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For Immediate Release

Four California Hotels Redefine Social Distancing with Robots Delivering Groceries, Towels and Pet Treats

Staycations on the rise with travelers preferring nearby escapes

As the California economy reopens, four California hotels have created a safe environment with elevated cleanliness and Social Distancing Robot Ambassadors. With many guests preferring a touchless experience, the three-foot robots provide guests with peace of mind as they can deliver everything from pillows and pet treats to towels and groceries. Since the robots have no arms, they do not replace staff members as they cannot carry luggage, make beds or take reservations. They enhance the guest experience while providing the necessary social distancing to keep everyone safe.

The Social Distancing Robot Ambassadors include: *Winnie* at the Embassy Suites by Hilton Los Angeles International Airport North; *Wally* at the Residence Inn by Marriott Los Angeles LAX/Century Blvd; and *Hannah* at H Hotel Los Angeles, Curio Collection by Hilton, as well as Homewood Suites by Hilton Los Angeles International Airport. The last two properties are co-branded hotels featuring two brands in the same building.

After a guest calls the Front Desk requesting a contactless delivery, a staff member loads the robot with the item requested. As the robot leaves their docking station in the Lobby, they send a signal to the elevator that they want to get on board. There's an interface between the robot and the telephone system so they know where to go as the room is programmed. When they arrive at a room, the guest receives a call that the robot is waiting outside with their delivery.

They communicate via the written language on their display board and they beep and shimmy with robot sounds. Guests are in awe when they see the robot's digital eyes blink and hear sci-fi sounds as the robot effortlessly glides onto an elevator flashing a digital message, "I'm on a guest delivery." They have many sensors and can sense if there's a person in front of them and walk around them. While they're limited to what they can take based upon the size of their compartment, the Social Distancing Robot Ambassadors are fast and can get to a room in four minutes. Each robot is thoroughly sanitized after every delivery.

The hotels have put in place a multi-pronged approach to meet the health and safety challenges presented by COVID-19 including Hilton's CleanStay program and Marriott's Commitment to Clean program. These new standards include rigorous levels of cleanliness, as well as modifications for guest and staff social distancing including food and beverage modifications such as grab & go breakfasts.

Reservations departments at these four hotels adjacent to LAX have reported an increase in leisure and corporate bookings from zip codes within driving distance. The Social Distancing Robot Ambassadors are proving popular with guests of all ages providing them with a sense of safety, as well as a smile.

HOTELS:

Embassy Suites by Hilton Los Angeles International Airport North

9801 Airport Blvd., Los Angeles, CA 90045

www.laxembassy.com

(800) EMBASSY or (310) 215-1000

Residence Inn by Marriott Los Angeles LAX/Century Blvd

5933 W. Century Blvd., Los Angeles, CA 90045

www.residenceinnlax.com

(844) 380-7617 or (310) 568-7700

H Hotel Los Angeles, Curio Collection by Hilton

6151 W. Century Blvd., Los Angeles, CA 90045

www.hhotellosangeles.com

(844) HICURIO or (310) 215-3000

Homewood Suites by Hilton Los Angeles International Airport

6151 W. Century Blvd., Los Angeles, CA 90045

www.homewoodsuiteslax.com

(800) CALLHOME or (310) 215-3300

Media: For further information, photos or b-roll, please contact Michelle Bolton at 310/560-4036 or 818/990-1540.