 19'-8⁵/₁₆ m apart.
 - f. All sections of the exhaust duct must have a two-hour fire-resistive rating from the point of duct penetration of a ceiling, wall or floor to its exterior termination.
 - g. Clearance of the kitchen exhaust duct to the interior surface of combustible materials must be not less than 15-3/4" / 400 mm, or from noncombustible material must not be less than 6"/150 mm.
2. New and replacement kitchen hood suppression systems referred to in 2516.03.E.1.a must be pre-engineered wet-chemical fire extinguishing systems rated compliant with UL 300 (www.ul.com) or GB 50016-2006 Clause 8.5.8 and provided with connection to the hotel's automatic sprinkler system or reliable water supply.
 3. A manual shut off and reset valve for the gas supply must be provided along the means of egress from the cooking area.
- F. Fire Extinguishers
1. Portable fire extinguishers must be provided and installed in accordance with the AHJ.
 2. Fire extinguishers must be contained in recessed cabinets in public spaces as allowed by the AHJ.
 3. At a minimum, fire extinguishers must be provided in the following non public areas:
 - a. Office areas
 - b. Laundry
 - c. Engineering and mechanical spaces
 - d. Kitchens
 - e. Storage rooms (exempt where allowed by the AHJ when under 500 ft²/46 m² or within a travel distance of 75'-0"/23 m of another readily available extinguisher)

G. Special Hazards

1. Special hazards must be reviewed by a qualified engineer. These hazards include, but are not limited to electrical transformer vaults, large gas or chemical storage facilities, and extraordinarily large IT and/or PBX rooms.

H. Commissioning of Fire Suppression Systems

1. All fire suppression systems must be formally and successfully tested based on the requirements of the standard referenced at Section 2516.03.A.2, prior to turnover for operational purposes. Commissioning activities must be witnessed by a qualified, independent third-party engineer.
2. Project documentation, including specifications, test documentation and as-built shop drawings must be provided to the property operations staff.
3. Testing and commissioning must verify the correct operation of all interfaces with ancillary systems, including the building fire alarm system.
4. Provide demonstration and instruction of the installed equipment to selected members of the property operations staff.
5. Provide written verification of testing, utilizing standard forms required by Section 2516.03.A.2. Where required, testing documentation must be furnished to the AHJ.

2516.04 Fire Detection, Communication and Alarm Systems

A. General

1. All buildings must be provided with reliable capability to detect a fire incident, report the incident to hotel staff and initiate appropriate evacuation sequences.
2. Fire alarm and detection systems must be designed by experienced and licensed fire protection design professionals subject to Hilton approval.
3. All new and retrofit systems must utilize the point-addressable, distributed processing, distributed amplification technology providing a discrete system "address" for each individual initiating device.

4. The design, installation and commissioning for a new fire detection and alarm system must provide a fully automatic fire detection and alarm system to satisfy the area coverage, and operational and performance criteria as outlined in this section.
5. For new, renovated or altered systems, specifications meeting one of the following standards must apply:
 - a. NFPA 72 (National Fire Alarm and Signaling Code) – latest edition, www.nfpa.org
6. All equipment including cabling must be supported and approved by one of the following testing laboratories:
 - a. UL (Underwriters Laboratories), USA, www.ul.com

B. Basic Design Principles

1. All new and retrofit systems must be capable of expansion to support at least a ten percent increase in initiating, control and, notification appliance circuits.
 - a. Control cabinets, power supplies and amplifier capacities must be sized accordingly.
 - b. Spare cabinet and power supply capacity must be evenly distributed throughout the system.
2. Where permitted by local code, all new and retrofit systems must incorporate an alarm verification function in the control panel for system-type smoke detectors. Alarm verification must not be provided for manual fire alarm boxes or water flow alarm switches.
3. Pre-signal alarms allowing time to investigate a detection device prior to general alarm are permitted provided the following conditions are met:
 - a. The local AHJ allows such arrangement.
 - b. Heat detectors and suppression system detection cause immediate evacuation sequence.
 - c. Subsequent devices in the same zone cause immediate evacuation sequence.
 - d. The time to investigate before a general evacuation sequence is less than four minutes.

- e. The property has sufficient staff on-duty to conduct an investigation of the incident.
4. Where reliable conditioned commercial power and/or emergency power is not anticipated and in areas subjected to severe lightning, a UPS must be configured to protect the fire alarm central control equipment, and peripheral printers and terminals, against brownout and voltage transients. Upon utility power failure, the UPS must provide power to all connected loads per above. Design and installation must be coordinated with Section 2516.06.
 - a. At a minimum, provide a Power Conditioner/Voltage Regulator (PC/VR) for the fire alarm panel.
 - b. The PC/VR kVA output must be capable of supporting the fire alarm equipment.
 - c. The PC/VR must have Automatic Voltage Regulation capable of maintaining output voltage to within five percent of its nominal voltage rating with an input voltage variation of +15 percent to -25 percent.
 5. Transient surge suppression must be provided for each circuit connected to the fire alarm system that enters or exits the building housing the fire alarm control panel, or sub-panel.
 6. Where devices are located in unconditioned space, they must be suitable for such areas as determined by the manufacturer and protected from weather and corrosion.
 7. Hotels located within a mixed-use development must have a dedicated, hotel fire detection, communication and alarm system with equipment capable of interfacing with fire alarm signals from the entire development. Fire alarm interface equipment must be tied to an emergency power source.
- C. Fire Detection
1. Local hard wired single-station smoke alarms must be installed in each sleeping area and sitting room of suites. In Historically listed properties wireless single-station alarms where the battery life is monitored by the panel and batteries are utilized with a shelf life rated at over 10 yrs and long-term discharge under low-discharge conditions rated at over 6 years.
 - a. Where two or more smoke alarms are located in a suite, they must be interconnected to alarm simultaneously.
 - b. Smoke alarms must be provided with integral battery-back up. Except when using wireless devices as described in 2516.04.C.1

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2. For buildings protected throughout by monitored suppression systems, addressable smoke detectors must be provided within each area as follows:
 - a. Interior guestroom corridors
 - b. Elevator lobbies
 - c. Mechanical and electrical rooms
 - d. Computer/telecom/PBX rooms
 - e. Storage rooms
3. The use of smoke detectors must be limited, unless local codes require additional units or prohibit the removal of existing detectors. Existing detectors that provide serviceable control hardware, exhibit no false alarms and are generally stable are not required to be removed.
4. In buildings that are not protected throughout by monitored fire suppression systems, fully addressable fire detection must be provided in all spaces.
5. In-duct smoke detectors must be provided downstream of air filters and prior to branch connections in air conditioning systems having a capacity greater than 2,000 ft³ per minute/944 L per second, and at each connection to a vertical duct or riser serving two or more stories.
6. Duct detectors must provide a supervisory alarm only and not cause evacuation unless required by local code.
7. Any detection device not accessible from the floor level must be provided with a remote test switch and indicator light.
8. A manual fire alarm (manual call) station must be located in close proximity to the front desk.
9. Manual fire alarm stations must be provided at each floor exit and exit to the exterior. If permitted by local code, manual fire alarm stations may be omitted on guest floors in sprinkler-protected buildings.
10. Special fire suppression systems and kitchen hood systems must be monitored by the fire alarm system. Activation of the kitchen hood suppression system must de-energize the kitchen air supply and extraction system.

