



Happy May GameStop Travelers,

As the global situation surrounding COVID-19 continues to change rapidly, we have updated the Meetings & Travel page to reflect the current airline policies surrounding booked travel. [You can access the Meetings & Travel COVID-19 page here.](#)



EGENCIA SUPPORT ENDING MAY 31, 2020

GameStop has transitioned over to TripActions for all business travel needs. **GameStop will no longer have access to Egencia as of May 31, 2020. Here's what you need to know:**

Booked Travel:

All associates who have travel booked in Egencia anytime through the end of 2020 received an email from Ashley Rasmussen on the Meetings & Travel team. Please make sure to follow the instructions in her email as soon as possible this month, if you haven't already.

Unused Tickets:

All associates who has a non-refundable unused ticket in Egencia received an email from Ashely Rasmussen. Please make sure to follow the instructions in that email as soon as possible, if you haven't already.

Loyalty Numbers:

If you have not already done so, go ahead and transfer all your loyalty information from Egencia over into your new TripActions traveler profile.

Questions?

If you have any questions about booked travel in Egencia, unused airline tickets, or questions about Egencia support (ending May 31, 2020), or the new travel platform, TripActions, please reach out to Ashley Rasmussen or Samantha Vogel.



Hotels create new COVID Standards

As you know, Americans aren't traveling right now. But we will again one day and when that day comes, there will be a new normal in the travel industry. Hotels are using quarantine to implement new standards to ensure travelers feel safe in the future. Here are some of the highlights:

Hilton:

Hilton has developed a global program that will introduce a new standard of hotel cleanliness and disinfection to ensure Hilton guests enjoy an even cleaner and safer stay: **Hilton CleanStay™ with Lysol protection**. The program, which will begin in June 2020, has been developed with experts from RB, maker of Lysol and Dettol, brands trusted for safely disinfecting surfaces. See the details below:

Guest Rooms

- Hilton CleanStay Room Seal to indicate that guest rooms haven't been accessed since they were cleaned
- Extra disinfection of top 10 high-touch areas in guest rooms including light switches and door handles
- Reduced paper amenities in rooms (such as pads and guest directories)

Public Areas

- Increased cleaning frequency of public areas
- Guest-accessible disinfecting wipes at entrances and high traffic areas
- Enhanced cleaning for fitness centers
- Enhanced cleaning & other changes to meeting spaces, buffets and in-room dining
- Industry-leading contactless check-in and check-out with Digital Key at more than 4,700 properties globally

All Areas

- Evaluation of new technologies like electrostatic sprayers with disinfecting mist and ultraviolet light to sanitize surfaces and objects
- Enhanced Team Member safety and well-being with personal protective equipment and enhanced training and protocols

Marriott:

Marriott has created the Marriott Global Cleanliness Council to tackle the realities of the COVID-19 pandemic at the hotel level. The Marriott Global Cleanliness Council is focused on developing the next level of global hospitality cleanliness standards, norms and behaviors that are designed to minimize risk and enhance safety for consumers and Marriott associates alike.

Electrostatic Sprayers:

- Marriott is rolling out electrostatic sprayers with hospital-grade disinfectant to sanitize surfaces throughout the hotel.

Surface Areas:

- In public spaces surfaces are thoroughly treated with hospital-grade disinfectants and that this cleaning is done with increased frequency.
- In guest rooms all surfaces are thoroughly cleaned with hospital-grade disinfectants.
- Marriott will also be placing disinfecting wipes in each room for guests' personal use.

Guest Contact:

- To help alleviate the risk of transmission, the company will be re-arranging furniture to allow more space for distancing.
- The company is installing more hand sanitizing stations at the entrances to its hotels.
- In over 3,200 of Marriott's hotels, guests can choose to use their phones to check in, access their rooms, make special requests and order room service that will be specially packaged and delivered right to the door without contact.