What to Expect WHEN YOU ARRIVE

THINGS TO KNOW BEFORE YOU GO

All staff trained on CDC hygiene and cleanliness guidelines
Clear signage of CDC recommended cleanliness and social distancing
Hand sanitizer available upon entry

Your Experience at THE FRONT DESK

We encourage mobile check-in via World of Hyatt App
Plexiglass barriers at desk
Key boxes for contactless key-drop
Folios emailed upon request and available at hyatt.com

Relax and start your stay at YOUR GUESTROOM

12:00 Guest request via text message with contactless delivery
214.214.4039
Enhanced cleanliness & sanitation training
Hospital-grade EPA approved disinfectants, proven to kill Covid-19
Removal of all non-essential high-touch items
Staff to wear PPE, following the CDC guidelines
Hand sanitizer available in public areas and meeting spaces
Contactless door entry when possible
Arranged seating & furniture to meet CDC distancing guidelines
Electrostatic disinfectant throughout all public areas and meeting spaces
Continuous sanitation of high-touch areas
Trained staff during peak traffic times to ensure social distancing

Elevator occupancy limited to four people or one family

Signage to promote CDC recommended social distancing and proper hygiene

When You're Ready to LEAVE YOUR ROOM

HYATT Mobile Entry

Download the World of Hyatt App
Enable Hyatt Mobile Entry
Check-in to your hotel
Unlock the door with your phone

LUGGAGE

All staff to be ServSafe COVID-19 certified
Increased hand washing between each guest interaction

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.

• 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

DINING

Global Biorisk Advisory Council® (GBAC) approved STAR facility
Signage throughout hotel indicating cleaning and social distancing practices
Enhanced cleaning protocols
All unvaccinated hotel colleagues and guests to wear face masks, following the CDC guidelines

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.

HYATT Mobile Entry

Download the World of Hyatt App
Enable Hyatt Mobile Entry
Check-in to your hotel
Unlock the door with your phone

HAPPY AND TASTY?
WE’VE GOT YOU COVERED

DINING

Staff will only enter room upon request, promoting CDC distancing guidelines
Contactless delivery for all orders
All food will be packaged in single-use disposable containers

ROOM SERVICE

Continuous sanitation of all high-touch areas

THE BASICS

Increased hand washing between each guest interaction
Enhanced safety procedures and linen handling protocols
Housekeeping personal preference - opt in/out of scheduled service
Deep cleaning of high touch surfaces between each stay

STAYFIT GYM

In room fitness options available via guestroom TV
Cleaning and disinfectant products available for use
Complimentary access to Headspace meditation app

OUTDOOR POOL

Staff will only enter room upon request, promoting CDC distancing guidelines
Contactless delivery for all orders
All food will be packaged in single-use disposable containers

ROOM SERVICE

Continuous sanitation of all high-touch areas