11. Fire pump, emergency generator, sprinkler and standpipe system alarm and supervisory devices must be monitored by the fire alarm system.
12. Projected beam-style smoke detection must be used within atriums. Individual, spot-type detectors must not be provided within atriums, unless required by the local AHJ.
 - a. Provide projected beam smoke detectors installed at every third level in accordance with the listing parameters of the selected device.
 - b. For irregular shaped atriums, more than one beam may be needed on each level, or an aspirating system may be necessary to provide required coverage.
 - c. Fire modeling must be used to determine type, location and style of coverage and to demonstrate that a smoke layer is maintained 6'-0"/1.83 m above the highest floor level of exit access, or unprotected opening to adjoining spaces.

D. Notification

1. At a minimum, the following devices must provide fire alarm annunciation:
 - a. Main fire alarm control panel and printer
 - b. Remote annunciator and printer in the security office
 - c. Remote annunciator at the front desk, PBX or other 24-hour staffed area
 - d. Color display terminal(s) with graphic capability (required at properties greater than 1,000 guestrooms and/or multi-building facilities)
2. Audible notification appliances must be installed, spaced and tapped so as to produce a sound output on alarm that is clearly audible above the ambient noise level throughout the building.
 - a. In no case must the audible alarm be less than 15 dBA above the ambient room noise level or less than 5 dBA above the maximum ambient noise level in public and common areas, with a minimum of 65 dBA, and a maximum of 110 dBA.
 - b. In no case must the audible alarm be less than 75 dBA at the pillow level in all guestrooms, with intervening doors closed during the alarm.

3. A speaker or horn must be provided in each guestroom and area used for sleeping purpose.
4. Speakers must be equipped with variable watt input taps.
5. Notification appliance circuits must be arranged so that no single cut or fault will result in the circuit not operating.
6. Voice systems
 - a. A voice system must be provided for areas in buildings where the highest occupied floor is greater than 88'-6"/27 m above the level of exit discharge and/or buildings containing assembly areas designed for 1,000 or more persons.
 - b. Voice instructions must be in the local language and English, at a minimum.
 - c. Speakers must be located in the following areas:
 1. Each guestroom and parlor
 2. Public assembly rooms
 3. Corridors and elevator lobbies
 4. Rooms over 1000 ft²/92 m²
 5. Every fifth floor in interior exit stairs
 6. Mechanical rooms
 7. Roof areas accessible by exit stairs
7. Speakers must be zoned by floor, except stairs must be zoned by individual stairway.
8. Visible notification appliances consisting of xenon clear lens strobe units must be installed in the following areas, which must activate automatically upon any alarm within the building, including but not limited to:

- a. Guestroom corridors - Adjacent to the exits and transition points.
 - b. Accessible/hearing impaired guestrooms
 - c. Public restrooms - 1 Speaker/Horn combination unit min/room.
 - d. Not Applicable to this Brand
 - e. Dining rooms - 1 Speaker/Horn combination unit min/room.
 - f. Not Applicable to this Brand
 - g. Common area corridors - Adjacent to the exits and transition points.
 - h. Back-of-house areas having high ambient noise conditions
9. Activation of the smoke detector in the accessible/hearing impaired guestroom must cause activation of the visible notification appliance in that room and other devices as required by local codes.
 10. Activation of the corridor notification appliance circuit must cause activation of the visible notification appliance in the accessible/hearing impaired room(s) on that floor and other devices as required by local codes.
- E. Interfaces and Other Devices
1. Fire alarm signals must be coordinated with the building management systems, mechanical systems and security systems in the design of the fire alarm system.
 2. Magnetic door holders must be provided for self-closing fire doors that are required to be in the open position for business operations.
 3. Control devices must be provided to shut off music and other entertainment devices that would interfere with the operation of notification systems.
 4. Door locking systems must be de-energized during a fire alarm event.

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5. Elevator lobby smoke detectors operation must cause all elevator cars to recall in the elevator bank affected.
6. Carbon monoxide detectors must be provided in the room or area of origin for all areas utilizing fuel-fired equipment, including fireplaces. Combination smoke/carbon monoxide detectors are permissible. Refer to local codes and ordinances for additional requirements.
7. Provide a system operational matrix for all components, specific to the property and systems. The following matrix is intended as an example only. The project-specific matrix must be approved by Hilton Architecture & Construction during design development.

Output (across) Input (down)	Audible Signal In Guest Room	Visible Signal In Guest Room	Alarm Receipt At Control Panel	Receipt At System Printer	Alarm Receipt At Central Control Station	Trouble Signal Receipt At Control Panel	Supervisory Signal Receipt At Control Panel	Audible/Visible Signal At Fire Area	Activate Smoke Module In Fire Area	Release Door Holders In Fire Area	Elevator Recall	Music/Entertainment Shut Down
Single Station Guest Room Smoke Alarm	X											
Accessible Guest Room Smoke Detector	X	X										
Guestroom System Smoke Detector	X			X			X					
Area System Smoke Detector			X	X	X			X	X	X		X
Elevator Lobby Smoke Detector			X	X	X				X	X	X	
Duct Type Smoke Detector							X		X			
Heat Detector			X	X	X			X	X	X		
Water Flow Switch			X	X	X			X	X	X		X
Manual Fire Alarm Station			X	X	X			X		X		X
Special Suppression Systems			X	X	X			X	X	X		X

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Output (across) Input (down)	Audible Signal In Guest Room	Visible Signal In Guest Room	Alarm Receipt At Control Panel	Receipt At System Printer	Alarm Receipt At Central Control Station	Trouble Signal Receipt At Control Panel	Supervisory Signal Receipt At Control Panel	Audible/Visible Signal At Fire Area	Activate Smoke Module In Fire Area	Release Door Holders In Fire Area	Elevator Recall	Music/Entertainment Shut Down
Valve Supervisory Switch				X	X		X					
Fire Pump Signals				X		X	X					
System Trouble				X	X	X						
Emergency Generator Signals				X		X	X					
CO Detection				X	X		X					
CO Detection (Guestroom)	X	X										

F. Installation

1. New and retrofit fire detection and alarm systems must be installed meeting the requirements of the standard referenced at Section 2516.04.A.5 and the manufacturer. The following provisions are supplemental requirements:
 - a. Fire detection and alarm cable, where used and not installed in metal conduit or raceway, must be mechanically protected by building construction. Installation must be in areas not subjected to mechanical damage.
 - b. All cable that is not enclosed by conduit must be supported and anchored with nylon straps or clamps. Staples are prohibited. Fire alarm cable must be supported by the building structure at intervals not greater than 10'-3"/3.05 m. Cable installed above drop ceilings must not be laid on ceiling tiles. Circuits must not be fastened in such a manner that puts tension on the cable.
 - c. All cable runs must be continuous between devices, without splices. Where a continuous run is not feasible, connections must be made using terminal blocks installed in a metal electrical box. All other connections must be to terminal blocks. Wire nuts must not be permitted. Cables connected together must have the same color insulation.

- d. All cable must be sized, twisted and shielded and installed as required by protocols established by the fire alarm system manufacturer.
- e. All electrical enclosures, raceways and conduits must contain only those electrical circuits associated with the fire detection, emergency communications and alarm system and must not contain any circuits that are unrelated to the system.
- f. All electrical circuits must be numerically identified at both ends with wire taped numbers.
- g. All underground cabling must be listed for fire alarm service and for direct burial. Underground cabling must be installed in liquid-tight PVC conduit with no splicing below ground. Provide additional ground wire within conduit to maintain reference ground on system between buildings.
- h. All conduit, junction boxes and enclosures subjected to moisture must be weatherproof.

