



With updated measures in place, we launched the [IHG Clean Promise](#).

Good isn't good enough – we're committed to high levels of cleanliness. That means clean, well maintained, clutter free rooms that meet our standards. If this isn't what you find when you check-in then we promise to make it right. We are also partnering with Cleveland Clinic to further enhance our cleaning program with new science-led protocols and service measures.

## Reception, Public Spaces, and Facilities

are disinfected frequently with special attention to “high touch” areas.



We've reduced contact at check-in with touchless transactions, front desk screens, clean and disinfected key-cards, and paperless check-out.



We've established maximum occupancy levels and social distancing cues. Personal sanitation kit/items are available upon request.



We've introduced a guest communication handout outlining details for enhanced health & safety guidelines and operational hours and protocols for all outlets, the business center, coffee shop and fitness center.



We've compiled a comprehensive contact list of area medical providers and hospitals, available 24/7 at the front desk and through security.



Our housekeeping team has implemented enhanced cleaning protocols of high touch-point areas at the front desk and lobby/public spaces.



We've increased the availability of hand sanitizer, sanitizing wipes, and other necessary personal protection equipment.



Our Clean Champion focuses on our guests and colleagues as they navigate the new environment and help on-property teams to consistently deliver elevated cleanliness standards.



New signage with health & safety reminders throughout the hotel.

## Guest Rooms

IHG Clean Promise



Our housekeeping team has implemented enhanced cleaning of our guest rooms and suites using hospital-grade sanitization products.



We are training all hotel colleagues on new strategies and procedures. All colleagues have mandatory temperature checks upon arrival to work.

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## Food & Beverage

### LaVoya Brasserie

Dinner & Bar 3:00 PM – 10:00 PM



We have modified, single-use menus available in the restaurant, bar, and to-go dining.



Reservations are required through OpenTable.com to provide for proper contact tracing. Try out our new patio seating



Guest queues will be marked for appropriate physical distancing & reduced seating capacity.



Condiments are available in individual packets or served in ramekins. Beverages are also available in single-use bottles.



Dining tables, bars, stools and chairs are disinfected after each use.



Rolled-up flatware or pre-packaged plastic flatware will be served upon request.

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## Meetings & Events

Our team is ready to deliver safe and creative solutions with physical distancing in mind - modifying seating capacities and Catering & Banquet services to fit your event needs.



We've introduced new meeting room set-up and floor plan diagrams, seating charts and maximum room capacities.



Linen-free tables used whenever possible. Tables with linen replaced after each use. Tables, chairs, AV equipment, meeting amenities are disinfected regularly.



Our Audio-Visual team is ready to offer technology solutions for video-conferencing and live-streaming to support virtual or hybrid meetings.



Hand sanitizer and sanitizing wipes are available for attendees in all meeting spaces.



Banquet catering is served in individual portions. Breaks and buffet meals are served by the culinary team to minimize contact.



Our restrooms are disinfected frequently with special attention to high touch surfaces.

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