

HYATT GLOBAL CARE & CLEANLINESS COMMITTMENT





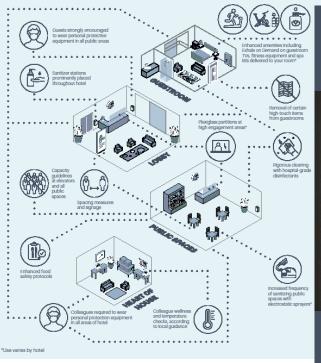
I hope you, your family and loved ones are staying healthy

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



CLEANLINESS AND SAFETY: CARING FOR OUR GUESTS AND COLLEAGUES

Additional measures are being taken in an effort to ensure the peace of mind and safety of you and our colleagues.*



LESS CONTACT, MORE CARE

New and enhanced digital amenities in the World of Hyatt app can put you in control of how you connect with us.*













WELLBEING WHERE YOU ARE

Our commitment also focuses on a more holistic sense of wellbeing including digital experiences designed to help you feel, fuel and function from the comfort and convenience of your guestroom, home or transit in-between.







Heart of House

Global Directive	Guidance
Social distancing for Colleagues and Guests	 Utilize Safety and Wellbeing Property Signage to provide visual guidance in frequently congested colleague spaces (e.g., employee entrance, time clocks, locker rooms, dining facilities, etc.)
Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased	 Disinfect locker rooms, uniform room, and colleague dining room, and kitchen no less frequent that every two hours. During peak times, cleaning should occur more frequently and be visible to the guest. Private and Semi-Private spaces should additionally be cleaned between stays and shifts. This includes all furniture, fixtures, and equipment (FFE) items both front and heart of house/back of house (e.g., Point of Sale (POS) workstations, Chip and Pin devices, Telephones, computers, keyboards, and mice)
Personal protective equipment ("PPE") worn by	 Protective gloves and masks should be worn based on job-specific duties. See regional and local guidance.
colleagues and made available to guests, and other	Stock supplies in the locker rooms and the colleague dining room.
protective measures deployed	 Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.
Enhanced Deep Cleaning and Sanitization of objects that are frequently touched	 Each evening, perform a deep clean to disinfect locker rooms, uniform room, and colleague dining room. This also includes private and semi-private spaces used by colleagues and all furniture, fixtures, and equipment (FFE) items both front and heart of house/back of house (e.g., Point of Sale (POS) workstations, Chip and Pin devices, Telephones, computers, keyboards, and mice).
Contactless interactions will be encouraged whenever possible	 Eliminate self-service buffet of all items: Single-serve pre-packaged breakfast items (if breakfast items are offered.) Limited lunch/dinner menu with two entrée options, a salad, and packaged whole fruit or cookie. Offer plated covered meals that are refrigerated and reheated or kept in a hot box. -OR- implement your overnight colleague meal/family meal procedure for all meal periods. Use disposable cups, glassware, and packaged flatware. If providing buffet service, hotel colleagues must serve food from the buffet with gloved hands eliminating self-service.
Strict separation between handling clean and dirty items and cleaning supplies	Strict separation to be followed without exception
Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events	Eliminate community snacks or move to pre-packaged snacks and make sanitization materials readily available.
Colleagues will be trained and certified on hygiene and cleanliness practices	Refer to GBAC Accreditation and Hygiene Leader Certification (Global)

Check-In and Check-Out

Check-iii and Check-Out	
Global Directive	Guidance
Social distancing for Colleagues and Guests	Work stations will be six (6) feet apart whenever possible
	Social distancing will be implemented while guests are in line
	 Utilize Safety and Wellbeing Property Signage to provide visual guidance to guests and colleagues
Frequency of cleaning and sanitizing Guest and	 Sanitize workspace at beginning of each shift, or after a different colleague has used it at end of shift
Colleague spaces will be increased	Sanitize workspace at least once every two hours
Personal protective equipment ("PPE") worn by	 Protective gloves and masks should be worn based on job-specific duties. See regional and local guidance.
colleagues and made available to guests, and other	Hand Sanitizer will be available for guest to use at front desk
protective measures deployed	 Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.
Enhanced Deep Cleaning and Sanitization of objects that are	Pen will be sanitized before handing to guest and upon return
frequently touched	Key cards will be sanitized before placing in key envelope and handing to guest
Contactless interactions will be encouraged whenever	 Online check-in and check-out via Web Check-In or Mobile Key will be emphasized and used as frequently as possible.
possible	 Guest will be able to swipe or tap their own credit or agent to sanitize card after handling it.
	 Emailing of folio will be recommended to Guest. If guest prefers hard copy of room folio it will be placed in new envelope and handed to
	guest.
Strict separation between handling clean and dirty	Agent will sanitize hands after handling any cash
items and cleaning supplies	 Agent will sanitize hands or change gloves between each guest transaction
	 Keys returned by guest will be placed in a designated box/ tray to be sanitized before being reused
Enhanced food safety and hygiene protocols for public	 Suspend communal self-service water stations, food, snacks for guest during check in
spaces, restaurants, room service, group meetings,	
and events	
Colleagues will be trained and certified on hygiene	Refer to GBAC Accreditation and Hygiene Leader Certification (Global)
and cleanliness practices	

