

SAFETY FIRST, WELLBEING ALWAYS

Our purpose at Hyatt - to care for people so they can be their best - is guiding our decisions as we support you and your time with us.

Our priority for welcoming guests, customers, and colleagues back is doing it with your safety and wellbeing in mind.



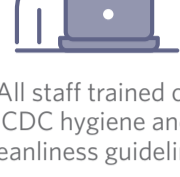
Things To Know BEFORE YOU GO



Enhanced cleaning protocols



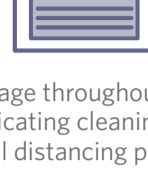
All unvaccinated hotel colleagues and guests to wear face masks, following the CDC guidelines



All staff trained on CDC hygiene and cleanliness guidelines

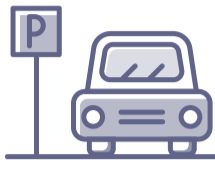


Global BioRisk Advisory Council® (GBAC) approved STAR facility

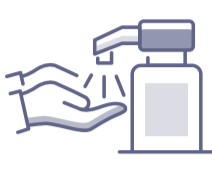


Signage throughout hotel indicating cleaning and social distancing practices

What to Expect WHEN YOU ARRIVE



Contactless self-parking via World of Hyatt app or ticketing system



Hand sanitizer available upon entry



Clear signage of CDC recommended cleanliness and social distancing



HYATT Mobile Entry

If you would prefer to check-in virtually, download the World of Hyatt (WOH) app, register to become a WOH member, and try out Hyatt Mobile Entry.



Download the World of Hyatt App



Enable Hyatt Mobile Entry



Check-in to your hotel



Unlock the door with your phone

Help With Your LUGGAGE

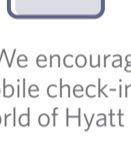


Enhanced sanitation for luggage handling, storage, and luggage cart cleaning

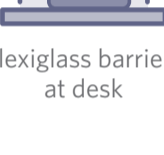


Staff will only enter room upon request, promoting CDC distancing guidelines

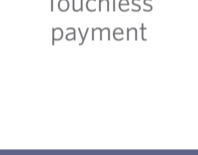
Your Experience at THE FRONT DESK



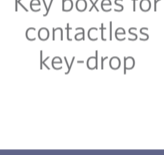
We encourage mobile check-in via World of Hyatt App



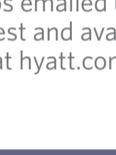
Plexiglass barriers at desk



Touchless payment



Key boxes for contactless key-drop



Folios emailed upon request and available at hyatt.com

Relax and Enjoy YOUR GUESTROOM



Deep cleaning of high touch surfaces between each stay



Hospital-grade EPA approved disinfectants, proven to kill Covid-19



Removal of all non-essential high-touch items



Housekeeping personal preference - opt in/out of scheduled service



Enhanced cleanliness & sanitation training



Enhanced safety procedures and linen handling protocols



Staff to wear PPE, following the CDC guidelines

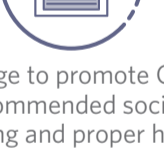


Control guestroom TV with your phone via StayConnect app

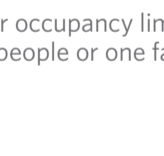
Guest request via text message with contactless delivery 214.214.4039



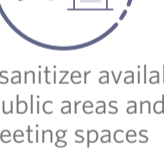
When You're Ready to LEAVE YOUR ROOM



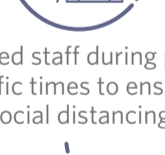
Signage to promote CDC recommended social distancing and proper hygiene



Elevator occupancy limited to four people or one family



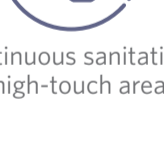
Hand sanitizer available in public areas and meeting spaces



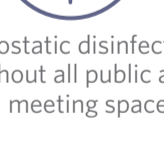
Trained staff during peak traffic times to ensure social distancing



Contactless door entry when possible



Continuous sanitation of high-touch areas



Electrostatic disinfectant throughout all public areas and meeting spaces



Arranged seating & furniture to meet CDC distancing guidelines



Hungry and Thirsty? WE'VE GOT YOU COVERED

THE BASICS



Increased hand washing between each guest interaction



All staff to be ServSafe COVID-19 certified



Staff to observe CDC social distancing guidelines



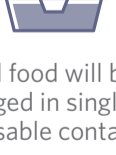
Continuous sanitation of all high-touch areas



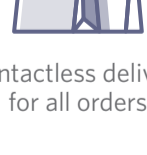
DINING

- Tables and chairs will be disinfected after each use
- Menus are available via QR code
- Enhanced food safety measures taken from kitchen to table, covered plates until at table side
- No cash accepted, only credit or room charges
- Contactless payment options available

ROOM SERVICE



All food will be packaged in single-use disposable containers



Contactless delivery for all orders

Stay Healthy STAY ACTIVE

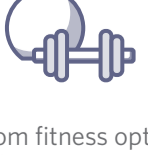
STAYFIT GYM



Cleaning and disinfectant products available for use



Complimentary access to Headspace meditation app



In room fitness options available via guestroom TV

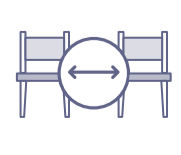


Equipment spaced to promote social distancing

OUTDOOR POOL



Signage encouraging proper hygiene and social distancing



Arranged seating & furniture to meet CDC distancing guidelines

