The Hampton by Hilton and Homewood Suites by Hilton Chicago Downtown West Loop continue to remain open for business and we take great pride in maintaining the highest standards of cleanliness and hygiene. We know that you are as excited as we are to welcome back travel, even if it looks a little different these days. We also understand that our guests’ expectations for cleaning and disinfection have changed. That is why Hilton has partnered with RB, makers of Lysol® & Dettol®, to help deliver an even cleaner stay for our guests with the creation of the Hilton CleanStay program which launched June 15, 2020. Even prior to the Hilton CleanStay program announcement, our West Loop hotel had taken additional measures developed in consultation with global and local public health authorities, including the World Health Organization and the Centers for Disease Control, to create a comprehensive guide for our housekeepers to effectively deep clean each guest room and public area, as well as more rigorous cleaning and hygiene protocols including:

- Our hotel teams are receiving ongoing briefings and enhanced operating procedures.
- We have increased the frequency of cleaning public and high traffic areas in the hotel including lobbies, elevators, door handles, public bathrooms, etc. and have continued the use of hospital-grade disinfectant.
- To avoid cross-contamination and encourage social distancing, the breakfast buffet will be closed and replaced with breakfast to go.
- The indoor swimming pool and fitness center will be closed until further notice.
- The Homewood Suites Evening Social is canceled until further notice.
- We have increased the deployment of antibacterial hand sanitizers in public areas.

We understand how important flexibility is during this time. For information on our modification and cancellation policies, please visit Hilton’s dedicated issue page. For additional questions about upcoming stays, please contact Hilton Guest Assistance at 1-800-HILTONS.

At Hilton, we believe it is in challenging times like these that the power of hospitality is needed most of all. Whether you are traveling now or in the future, our team members are ready to welcome you with the Hilton hospitality you’ve come to expect from the Hampton by Hilton and Homewood Suites by Hilton Chicago Downtown West Loop.

Sincerely,

Hampton by Hilton & Homewood Suites by Hilton Chicago Downtown West Loop
Management Team