Guest Room

Global Directive	Guidance
Social distancing for Colleagues and Guests	 The guestroom is considered the private space of the guest. Daily Housekeeping Service will be available upon request; unless state or government mandate. Cadence of cleaning will vary by Brand and Region. Room cleaning will be performed when the guest is not in the room. Should guest be in room, inform guest you will return later.
Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased	 Disinfect or replace in room amenities (e.g., soap bars, shampoo, etc.) and high touch items upon a new guest checking into room. Display in-room messaging (e.g., note, video welcome) explaining what has been done to leave the guest room clean and disinfected.
Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed	 Housekeeping staff will wear proper PPE while cleaning guestrooms. Masks should be worn as minimum acceptable standard. Certain job-specific duties may require exceptions or additional protection (e.g., gloves). See regional and local guidance.
Enhanced Deep Cleaning and Sanitization of objects that are frequently touched	 Housekeeping will utilize hospital-grade disinfectants when cleaning and sanitizing each room. Reduce number of items in the room to limit "at risk" surfaces and enable focused disinfection and cleaning. Minimal amount of product, information, and supplies will be kept in the guestroom.
Contactless interactions will be encouraged whenever possible	QR code compendium must be offered in addition to printed format
Strict separation between handling clean and dirty items and cleaning supplies	 Cleaning will be performed in two phases: 1. Remove at-risk items and clean: Bathroom, vanity, sink, counter, shower, bathtub, walls and toilet to be cleaned and sanitized with proper products. Remove all dirty linen by approved process and place it in a closed linen bag. All trash and china, glass and silver will be removed from the room. 2. Introduce sanitized linens / terry and replaceable items. Hands will be sanitized and new gloves will be worn during and between cleaning phases and rooms.
Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events	 Amenity items placed in the room should be covered and should be disinfected according to HACCP standard
Colleagues will be trained and certified on hygiene and cleanliness practices	Refer to GBAC Accreditation and Hygiene Leader Certification (Global)

Room Service and Guest Deliveries

Global Directive	Guidance Control of the Control of t
Social distancing for Colleagues and Guests	 Do not enter the guest room, unless necessary to accommodate guest need. If in the room, avoid touching surfaces, unless necessary. Food delivery must include protective wear for guest to safely handle hot and cold items (e.g., removal from warmer) Guest request items, towels or any other items to be delivered in a sanitized single use bag.
Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased	 All equipment (e.g., trolleys, food covers, etc.) should be cleaned before and after each use, if less frequent. Perform cleaning in front of guest whenever, possible.
Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed	 Deliver single-use to-go ware in disposable packaging. Exceptions may apply based on brand and regional guest expectations. Masks should be worn as minimum acceptable standard. Certain job-specific duties may require exceptions or additional protection (e.g., gloves). See regional and local guidance. Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.
Enhanced Deep Cleaning and Sanitization of objects that are frequently touched	Available upon request, one (1) sanitizing towel provided per person
Contactless interactions will be encouraged whenever possible	 Room Service Menu QR code must be offered, in addition to a printed compendium format Orders will be left outside the guestroom door, unless necessary to accommodate guest need. Maintain physical separation when notifying guest order is available (e.g., telephone, door knock) Pick up of orders should only take place when food is in the hallway outside of the door and the guestroom door is closed
Strict separation between handling clean and dirty items and cleaning supplies	Guests requested to place all used items outside of their door for pick-up.
Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events	Amenity items placed in the room should be covered and should be disinfected according to HACCP standard
Colleagues will be trained and certified on hygiene and cleanliness practices	Refer to GBAC Accreditation and Hygiene Leader Certification (Global)

Public Spaces – Lobby Entrances, Elevators, Escalators, Public Restrooms, Ice Machines

Tubile spaces Lobby Elitralices, Elevate	ors, Escalators, Fublic Nestrooms, ice Machines
Global Directive	Guidance
Social distancing for Colleagues and Guests	 Signage will be placed asking guests to maintain proper social distancing. Utilize Safety and Wellbeing Property Signage to provide visual guidance in frequently congested spaces. Limit the number of individuals on elevators and escalators at one time. This should be determined based on size and capabilities of social distancing within the elevator / escalator. Exceptions may occur for families travelling together.
Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased	 Place and maintain hand sanitizer stations at all elevator banks and escalators Clean frequently touched items at least every two hours; including, but not limited to handrails, elevator buttons, door handles. Increase cleaning during peak times and perform in front of the guest whenever possible, to build confidence. Restroom cleaning will be performed when not occupied. Should the restroom be occupied, redirect arriving individuals to the nearest restroom and await occupants to leave. Close restrooms in service on a rotation for proper sanitization focusing on high touch areas (door handles, towel dispensers, faucets, toilets, toilet paper dispensers). Consider closing restrooms in low traffic areas to ensure focus on restrooms being used most frequently
D	
Personal protective equipment ("PPE") worn by	If and where it can be done safely and with guest privacy, leave doors propped open to public restrooms, meeting rooms and other public
colleagues and made available to guests, and other	areas
protective measures deployed	Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.
Enhanced Deep Cleaning and Sanitization of objects that are frequently touched	 Perform deep cleaning to disinfect public areas, elevators and guestroom floors on a regular schedule no less frequent than daily.
Contactless interactions will be encouraged whenever possible	No additional guidance, at this time
Strict separation between handling clean and dirty items and cleaning supplies	 Ensure waste basket is next to entry door for guests to utilize towels for opening door then disposing
Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events	 Provide ice upon request to prevent congregating at the machines and potential contamination. If maintaining ice dispensers, provide disinfecting wipes so guests can sanitize surfaces of machine they interact with.
Colleagues will be trained and certified on hygiene and cleanliness practices	Refer to GBAC Accreditation and Hygiene Leader Certification (Global)