G. Commissioning and Acceptance

1. All systems must be formally and successfully tested, based on the requirements of the standard referenced at Section 2516.04.A.5, prior to turnover for operational purposes. Commissioning activities must be witnessed by a qualified, independent third-party.
2. Testing must be documented in accordance with the standard referenced at Section 2516.04.A.5. Project documentation, including specifications, test documentation and as-built shop drawings must be provided to property operations staff.
3. System software, including security of stored information and reprogramming capability must be provided to property operations staff.
4. Where required, testing documentation must be furnished to the applicable AHJ.
5. Testing and commissioning must verify the correct operation of all interfaces with ancillary systems, including automatic sprinklers, heating and air conditioning, elevators, smoke control and emergency generators.
6. Provide demonstration and instruction to selected members of the property operations staff of the installed equipment.
7. Provide written verification of testing utilizing standard forms required by the standard referenced at Section 2516.04.A.5.

2516.05 Means of Egress

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A. General

1. Fire/emergency exits must be provided as follows:

- a. A minimum of two exits must be provided for each floor, new build properties must provide a minimum separation of one third of the diagonal distance of the floor.
- b. A minimum of two exits must be provided from within an individual room where room occupant load exceeds 50 persons. New build properties must provide 2 exits separated at a minimum of one third of the diagonal distance of the room.
- c. Where occupant load exceeds 500 persons on a floor or within a room, a minimum of three exits must be provided.
- d. When occupant load exceeds 1000 persons on a floor or within a room, a minimum of four exits must be provided.

2. Occupant load must be calculated using the following:

Occupant Load		
Use	ft ² / person	m ² / person
Assembly – No fixed seating, concentrated (chairs only)	7	0.65
Assembly – No fixed seats, less concentrated (tables and chairs – such as restaurants)	15	1.4
Assembly – Pre-function area	5	0.47
Kitchens	100	9.3
Swimming Pools	50	4.6
Swimming Pool Deck Areas	30	2.8
Property Guestroom Areas	200	18.6
Storage / Mechanical	500	46.5
Retail	30	2.8
Fitness Centers with Equipment	50	4.6

3. Occupant load calculations in assembly areas must be based on the higher of either the pre-function or assembly area loads.

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4. Total exit width provided must be calculated based on capacity factors of inches/mm per person as follows:
 - a. Stairways - 0.3"/7.6 mm or follow NFPA 101
 - b. Doorways and level travel - 0.2"/5 mm or follow NFPA 101
5. Travel distances must comply with the following:

Travel Distance Requirements		
	With Sprinklers	Without Sprinklers
Travel distance from a guestroom door to an exit	200 ft/61 m	150 ft/46 m
Travel distance to an exit for all other areas	250 ft/76 m	200 ft/61 m
Common path of travel to an exit	100 ft/30 m	75 ft/23 m
Maximum dead-end corridors	65 ft/20 m	50 ft/15 m

6. Egress corridors must be a minimum of 44"/1.12 m clear width. Existing properties can be a min 36"/900 mm.
7. Headroom clearance in all egress paths must be a minimum of 80"/2.03 m. Exception, non guest access routes can have limited points due to structure or mechanical obstruction at no less than 75"/1.9 m with warning pads mounted at both sides of the obstruction.
8. Exit paths through an intervening room or space is allowed when all of the following are met:
 - a. The intervening room or area is of no greater hazard.
 - b. There is a clear and unobstructed path to an exit.
 - c. There is not more than one intervening room or space to pass through.

B. Stairs

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1. A minimum of two exit stairs must serve each floor above or below grade. Existing properties can utilize one stair if the highest occupancy load is less than 15 persons and the building is sprinklered.
2. Stairs must have a minimum clear width of 44"/1.1 m. Existing properties can be a min 36"/900 mm.
3. Tread depth for the full width of exit capacity must be:
 - a. New stairs – a minimum of 11"/279 mm.
 - b. Existing stairs – a minimum of 9"/225 mm.
4. Riser height must be:
 - a. New stairs – a maximum of 7"/179 mm.
 - b. Existing Stairs – a maximum of 8"/203 mm.
5. Egress stairs serving occupied floors above 88'-6"/27 m to the level of exit discharge must be classified as smoke proof enclosures using one of the following methods:
 - a. Mechanical ventilation
 - b. Natural ventilation
 - c. Enclosure pressurization
6. Open external egress stairs serving floors within one level of the level of exit discharge are allowed when designed to prevent the accumulation of water. Open external egress stairs serving floors more than one level away from the level of exit discharge are allowed except in areas subject to freezing where the stairs must be fully enclosed.
7. Scissor stairs may be utilized, where allowed by local code, provided no penetrations exist between the stairs and each stair is separated by rated construction as required in Sections 2516.02.C and 2516.02.D.
8. All stairs must discharge to the exterior.

- a. Where local code allows, and the building is protected by automatic suppression, 50 percent of occupant load may discharge to a lobby with a clear path to the exit when the lobby is at level of exit discharge.

9. Enclosed egress stairs must not be used for any other use.
10. Storage is prohibited under egress stairs.
11. Normally unoccupied spaces, such as mechanical or storage rooms, must not open directly to egress stairs.
12. No wiring or ductwork is permitted within the exit enclosure except for that which is necessary to serve the exit.
13. All exits must discharge to an open area considered as a public way, or lead to a public way via an unobstructed path.
14. Buildings that are not fully sprinklered must have an area of refuge within each stair that accommodates one wheelchair per 200 persons for each floor.

C. Doors

1. All doors in a path of egress must have a minimum of 32"/800 mm of clear width, including guestroom doors.
2. All egress doors must swing in the direction of egress when serving 50 or more persons.
3. All egress doors serving an exit enclosure or exit discharge must swing in the direction of egress.
4. Door latches must have active lever hardware, requiring an obvious one-hand method of operation. For instances when panic hardware is required instead of lever hardware, refer to 2516.05.C.5.
5. When latching hardware is provided at doors serving 100 or more persons, panic hardware must be provided instead of levers. Panic hardware is also required at all exit doors to the exterior.
6. Electronically access-controlled doors in an egress path must meet all of the following:
 - a. Open upon activation of the fire detection and alarm system.

- b. Provided with a manual releasing device within 5'-0"/1.52 m.
 - c. Unlock upon loss of power to the device.
 - 7. Opening force for any door in an egress path must not exceed the following:
 - a. 15 lbf/67N to release latch
 - b. 30 lbf/133N to set in motion
 - c. 15 lbf/67N to fully open
 - 8. Locks, if provided, must not require the use of a key, a tool, or special knowledge or effort for operation from the egress side.
- D. Handrails and Guards
- 1. Handrails must be provided at all stairs and ramps.
 - 2. Inside handrails at turns of stairs must be continuous.
 - 3. Handrails must be located between 34"/860 mm and 38"/965 mm above the surface of the tread.
 - 4. A minimum clearance of 2.25"/57 mm must be provided between the handrail and the wall.
 - 5. Guards must be provided at the top landing area for all stairs and along the stairs and intermediate landings when there is a gap between runs wider 6"/150 mm.
 - 6. Guards must be not less than 42"/1.1 m high.
 - 7. Open guards must have intermediate rails or ornamental pattern such that a 4"/102 mm diameter sphere is not able to pass through.
 - 8. Ornamental patterns must be designed to minimize the ability to climb handrails.
- E. Egress Signage

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1. Exits and exit access must be marked with exit signs that are readily visible in the path of egress.
2. Exit signs must be internally or externally illuminated at all times.
3. In the event of power failure, emergency power must be supplied for the exit signage for a minimum of 60 minutes.

