



## AAA DIAMOND PROGRAM

## We've Enhanced Our Inspection with ATP Surface Testing

*This new step gives you scientific validation that your cleaning protocols are effective with an independent, third-party process consumers trust.*



**Together we can rebuild consumer confidence**

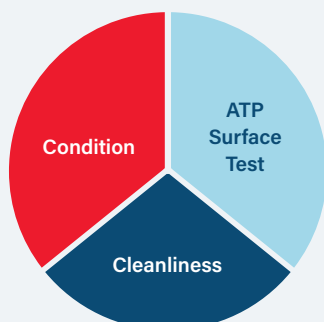
### Hotels

The COVID-19 pandemic has profoundly affected your guests' expectations for cleanliness. Hotels are enhancing cleaning procedures and housekeeping standards to meet these higher expectations.



### AAA Diamond

AAA standards for cleanliness and condition have long been a foundation for the Diamond Program, and now the program is even stronger with the addition of ATP surface testing.



AAA Inspected Clean Evaluation

## AAA Diamond Designation Enhanced with Inspected Clean Criteria

Your Diamond designation will now require passing the same physical inspections for cleanliness and condition as before, along with ATP surface testing for cleanliness. This adds objective, scientific indication that your hotel's cleaning protocols are effective.



# Understanding ATP

*The Technology Behind Inspected Clean*



## What is Adenosine Triphosphate (ATP)?

**a-den-o-sine tri-phos-phate**

An energy carrying molecule found in living and once living cells.

### HOW IT WORKS:

The presence or absence of ATP is a direct correlation to cleanliness.

A low level of ATP indicates that a surface is clean and can be evidence that cleaning protocols are effective.

## How reliable is ATP surface testing?

For more than 30 years, industries have used ATP surface monitoring to measure cleanliness beyond visual assessment. The novaLUMIX uses a photomultiplier to detect light produced as ATP reacts with luciferin/luciferase. The photomultiplier detector is effective for use in many environmental conditions that require effective sanitation monitoring.



## Can the ATP tests measure for viruses?

While it doesn't measure for viruses, ATP surface testing scientifically identifies the presence or absence of biological matter, which is a gauge of general sanitation and levels of hygiene.



## NIH and CDC Recognized Technology

ATP monitoring is recognized by the National Institute of Health and Centers for Disease Control for Level II environmental monitoring. The same technology is used in healthcare, food service, education and other environments where cleanliness is crucial.



## AAA Sets Surface Testing Standards for the Diamond Program

AAA established cleanliness benchmarks for our inspection program by analyzing data collected from 11,000 surface tests in more than 1,000 hotels, with controlled pre-post surface testing, and the collaboration with the scientific expertise of Charm Sciences, Inc.

As a result of this research, a passing threshold for surface testing was established to reflect the expected results if your hotel's cleaning protocols are followed correctly. Your hotel won't be held to the clinical level of cleanliness required for hospitals but rather a AAA standard that would meet a hotel guest's reasonable expectations for cleanliness during a hotel stay.

### INSPECTED CLEAN

Starting July 2021, properties that pass their AAA Diamond inspection with the addition of surface testing, will now be considered "Inspected Clean", which will increase the relevance of a property's Diamond designation.

**Travelers and AAA members  
will soon be able to find  
AAA Inspected Clean hotels  
on AAA's travel planning tools.**



**For more information please visit our website at <https://approved.aaa.biz/>  
or email us at [aaainspections@national.aaa.com](mailto:aaainspections@national.aaa.com)**

Scientific ATP surface testing does not identify viruses, including COVID-19 virus, but does offer an objective, scientific validation of cleanliness of surfaces evaluated by AAA at the time of our unannounced inspections.



## Surface Testing Integrates Seamlessly Into the Inspection Process



### Testing Is Quick & Easy

During the unannounced inspection, surface testing will be conducted with near-instant results. Your AAA inspector will swab a surface, add the sample to a vial containing a special testing chemical, and then insert the vial into a portable test machine, about the size of a large cellphone.



### Certified Inspectors

AAA inspectors have been independently trained and certified by Charm Sciences Inc. to conduct surface testing so you can trust the results to be accurate.



