

Welcoming you like family

Safety + Well-Being



At Loews Hotels & Co the safety and well-being of our guests, team members and communities is always a top-priority. We understand the concerns you have when you travel, and want to remind our customers of the continuous efforts we make on a daily basis and measures we take, to provide a welcoming and clean environment at our hotels. Our goal is to care for you just like we would care for our own family.



Cleaning Standards

As a company, our everyday standards include cleaning guestrooms, meeting rooms, outlets, corridors and public areas with a Rapid Multi Surface Disinfectant Cleaner, an EPA approved product effective against emerging viral pathogens including influenza and COVID-19. The process includes the frequent cleaning of “high touch areas” such as telephones, remote controls, door handles, light switches, elevators and table tops, among others. We work with Ecolab, a company that provides complete consultation, cleaning solutions, guidance, training and on-site inspections to help ensure our operations are safe. We remain committed to the enforcement of these standards. We continuously evaluate and look at new cleaning products and applications.

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WELL Healthy-Safety Rating

We are one of the first hospitality brands to receive the WELL Health-Safety Rating for Facility Operations and Management through the International WELL Building Institute (IWBI), the global authority on healthy buildings.

The WELL Health-Safety Rating is an evidence-based, third-party verified assessment for new and existing buildings reviewing operational policies, maintenance protocols, stakeholder engagement and emergency plans. This milestone achievement across the portfolio, with the exception of hotels in Orlando, which are part of the Universal Orlando Resort, further demonstrates our commitment to creating environments that promote the well-being of guests, team members and neighbors while upholding the highest standards of health and safety.

In order to obtain the WELL Health-Safety Rating, each of our buildings met criteria focused on cleaning and sanitization procedures, emergency preparedness programs, health services, air and water quality management, stakeholder communications promoting health and wellness, and innovation inclusive of enhanced ventilation and particle filtration. Properties prominently showcase a visible seal to affirm the buildings are WELL Health-Safety Rated and validated by Green Business Certification Inc. (GBCI), most recognized for third-party credentialing and verification for the LEED green building program.

This rating further revitalizes our core message of “Welcoming you like family” which captures Loews’ differentiating ability to create an experience that allows travelers to feel safe, protected and cared for just as they would at home, or when visiting family, as illustrated through authentic, unscripted service and enhanced safety and well-being protocols.



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