F. Egress Lighting

1. Emergency lighting must be designed to provide sub circuit protection in all areas via a central battery cubicle or by self contained fittings. The lights and circuits must also be included on the generator supplies under total building failure.
2. The means of egress, paths leading to a public way, and the public way must be illuminated at all times the building or space is occupied.
3. Emergency light levels must reach 50 percent output within five seconds and 100 percent output within 60 seconds.
4. Mandatory lighting must achieve a minimum illumination level of 1 ft-candle/10.8 lux at the floor for the following locations: stairs, landings, change of levels, change of direction, intersections, at emergency stairwell doors (corridor side), at emergency exit doors from areas of risk such as kitchens and public assembly spaces and at emergency exit doors from back of house spaces (plant rooms, plumbing/sprinkler rooms, switchgear/transformer rooms, etc.)
5. Mandatory lighting must achieve a minimum illumination level of 0.5 ft-candle/5.4 lux at the floor directly in front of all firefighting equipment/appliances, fire panels and pull stations, throughout the entire property.
6. Infill lighting between mandatory lighting along the means of egress, must achieve an average minimum illumination level of 0.5 ft-candle/5.4 lux at the floor and, not less than 0.1 ft-candle/1.1 lux at any point, along the entire means of egress at floor level and at the public way.
7. In the event of power failure, emergency power must be supplied for the egress lighting for a minimum of 60 minutes.

2516.06 Emergency Power

A. General

1. All properties must be provided with reliable emergency electrical power capability. In the event of loss of normal power service, the emergency service must be designed to provide power to building systems critical to the safety/security of property guests and employees.

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Requirements for business critical systems and functions must be referenced at Section 2514.08.

2. Failure of normal electrical power must result in the automatic transfer of critical electrical loads to an Emergency Power Supply (EPS). Acceptable sources of emergency power include:
 - a. Dedicated emergency generators
 - b. Batteries
 - c. Power feed from a reliable electrical supply verified to be independent of the property's primary electrical feed.
3. Critical loads must be permanently and reliably connected to the EPS.
4. Technical requirements for EPS components including generators, fuel tanks, controllers and automatic transfer switches; design and installation methodology; and commissioning practices must be consistent with recognized standards as specified by the equipment manufacturers and accepted by the responsible AHJ.
5. Emergency generator(s) provided to satisfy EPS requirements must be in a weatherproof enclosure, and consider:
 - a. Separation between adjacent equipment and building spaces
 - b. Ventilation requirements
 - c. Fuel system safety
 - d. Vibration and noise, and exhaust discharge
 - e. Exposure to seismic activity, wind loading, hurricane/cyclone and tornado exposure
6. In the event of loss of standard electrical power, at a minimum, EPS capability must be provided to:
 - a. Safely maintain guests and employees within the property until restoration of standard power.
 - b. Maintain the ability to safely evacuate the property including:

1. The provision of lighting levels through designated means of egress and at control points (front desk, security, fire command)
 2. Emergency signage
 3. Power for emergency operations of elevators when required by the local AHJ
 4. Power for communications including the building fire alarm system and telephone equipment
- c. Maintain systems critical to life safety and security in operational readiness, including:
1. Fire pump(s) when required to meet the standards set forth in 2516.03.C and 2516.03.D
 2. Smoke control and stairwell pressurization equipment
 3. All security-related equipment and devices including security office(s), remote sensors/detectors and cameras
 4. All electrically-controlled locking/unlocking mechanisms
7. Electrical loads critical to life safety, fire protection and security must take precedence over all other electrical loads.
8. For properties subject to natural events including hurricanes/cyclones, earthquakes, flooding/tidal waves, tornadoes, significant winter storms, wildfires and/or located in an area with unreliable standard power, consideration must be given to the provision of additional EPS capability. Duration of the EPS must be designed based on likely exposure to the identified hazard(s) and available fuel to resupply the property. No less than two days' supply of fuel must be provided based on the calculated loads where fuel resupply may be interrupted.
- B. Testing and Documentation
1. The EPS must be formally and successfully tested for the automatic transfer and operation of equipment supplied.
 2. Provide demonstration and instructions to selected members of the property operations staff in the proper operation of the installed equipment.

2517.00 Accessibility Guidelines

A. ADA Requirements

All hotels must comply with Title III of the Americans with Disabilities Act (“ADA”). Refer to Section 104.00 and to www.ada.gov for more information.

B. Disabled Codes/Laws Requirements

All properties within the Hilton Portfolio of Brands must be designed in compliance with local, regional and national codes or laws for disabled or universal access. The applicable code must be identified and provisions agreed upon in advance with Hilton in the country of operation. For countries without applicable codes, refer to the Hilton Global Accessibility Guide for recommendations.

C. Existing Properties

Existing properties must comply at the time of refurbishment or as required by the local jurisdiction.

D. Owner Responsibility

The owner of the property is responsible for compliance with and the provision of all applicable codes. The owner is urged to seek appropriate council to ensure compliance. Hilton does not and cannot warrant conformance with or interpretation of any codes, laws or regulations relating to accessibility for individuals with disabilities.

2518.00 Technology Wiring Standards

2518.01 Application

Section 2518.00 details wiring requirements for the design and construction of new properties, conversion of existing properties, renovation of existing properties and new installations of cabling infrastructure under the Hilton Portfolio of Brands. These requirements are applicable to all properties within the Hilton system including owned, managed and franchised licences.

2518.02 Approved Supplier

All systems must be supplied and installed by a supplier approved by Hilton.

2518.03 Wiring Standards (Voice and Data)

A. Structured Cabling System

The Structured Cabling System (SCS) must be fully certified with a relevant 20 year performance warranty.

B. Distribution Tray of Cable Trays and Baskets

The building must be equipped with a distribution network of cable trays and baskets. The containment must be located within communications risers, ceiling channels and raised floor voids. Separate containment must be installed for voice/ data and power cabling.

C. Category 6 (Cat6) Cabling System

Category 6 (Cat6) Cabling is required.

1. System Specification

a. The cabling system must be designed and installed according to ISO 11801:2002 Class E and also meet the following:

1. BS EN 50173-1:2002 Class E
2. ANSI/EIA-568-B

b. The cabling system must meet the permanent link and channel performances defined in these standards or better.

2. Components Specification

a. Cable

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1. The cable must meet ANSI/EIA-568-B and/or BS EN 50173-1:2002 Class E Standard. The flammability performance must meet IEC 60332-1 as a minimum.
 2. The cable must have current independent third party approval status and must be audited and certified as 'fit for purpose' before handing to hotel.
 3. Existing buildings that have CAT5e cabling already installed and certified are not required to re-cable CAT6 unless undergoing major refurbishment; however, valid network cable certification is required. Properties entering with pre CAT5e cabling or already within the Hilton system that perform a refresh or new installation of cabling infrastructure must meet current Wiring Brand Standards (2518.02 – 2518.10).
- b. Connecting hardware
1. Patch panels
 - a. Must be 19"/480 mm rack mounting; in exact multiples of 1U in height.
 - b. Cable termination must be LSA or 110 Insulation Displacement Connectors.
 - c. Front connectors must be RJ45 style IEC 60603-7-2/3 568B wired. ('A' wired may be selected as an option.)
 - d. Electrical performance must be Category 6 or better.
 2. Connectors
 - a. Cable termination must be LSA or 110 IDC.
 - b. Connectors must be RJ45 style IEC 60603-7-2/3 568B wired. ('A' wired may be selected as an option.)
 - c. Electrical performance must be Category 6 or better.
3. Wall outlets
- a. White plastic with shuttered 1"/25 mm x 2"/50 mm modules, two or four-gang density.