### Surface Tested

Inspectors will measure 8 surfaces in randomly selected guest rooms and bathrooms during each inspection. Each property must achieve AAA's acceptable surface testing pass rate of 75% or more.



### Retests On-Site

We know this is a challenging time for your staff and there may be surfaces that fail to meet the standard. If a surface falls short of meeting AAA's established cleanliness standards, the inspector will perform a re-test of the same surface in another room. There can be up to two re-tests per property during the inspection.



### Results & Reports

Your inspector and the emailed inspection report will let you know if your hotel passed the surface testing requirement. You'll also have access to a detailed summary of all surfaces tested. Visit our website to learn more.



### Failed Inspection

We expect our Diamond properties to pass the inspection with surface testing. However, if your property fails an inspection, you will be eligible to apply for re-inspection after one year. If you disagree with your results, you can appeal through our established process for properties that fail any part of their inspection, including ATP surface testing. To learn more, contact [AAAInspections@national.aaa.com](mailto:AAAInspections@national.aaa.com)





# ATP Surface Testing

## Hotel Surfaces To Be Tested



### Guest Room

- ① Guest room door handle
- ② A wall light switch - (any light switch)
- ③ Thermostat control
- ④ Guest room desk/writing surface
- ⑤ Television remote

#### *Alternate Surfaces*

- ⑥ Telephone buttons/receiver
- ⑦ Refrigerator handle

### Bathroom

- ⑧ Vanity surface
- ⑨ Sink faucet handle
- ⑩ Toilet flush handle

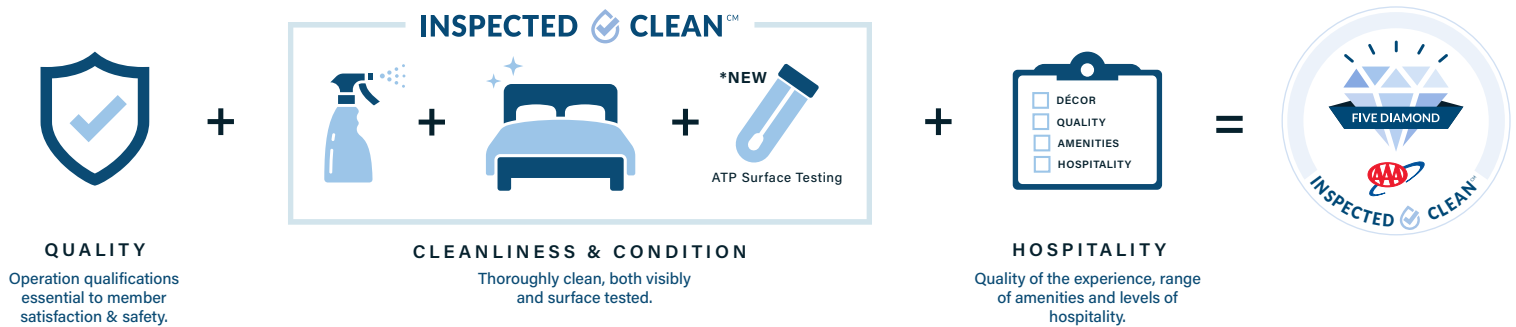
#### *Alternate Surfaces*

- ⑪ Bathroom door handle
- ⑫ Hair dryer
- ⑬ Bathroom light switch
- ⑭ Toilet seat/lid

# What is the value of a Diamond?

AAA's 62 million members book more than 31% of all paid room nights in North America, and they rely on our assurance that every Diamond-designated property has met our standards for guest quality, cleanliness and condition.

For more than 80 years, our team of professional inspectors have conducted unannounced, independent, in-person property inspections across 26,000 hotel properties in North America.



**Diamond designations are based on quality of the experience, range of amenities and levels of hospitality.**



Noteworthy by meeting the industry-leading standards of AAA inspections.



Comprehensive amenities, style and comfort level.



Upscale style and amenities enhanced with the right touch of service.



World-class luxury, amenities and indulgence for a once-in-a-life-time experience.

**Unverified Ratings**

biased  
unreliable  
inconsistent  
subjective

**VS.**

**Diamond Designations**

professional  
reliable  
consistent  
objective