

CLEANLINESS AND CARE:

The safety and wellbeing of our guests is our top priority.

As part of our [Global Care & Cleanliness Commitment](#), we are enhancing operational guidance and resources around colleague and guest safety and wellbeing at all Hyatt hotels globally. This multilayered commitment builds on our existing rigorous protocols and includes:

- third-party accreditation by the Global Biorisk Advisory Council
- appointing a Hygiene Manager or team at each property
- working closely with medical experts and industry professionals from companies across the travel journey

As we welcome you back, you can have peace of mind knowing we are taking appropriate precautionary measures across Hyatt hotels around the world, in an effort to maintain a safe environment for our guests, customers and colleagues.



Cleaning & Sanitization

We are conducting regular—in many cases hourly—cleaning and sanitization of frequently touched surfaces and high-traffic areas such as elevators and elevator buttons, escalator handrails, and public restrooms. For the fitness center, we are further enhancing cleaning and sanitization of surfaces and equipment. Routine cleaning extends to the colleague areas of the hotel such as colleague restrooms, break rooms and gyms. Materials used during cleaning will include hospital-grade disinfectants and electrostatic sprayers. We are also minimizing the number of times hotel teams enter guestrooms and removing certain high-touch items in guestrooms.



Temperature & Wellbeing Checks

All colleagues are required to have a body temperature check each time they enter the hotel. We will also be asking colleagues and guests to conduct wellbeing checks prior to arriving to the hotel. Colleagues and guests who are showing signs of COVID-19, and/or colleagues with a fever above 100.4 F (38 C), will be advised to contact their healthcare provider.



Hand Hygiene & Social Distancing

Good hand hygiene is one of the most important steps individuals can take to protect themselves. Reminders on hand-washing techniques and social distancing are located throughout the hotel to remind everyone of the importance of maintaining good hand hygiene. Hygiene stations, including hand sanitizer gels or wipes will be placed in prominent guest and colleague areas.



Masks & Gloves

Our colleagues are well-equipped with masks and gloves, and the policies for utilizing them depends on department responsibilities, tasks and local guidance. All colleagues are trained on the importance of wearing protective gear and will be taking appropriate safety precautions for our guests and each other.



Knock & Go Room Service

To promote safety for our guests and colleagues, all room service orders will be delivered to the door. To minimize contact, our colleagues will knock on your door or ring your doorbell to notify you upon the delivery of your order. At some properties, grab-and-go options will be available



Food Safety Protocols

Our teams are implementing new precautionary measures starting with food preparation, to set-up and service. We are frequently disinfecting kitchen surfaces, and colleagues are wearing masks and gloves when plating and serving made-to-order dishes. We have temporarily shifted restaurants with a buffet offering to à-la-carte menus and made-to-order options, and we intend to transition when additional hygiene and other measures are in place.



Air Quality

To promote air quality, our engineering teams are disinfecting air unit components, replacing filters, and allowing for increased outside airflow into the properties.