- b. Outlets in public areas that are connected to the Hilton network must be lockable and secured from external access.
 - 4. Floor outlets
 - a. White plastic with shutters, 06C style or 1"/25 mm x 1-1/2"/37 mm modules.
 - 5. Patch leads
 - a. Must be 24 AWG (UTP), 26 AWG (STP) stranded, with low flammability sheath to standard IEC 60332-1.
 - b. Connectors must be RJ45 style IEC 60603-7-2/3.
 - c. Electrical performance must be Category 6 or better.
- D. Installation specification
 - 1. The cabling system must be procured from one manufacturer and must be installed according to the manufacturer's instructions.
 - 2. Planning, quality control, and documentation must be according to BS EN 50174:2002 parts 1 and 2. External cables must be installed according to BS EN50174-3:2003. Grounding and bonding must be in accordance with BS EN 50310:2000.
 - 3. 100 percent of the installed cables must be tested. 100 percent of the test data must be reviewed and approved by the manufacturer and an independent third party before any warranty certificate is released.
 - 4. The Permanent Link must be tested to IEC 61935 with a Level III (or higher) cable tester set to Class E Permanent Link referencing the Permanent Link performance standards detailed in ISO 11801:2002, or Class E detailed in BS EN 50173-1:2002, or Cat 6 detailed in ANSI/TIA/EIA-568-B.
 - 5. The results must be stored in an electronic database compatible with the tester manufacturer's cable management program.
 - 6. The cabling must be covered by a 20-year product and application warranty and installed by an installer accredited and trained by the manufacturer. Proof of training, which must be less than two years old, must accompany the tender.
 - 7. A labeling and administration system must be designed into the cable system in line with BS EN 50174-1:2001 or ISO/IEC 14763-2 or ANSI/TIA/EIA-606-A. The numbering scheme must be Cabinet/Patch Panel/Patch Point – 2B/03/26, which would be Remote Cabinet 2B,

Patch Panel in Cabinet 03, and Point 26. For guestrooms, it would be Room Number/ Patch Point – 101/A, which would be room 101 and Point A (Bedside).

8. The cabling system must be earthed according to the manufacturer's instructions and BS EN50174-3:2003 or ANSI/TIA/EIA-607.
9. Separation of power and data cables must be according to EN 50174-2:2001 except where local or national electrical safety regulations require a greater separation.
10. Optional: A cable containment system must be supplied according to BS EN 50174-2:2001, ANSI/TIA/EIA 569-B or ISO 14763-2.

E. LAN Application

1. Any communications protocol designed for use on 100-Ohm (nominal) characteristic impedance Class E cabling system must operate satisfactorily on the installed cabling system. 'Satisfactory' means better than one in ten-to-the-power of 10 bit error rate whilst in the presence of up to 3 V/m external interference over 100 MHz for at least thirty minutes.
2. LAN operation must include, but not be limited to, ATM at 155 Mb/s (and 622 Mb/s and 1.2 Gb/s when Class E interfaces are available) and Gigabit Ethernet to IEEE 802.3ab.
3. Delay skew of the Permanent Link must be better than 20 nanoseconds (typical) to ensure satisfactory video operation.

F. EMC (Electromagnetic Compatibility) Performance

1. The structured cabling system must comply with cable balance and EMC requirements of BS EN 50288-3-1:2003 and ISO 11801:2002 and must not degrade the EMC performance of any electrical device connected to it. The manufacturer must guarantee this facility.

2518.04 Horizontal Sub System

A. Horizontal Wiring

1. In the context of this specification, horizontal wiring covers all copper Category 6 cabling between the MDF/IDF and the terminated RJ45 socket at the outlet location.
2. Horizontal cabling must be arranged in a physical star topology radiating directly from the MDF/IDF to the outlet. Each outlet must be individually connected back utilizing a single cable to the MDF/IDF, no outlets must be connected in parallel or chain. There must also be no

intervening connections between the outlet and the MDF/IDF, the cable must be continuous end-to-end.

B. Horizontal Cable Containment

1. All horizontal Cat 6 cabling must be installed upon dedicated cable trays/baskets or within conduits/multiple compartment trunks between the MDF/IDF and the outlet socket.
2. The voice and data cables must not be installed within the same containment as any other services, and the minimum segregation spacing must be maintained to minimize data interference.

C. Patch Panels/Frames in General

1. Voice and data patch panels must be manufactured to Category 6 Standard.
2. The voice and data patch panels within the local computer rooms must be Modular Patch Panels mounted within equipment cabinets. The patch panels must have Insulation Displacement Connections (IDC) on the rear and RJ-45 8 position sockets on the front. The voice and data patch panels must have no fewer than 24 x RJ-45 ports in 3 groups of 8 ports. A cable management / patch cord organizer must be installed after every 48 ports.

D. Voice Service Frames

1. The Main Distribution Frame (MDF) within the main communications room must distribute voice services and must be of Krone type 108A Dual Vert complete with all necessary terminations as Krone type 237A.
2. The frame must be secured to a 1⁷/₂₀ mm plywood mounting board located adjacent to the PBX and the horizontal cabling racks within the main communications room.

E. Fiber Optic Patch Panels

1. Fiber optic patch panels must be capable of housing no fewer than 12 x LC connectors. All fiber optic cores must be fusion spliced using pigtails onto LC connectors. Each fiber patch panel must use 1U of cabinet space and be located above the active components within the same cabinet or patch panels within the local communications rooms.
2. Two categories of copper based, rack mounted patch frames are required within each communications room to support:

- a. Termination of horizontal cabling from information outlets; on these panels there must be a definitive demarcation separating voice and data cabling. Patch panels must be RJ-45 modular in construction.
- b. Termination of intra-building voice backbone cables, providing connectivity between voice services and the information outlet patch panels outlined above. The voice patch panels must be modular in construction and must contain no fewer than 24 x RJ-45 ports.

F. Backbone Cabling Within the Building

1. Voice Backbone

- a. Star topology copper based UTP backbone cables must distribute voice services from the MDF located within the main computer room to each of the local computer rooms. Sufficient wire pairs must be included to provide a service based on 1-pair modularity, plus 25 percent spare capacity.

2. Data Backbone

- a. The data backbone cabling between the main computer room and the local computer rooms must be interior grade LSZH sheathed, 12 core 50/125 multimode and tight buffered fiber optic cable (OM3 or better). LC connectors must be used for all fiber optic connections.

3. Intra-building Backbone Cable Routing

- a. The main vertical and horizontal intra-building backbone cabling must be routed via a network of cable trays.

2518.05 Communications Cabinets

A. Specifications

1. Communications cabinets must have 42U of usable frame height, 31"/800 mm x 39"/1.0 m and must provide a sufficient degree of protection to BS.5490 IP 20. The cabinets are required within each communications room (main and local) for the housing of the active components, modular patch panels (copper cables) and fiber optic patch panels. In the absence of active components specification details, it is assumed that the equipment will take up 17U of frame space.
2. All cabinets must be uniform in manufacture, appearance and color (light grey / black). Each cabinet must be fitted with a lockable smoked glass or mesh front door and a lockable rear door. All cabinet doors must have locks operated by a single key. Each cabinet must incorporate removable side panels and cable management rings and brackets for the dressing of patch leads and cords.

3. All cabinets must incorporate integrated surge protected power socket strips with no fewer than of eight socket outlets, which must connect to the power distribution system via the UPS.
4. A gap of at least 6"/150 mm must be maintained between the front of the patch panels and the front of the cabinet.

