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VERIFIED

Core Brand Standards

Core Brand Standards are the memorable experiences that bring the Sonesta ES Suites brand to life. With select touch points along the guest journey, we create Core Brand Standards that are consistently provided at every Sonesta ES Suites.

Signature Brand Names for Hotel Amenities

Brand-specified names for areas of the hotel to include:

- The Nest
- The Dish
- The Dip
- The Flex
- The Soap
- The Yard
- The Pour (optional)
- The Serve
- The Focus

Outdoor Games (The Yard)

Brand-specified outdoor games, activities, spaces, and furnishings.

In-Suite Kitchen

Enjoy the convenience of home - your way - in the fully equipped kitchen, featuring a full-size fridge, stovetop, microwave, dishwasher, pots, pans and extensive utensils.

Complimentary Daily Breakfast

Complimentary breakfast is offered daily in The Dish, featuring a variety of hot and cold items.

Community Connection Board

Brand-specified central posting of local activities and happenings to better enable guests to experience the community.

Everyday Surprises

Everyday Surprises are a hallmark of staying at a Sonesta ES Suites. Our team goes above and beyond to surprise and delight guests with unique and unexpected experiences that make guests feel appreciated. Refer to the Sonesta ES Suites Everyday Surprises Program guide.

Pet Welcoming

Pet-friendly accommodations, amenities and services with the Sonesta PAWS program.

Foundational Brand Standards

GUEST SUITES

Room Types

A mix of studios and one and two bedroom suites depending on location

In-Suite Kitchen

- Full size refrigerator with freezer with ice maker
- 2 burner vented cooktop, dishwasher, sink with garbage disposal, and microwave
- Optional full oven/stove or four burner cooktop – if sufficient ventilation is provided
- Plates, cutlery, glasses
- Toaster, basic pots and pans, basic cooking equipment including expanded utensil offering, knives, cutting board, can opener
- Coffee maker, coffee, sugar caddy
- In-suite recycling bins

TV Programming

- 55" Smart HDTV with channel selection in living rooms and studios
- 49" Smart HDTV with channel selection minimum in separate bedrooms
- App and casting to TV (coming soon)

Closet

- In-suite electronic safe (optional if safety deposit boxes are available at reception)
- Iron/ironing board/holder
- Laundry baskets for guest use – to transport their clothes to the Guest Laundry

Bed

- Triple sheeting with white decorative top sheet
- Fitted base wrap
- Four pillows per bed
- Night stand charging (USB and standard outlets)

Bathroom

- Bulk amenity dispensers
- Curved shower rod and white double shower curtain with view window
- Hand-held hair dryer

Temperature Control

- Wall-mounted digital thermostat

Wi-Fi

- Complimentary basic Wi-Fi

LOBBY AND PUBLIC SPACE

- 24 hour reception desk (pod style for renovations)
- Filtered water station
- The Nest (lobby)
- The Dish (breakfast room)
- The Serve (market)
- The Flex (fitness)
- The Soap (guest laundry)
- The Focus (co-working space)
- Wireless printing capabilities

OUTDOOR PUBLIC SPACE

- The Yard
- The Walk (pet relief area)

ADDITIONAL FOUNDATIONAL STANDARDS

- Sonesta Travel Pass
- Brand Design Guidelines
- Architecture Design & Construction Standards
- Exterior Signage
- Interior Signage
- Non-Smoking Hotel
- RFID Electronic Locks
- Opera PMS