B. Patch Cords / Leads

1. Fiber Optic patch leads of 3'-3"/1.0 m length, 50/125 multimode duplex, 1/10"/2.5 mm LC type, must be provided by the cabling contractor (OM3 or better).
2. Connecting modular data patch panel (information outlet patch panel) to modular voice/data patch panels must be achieved using 4 pair, 8 pin, RJ-45 to 8 pin RJ-45 Category 6 patch leads of varying lengths.

C. Device Leads

1. Device leads from the data outlets to the user workstation must be provided with quantities and lengths confirmed by Hilton.

2518.06 Implementation and Hand-Over

A. Installation Quality

1. The complete structured cabling system must be installed in accordance with the quality standards as applicable and in accordance with the manufacturer's guidelines.
2. The structured cabling contractor must ensure that all installation staff has a complete understanding of the quality requirements
3. Where the structured cabling contractor is involved in the design element of the project, the nominated designer must be BICSI registered and hold the accredited RCDD status.

B. Testing

1. Testing of fiber optic cables must be carried out using an OTDR, and must be carried out at both 850 and 1300nm for multimode, along with 1310 and 1550nm for single mode, from each end of the cable. Each trace must be recorded along with the test engineers name and signature.

2. Should the testing identify a failure, this must be immediately rectified and noted with the hand-over documentation under test failure. Where rectification is not possible then the cable and associated components must be replaced and removed from site.
3. The cabling contractor must undertake to provide Hilton IT with advance knowledge of all testing activities and allow witness to the testing as required.

C. Manuals and Documentation

1. The structured cabling contractor must provide the following items as hand-over documentation to Hilton nominated representatives at the conclusion of the project.
 - a. Two paper copies and a CD-ROM of all fitted drawings showing the cabling schematics, connectivity drawings, cabinet and frame schematics, all clearly showing label designations. All drawings must be produced using the latest version of AutoCAD for Windows and saved in .DWG or .DXF file format.
 - b. Communications cabinets and patch panel layouts.
 - c. A schedule of information outlets containing label designations and locations. The schedule must be presented in the form of a Microsoft Excel spreadsheet and be provided in both paper and CD-ROM formats.
 - d. Test results (copper and fiber) on paper and CD-ROM.
 - e. 20 year warranty application assurance certificate.

2518.07 Wireless Distribution

A. Wi-Fi UTP Cable, Category 6

The provisioning of Wireless Internet (Wi-Fi) services in the Hilton portfolio of brands require the installation of UTP cable, Category 6, from main computer room or intermediate data cabinets to locations throughout the hotel (see below) for the mounting, installation and servicing of Wireless Access Points (WAPs). All previous reference to conduit, cable placement and termination requirements for Category 6 cabling in this document must be adhered to for installation of this Wi-Fi cabling. The scope of this definition relates only to the design and installation of the cabling system for this Wi-Fi network. Reference to WAPs in this document is intended to give a point of reference for design of the cabling system.

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B. Areas of Coverage

1. Care must be taken to ensure the installation of enough infrastructure in these areas such that their subsequent division by mechanical or other partitions does not deteriorate signal reception in any one partitioned area. Guestrooms to include all space within all guestrooms, suites and parlors. These also include coverage for all fractional ownership or condominium units as may reside within the property.

C. Installation Parameters

1. The installed infrastructure defined here must provide for the installation of WAPs such that the following criteria are met: WAPs must be securely mounted with a manufacturers bracket in a subdued and aesthetic manor. WAPs must be permanently accessible after installation to facilitate repair or replacement. WAPs must meet the engineering standards provided in the "Guest_Internet_Access_Network_Standards_Guide_Global.pdf" published on <https://teamsites.hilton.com/sites/InfrastructureandTechnology/Architecture/Networks/Wireless.aspx>.
2. Cable runs for the Wi-Fi network must be terminated in 8pin RJ-45 female jacks at the access point location. Jacks must be installed in wall plates if the WAP is to be mounted aesthetically in a visible location, and interconnected with the shortest possible patch cord to maintain a neat and tidy look and also to minimize tampering.

2518.08 Patch Cable Standards

A. Patch Panel Standards / Lead Colors

1. Patch leads colors must be used to differentiate amongst various vendors / systems in all patch cabinets, for example, Internet access, digital TV systems, minibar, guest telephones, and cordless telephones.
2. The Cat6 cables used must adhere to the following color code:

Main & Remote Computer Rooms	Color
Voice & Fax Lines	Light Blue
Server Connections	Red
Point of Sale	Black
Printers	Green
Guest Internet (incl Wireless Access Points)	Purple
Guest Minibar System	Orange
TV System	Yellow
Keycard System	White

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Interfaces	Pink
Wireless Access Points (DECT, Hilton)	Brown
Electronic Meeting Signs	Light Grey
Cross-over Cables	Dark Blue
Desktops	Dark Grey

B. Patch Lead Standards - Devices

1. All patch leads connecting devices to the network Cat6 sockets, i.e. desktop PCs, laptops, printers, etc must be grey.

2518.09 Guest Room Technology Services

A. Cabling Requirements

1. In order to ensure quality of service and flexibility, a minimum of 2 (points B&E) and up to 4 x 4-pair cables (CAT6-RJ45) are required to provide data services and be labeled accordingly (x). Placement requirements must be verified within Sections 2510.00 and 2512.00.
2. At the desk area and/or living room
 - a. (A) Telephone - if required in Sections 2510.00-2512.00
 - b. (B) Guest Internet access - Wi-Fi Access Point and Wired Internet (when provided)
3. For the TV/ Credenza
 - a. (C) Future use/ Digital TV
4. By the bedside
 - a. (E) Telephone

2518.10 Wiring Standards (Coaxial – MATV, CATV)

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Hotels must install coaxial cable, homerun to each guestroom. The following provides detailed specifications about the coaxial cabling. Hotels must consult their intended in-room entertainment provider to determine if there are additional wiring specifications or documentation. Hotels must work with a professional cable installer to design and install the cable plant. For IPTV installations, see CAT6 documentation in Section 2518.03.

A. System Specifications

System Specifications All installations must conform to relevant standards and safety specifications for the appropriate region. These may include:

1. MATV Installations: ANSI/SCTE 40 2004 (US), BS EN 50083 (UK)
2. Coaxial Cables: ANSI/SCTE 74 2003 (US), BS EN 50117 (UK)
3. Grounding of coaxial antenna systems: outlined in NEC Article 250 (US), ANSI/NFP 70 (US), BS EN 50310 and section 2518.8.5 (UK)

B. Cable Types

1. Coax The cable must meet or exceed specifications in ANSI/SCTE 74 2003 (US), BS EN 50117 (UK) or local equivalent standards, as follows:
 - a. Room drop maximum 150ft: RG-6 quad-shielded, Belden or Commscope or equivalent
 - b. Feed trunk cable maximum – 230ft: RG-11 quad-shielded, Hard-line/.500 or greater, Belden or Commscope or equivalent
 - c. Not Applicable to this Brand
 - d. Core trunk cable between MDF and all IDFs: RG-11 quad-shielded, Hard-line/.500 or greater, Belden or Commscope or equivalent
 - e. Cabling must be 60% braid, solid copper center conductor rated for 5MHz - 1GHz
2. Fibre

Use if the satellite dish is located more than 150m/500ft from the head end:

- a. Single Mode G.657.A 3mm armoured or equivalent

C. Connections

All coaxial network connections must be as follows:

1. Round tapered or snap-and-seal
2. Properly mated and tightened to approximately 30 in/lbs of torque

D. Signal Level

Measured at room outlet:

1. Head End System Wiring (HD/QAM256)
 - a. Bandwidth sweep tested from: 5 MHz to 1GHz
 - b. Modulation Error Ratio (MER): 37-40dBmV
2. Satellite Set-Top Box System Wiring (i.e., DRE – DIRECTV Residential Experience/Integrated Reception System (IRS)/ DVB-S and DVB-S2)
 - a. Signal level: 50dB – 75dB
 - b. Minimum SNR: 12dB
 - c. Minimum BER: <2.0 E-04 (Pre Viterbi)

E. Antenna

1. All UHF antennas must incorporate a balun to ensure the matching of the dipole to the feeder cables.
2. Antenna must be cabled from rooftop to MDF head end. See above for cabling length requirements.
3. The aerial system, mounts, and support structures must be capable of withstanding winds of 100mph/160kph and take into account local environmental conditions (snow, ice, extreme wind etc.).

F. Satellite Dishes

1. Satellite dishes must be constructed to withstand a wind speed of 60mph/100kph and be of an adequate size for the system concerned and take into account local environmental conditions (snow, ice, extreme wind etc.).
2. Satellite must be cabled from rooftop to MDF head end and able to produce a 15dB carrier-to-noise level at the installations site for the given transponders being received. See above for cabling length requirements.
3. Dishes must be aligned for maximum signal strength and carrier-to-noise ratios. The LNB must be aligned so that the horizontal and vertical transponders appear equal and give maximum rejection of the opposite polarity.

G. Coax Topology

1. Head End System Wiring (i.e., HD/QAM/DVB-T/DVB-T2/DVB-C/digital signal distribution)
 - a. Wiring must be star topology or home run to each guestroom. Run a single cable trunk feed from MATV head end (MDF) to a central point within each hotel corridor/riser/IDF closet. Use multi-output taps to distribute the signal; from the IDF, run one coaxial cable to each guestroom.
2. Satellite Set-Top Box System Wiring (i.e., DRE – DIRECTV Residential Experience/Integrated Reception System (IRS)/ DVB-S and DVB-S2)
 - a. Wiring must be star topology or home run to each guestroom. Run 6 cable trunk feeds from IRS amplifier to central points within the hotel corridors/risers/IDF closets. Use a multi-switch to distribute the signal from the hotel corridors/risers/ IDF, run one coaxial cable to each guestroom.

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2519.00 Signage and Graphics

2519.01 General Signage

A. All Signage

All signage, existing and replacement, must comply with these standards. Refer to Section 500.00 for Identity and Marketing requirements.

B. Relicensing/Change of Ownership Signage Requirement

Upon relicensing or change of ownership, existing signage must be brought up to current signage specifications as directed by Hilton.

C. Signage Approval

All signage must be approved by Hilton. Written approval must be obtained prior to fabrication and installation.

D. Non-English Speaking Locations

Signage in non-English speaking locations must be bilingual, in both English and the local language.

E. Etched Trademark Requirements

Trademarks owned by Hilton must not be etched in any construction surface where they become permanent and cannot be easily removed.

F. Construction Project Identification Sign

A construction project identification sign must be installed once construction begins.

2519.02 Interior Signage

A. Interior Signage Design & Approval

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Interior signage must be the Brand approved design. Refer to www.hiltonworldwide.com/design for Interior Signage Specifications.

B. Interior Signage Manufacturers

An approved sign manufacturer must fabricate all interior signage. Contact information may be found online at suppliersconnection.hilton.com.

C. Not Applicable to this Brand

D. Directional Signage

1. Interior corridor signage must be brought up to the current standard at the time of any renovation within the corridor.
2. A comprehensive system of informational/directional signs must be installed directing guests to all appropriate facilities contained within the building.

E. Lobby Area Signage

1. Hotels must have 100 percent non-smoking signage at the front entrance visible for any guest entering the building. It must not be displayed directly on the front doors or at the front desk.

F. Public Restrooms

1. Public restrooms must be clearly identified using international symbols.

G. Not Applicable to this Brand

H. Commercial Facilities

1. Hours of operation must be posted for the Guest Laundry (if applicable).

I. Not Applicable to this Brand

J. Not Applicable to this Brand

K. Fitness Center Signage

1. The facility must be clearly marked and identified with the approved Brand graphics. Refer to www.hiltonworldwide.com/design for required signage.
2. Hours of operation must be posted for the Fitness Center.
3. Not Applicable to this Brand
4. Easy-to-understand instructions for use of the equipment must be clearly visible.
5. A sign outlining applicable health, safety and emergency information for use of the fitness center must be posted.
6. Only brand approved graphics will be permitted in the fitness center. These graphics include:
 - * A brand approved wall graphic
 - * Mirror winks, one per mirror
 - * Entry door / window graphics

L. Pool/Whirlpool/Spa Signage

Pool/Whirlpool Signage (when provided)

1. Not Applicable to this Brand
2. A professionally prepared sign outlining guidelines and rules for use of the swimming pool must be prominently displayed. Swimming pool signs must match the design of and be consistent with the other signs in the hotel sign system.
3. A professionally prepared sign outlining guidelines and rules for use of the whirlpool must be prominently displayed. Whirlpool signs must match the design of and be consistent with the other signs in the hotel sign system.
4. Not Applicable to this Brand

5. Pool lifts must have identification and instructional signage that matches all other signage in the pool area. Sample verbiage at the lift: "POOL LIFT Reserved for guests with mobility disabilities only. For lift assistance or instructions, contact the front desk."

M. Circulation Signage

1. A "no smoking" sign is required in the elevator lobby on all floors.
2. Elevator lobbies and elevator cabs must have signs that state during a fire emergency the exit stairs must be used instead of the elevator.
3. Not Applicable to this Brand
4. Not Applicable to this Brand
5. Not Applicable to this Brand
6. All floor levels, within enclosed stairs, must be clearly numbered at each landing. The letters must be 6"/150 mm minimum high and reflective.
7. Exit stair doors must have signs that state they are fire doors and must remain closed at all times.

N. Guestroom Signage

1. Guestroom signage must be provided on corridor wall adjacent to strike side of each guestroom door.
2. Not Applicable to this Brand
3. The international "no smoking" symbol must be clearly displayed at all guestrooms. The graphic must be included with the guestroom numeral signage.
4. The back of the guestroom door must include a sign containing fire evacuation information. This sign must be centered on the door below the door viewer. Evacuation signage must be replaced/updated at the time of guestroom carpet, wall treatment or casegood replacement. The following must be included:
 - a. Emergency exit plan

- b. Pull station and fire extinguisher locations
- c. Maximum room rate (where required by law)
- d. Check-in and check-out times (where required by law)
- e. Safety deposit box availability
- f. Local laws/standards
- g. For your privacy and security, always use your deadbolt to double lock your room from inside. The safety latch and door viewer must be used to visually identify anyone outside your door. Follow these general guidelines at all applicable passage doors.

2519.03 Digital Signage System

A. Digital Signage Approval

A digital signage system is not allowed.

2519.04 Exterior Signage

A. Refer to www.hiltonworldwide.com/design for property identification signs in the Exterior Signage Specifications.

B. Main Entry Door Property Identification Sign

An approved sign manufacturer, licensed by Hilton, must fabricate and install all property identification signs. Contact information may be found online at www.hiltonworldwide.com/design.

C. Property Identification Signs

1. A minimum of one internally illuminated ground monument sign and one internally illuminated building mounted sign is required for all properties. Additional signage may be required by Hilton dependent upon building orientation, visibility and regional brand identity requirements.

2. Not Applicable to this Brand
3. The ground sign pedestal or base must be protected from damage by planter box, landscaping or other means.
4. Blade signs are allowed at urban locations when a mount location is not available for ground signs. Blade signs must be internally lit and comply with brand standards. Neon is not allowed.
5. Illuminated signs must be time switched and photo-cell controlled.
6. Exposed conduit and/or raceways are prohibited at building face signs.
7. No marquees or electronic rate signs of any type are permitted. "No vacancy" signs are not allowed.
8. At time of replacement, materials including the light source must match any remaining/existing materials. Full signage replacement must comply with current specification standards.
9. Exterior signage must be installed prior to opening, including conversion properties.

D. Exterior Miscellaneous Signs

1. External way finding signage must be provided for properties where travel path decision points occur forcing a guest to turn left, right or continue straight ahead.
2. Not Applicable to this Brand
3. Not Applicable to this Brand
4. Not Applicable to this Brand
5. Porte cochere clearance signage must be provided for clearances less than 15'-0"/4.5 m. Letter height must be 6"/15 cm minimum and the color must contrast the adjacent building color.
6. Not Applicable to this Brand

7. Temporary exterior signage and/or banners must be approved by the Brand before being posted. No additional advertising (billboards or reader boards) are permitted.

E. Parking Signage

1. Directional signage to the parking area must be clearly visible when not obvious.
2. Floor level and area signs must be provided in parking garages for ease of locating vehicles.
3. A disclaimer must be posted in all guest parking areas on the site that user assumes all risks. Signs must be located along parking lanes and be mounted to light poles or independent poles with spacing not to exceed 100'-0"/30 m.
4. In addition to brand required parking signage, all hotels with on-site parking must install five brand approved Diamond Elite guest parking signs. At least three spots must be located near the main entrance of the hotel – all others can be in proximity to secondary entrances. Refer to www.hiltonworldwide.com/design for specifications.

Canada: Compliance date for installation of Diamond Elite parking signage is November 15, 2016.

5. Signage identifying designated accessible parking spaces must be provided at guest parking areas.
6. Signage must be provided designating parking space(s) reserved for electric vehicle charging stations.

Glossary

Abbreviations

°F	Fahrenheit	A	Amp
ACT	Acoustical Ceiling Tile	AFF	Above the Finished Floor
C	Celsius	CDB	Celsius Dry Bulb
CFLs	Compact Fluorescent Lamp	CFM	Cubic Feet per Minute
CPU	Central Processing Unit	CYP	Computer Yarn Placement
D	Depth	dBA	A-weighted decibel
DDM	Distributed Data Management	dia.	Diameter
DP	Dew Point	DX	Direct Expansion
EAT	Entering Air Temperature	EIFS	Exterior Insulation Finish System
FDB	Fahrenheit Dry Bulb	FF&E	Furniture, Fixtures & Equipment
FPM	Feet Per Minute	FT	Feet or Ft ² (Feet squared)
GFCI	Ground Fault Circuit Interrupter	GFI	Ground Fault Interrupter
GPF	General Protection Fault	GPM	Gallons Per Minute
H	Height	HD	High Definition
HR	Humidity Ratio	HSIA	High Speed Internet Access

Abbreviations

HVAC	Heating Ventilation Air Conditioning	HZ	Hertz
IIC	Impact Insulation Class	kg	Kilograms
KW	Kilowatts	L	Length
lb	Pounds	LCD	Liquid Crystal Display
LED	Light Emitting Diode	M	Meters
MATV	Master Antenna Television	MC	Metallic Conduit
MCDB	Mean Coincident Dry Bulb	MDB	Mean Dry Bulb
MDF	Medium Density Fiberboard	MERV	Minimum Efficiency Reporting Value
mm	millimeters	NIC	Noise Isolation Class
OSA	Outside Air	oz.	Ounces
PSI	Pounds per Square Inch	PTAC	Package Terminal Air Conditioner
PVC	Polyvinyl chloride	PVS	Personal Viewing Screen
SCR	Silicon Controlled Rectifier	sq.	square
SRI	Solar Roof Index	STC	Sound Transmission Coefficient
SVRS	Safety Vacuum Release System	TDD	Telecommunications Device for the Deaf

Glossary

Abbreviations

V Volts

W Width

VOC Volatile Organic Compounds

Acronyms

A&C Architecture & Construction

AATCC American Association of Textile Chemists and Colorists

ADA American Disabilities Act

AMCA Air Moving and Conditioning Association

ARI Air Conditioning and Refrigeration Institute

ASHRAE American Society of Heating, Refrigerating and Air Conditioning Engineers

ASTM American Society for Testing and Materials

AWS American Welding Society

CFFA Chemical Fabrics and Film Association

DHSI Door and Hardware Systems, Inc.

EN Euro Norm (European Standard)

AAMA American Architectural Manufacturers Association

ABA Architectural Barriers Act

AGA American Gas Association

ANSI American National Standards Institute

ASA American Standards Association

ASME American Society of Mechanical Engineers

AWMA Air & Waste Management Association

BS British Standard

DHI Door and Hardware Institute

DIN Deutsches Institut für Normung (German Institute for Standardization)

EPA Environmental Protection Agency

Acronyms

ETL	Environmental Testing Laboratories	FIA	Factory Insurance Association
FM	Factory Mutual	GB	Guobiao (Chinese Standard)
IBR	Institute of Boiler and Radiator Manufacturers	IEEE	Institute of Electrical and Electronic Engineers
ISO	International Standards Organization	MPEG	Moving Picture Experts Group
NEC	National Electrical Code	NECA	National Electrical Contractors Association
NEMA	National Electrical Manufacturers Association	NESC	National Electrical Safety Code
NFPA	National Fire Protection Association	NSF	NSF International
OSHA	Occupational Safety and Health Act	SAE	Society of Automotive Engineers
SBI	Steel Boiler Institute	SCS	Scientific Certification System
SMACNA	Sheet Metal and Air Conditioning Contractors National Association	UFAC	Upholstered Furniture Action Council
UL	Underwriters Laboratories	UMC	Uniform Mechanical Code
WH	Warnock Hersey		

Terminology/Definitions

AACHEN	Measurement for dimensional stability	Alarm verification	A feature internal to automatic fire detection and alarm systems, wherein the report of smoke detection is confirmed within a specific period of time before initiating an alarm
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Terminology/Definitions

Area of refuge	An area where persons unable to use stairways may remain for a period of time, waiting for assistance or instructions during an emergency	Common path of travel	The portion of an egress path traveled before two or more distinct paths to an exit are available
Dead end corridor	The portion of a corridor where only one path of travel is available before two or more distinct paths to an exit are available	Level of exit discharge	The point at which a person is considered to be exited from a building and is in, or has immediate access to a public way
lux	Unit of measurement for illumination	Manual fire alarm box	A manually operated device used to initiate an alarm signal
Normally occupied spaces	Spaces that are occupied on a regular basis, either permanently or temporarily	Pre-signal alarm	Wherein a fire alarm signal sounds only in an attended location, providing a predetermined amount of time to investigate a detection notice, before initiating an automatic alarm evacuation sequence
Public way	A space, street, alley or land dedicated to the public, for public use that is open to the outside air and is of sufficient size to accommodate those exiting from a building	Response time index (RTI)	A standardized measurement of the thermal sensitivity of an automatic sprinkler. Quick Response (QR) sprinklers are those units with RTI of 50 or less.
Smoke alarm	A single or multiple-station alarm device responsive to smoke, connected to building electrical service and not connected to the building fire alarm system	Smoke detector	A low-voltage device that senses visible or invisible particles of combustion integrated and listed for service with the building fire alarm system.