Outlets, Dining, and Bars

Global Directive	Guidance
Social distancing for Colleagues and Guests	 Rearrange the furniture, merchandising surfaces, and seating areas allow appropriate Social distancing. Social distancing will be implemented while guests are in line. Utilize Safety and Wellbeing Property Signage to provide visual guidance in frequently congested spaces. For seating of large groups, abide by local legislation. Adhere to social distancing protocols when seating guests, taking order, serving food, beverage and clearing table. Refrain from handshaking or other physical contact with guests and colleague
Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased	 Regular sanitization of workspaces, tables and chairs will take place, including at the beginning of each shift or every two hours, at a minimum. Colleagues must wash/sanitize hands when switching from clearing to setting tables. All tables and chairs to be sanitized between seating Discontinue buffets and replace with a limited la carte menu or for markets, individually packed food items that travel well. If providing buffet service, hotel colleagues must serve food from the buffet with gloved hands eliminating self-service. Maintain a supply of sanitized pens for guest use
Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed	 Hand sanitizer will be available at the entrance of each outlet and upon guest request for self-sanitation Information on enhanced cleaning and serving procedures is available for guest review Do not preset china, glass and silver on tables Salt, pepper and other condiments to be disinfected between table turns and provided upon request. When Buffets must be used Sneeze guards used when possible Smaller portions of food to be placed on buffets and changed frequently Hand sanitizer available at the beginning of each buffet line Children are not allowed at buffet unattended Food to remain covered when presented to guest whenever possible Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.
Enhanced Deep Cleaning and Sanitization of objects that are frequently touched	All materials will be cleaned between shift changes and table turns. At each individual table turn, tables and chairs cleaned and disinfected.
Contactless interactions will be encouraged whenever possible	 Menus must be either: Laminated and sanitized between each use, single use menus, QR codes, Website with menus, or large monitors / display screens
	 Guest will be able to swipe or tap their own credit card. If the server handles the credit card, it is to be sanitized prior to returning to the guest. Online or telephone order for to go food will be available.
Strict separation between handling clean and dirty items and cleaning supplies	 Sanitize hands or change gloves between handling dirty line / service ware and serving / interacting with guests. It is recommended to have separate staff to focus on clearing dirty tables Sanitize hands after handling any cash or credit cards Cover all food and drink when delivering from kitchen or bar. Cover all trays of dirty dishes when removing from dining room.
Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events	 Prioritize hygiene over appearance / presentation Evaluate outsourced food preparation, such as precut produce and premade desserts.
Colleagues will be trained and certified on hygiene and cleanliness practices	Refer to GBAC Accreditation and Hygiene Leader Certification (Global)

Fitness Center, Recreation, Towel, Pool, Jacuzzi

Global Directive	Guidance
Social distancing for Colleagues and Guests	 Signage will be placed asking guests to maintain proper social distancing. Utilize Safety and Wellbeing Property Signage to provide visual guidance in frequently congested spaces. When greeting guests, refrain from shaking hands. Strongly Encourage responsible social distancing based on local authorities. Review attendance capacity of classes in group fitness studio to allow for 1.5m (or 3ft) distancing between mats, equipment and/or spin bikes. All equipment used should also be disinfected after each class. Ensure that training equipment (example: free weight benches, functional training equipment & accessories) is set up with minimum 1.5m (or 3ft) spacing to maintain social distancing. To avoid moving treadmills, hotel can choose to open every alternate treadmill until separator are created. Reduce amount of Pool Chairs on the pool deck to adhere to social distancing, consider groups of 4 for families and groups of 2 for couples. If open, Jacuzzi/hot tub limited to capacity that allows social distancing.
Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased	 Use hospital-grade disinfectants when cleaning pool furniture. Encourage guests to disinfect equipment prior to use and after each use. If open, steam room and sauna surfaces to be disinfected appropriately to their surfaces at least every 2 hours, based on usage.
Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed	 Place Hand sanitizer stations at entrances to facilities. Disinfecting wipes to be provided for guest wipe down pool chair prior to utilizing. Protective gloves and masks should be worn based on job-specific duties. See regional and local guidance. Recommend Plexiglas where appropriate; mask required based on job role. Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.
Enhanced Deep Cleaning and Sanitization of objects that are frequently touched	 Thorough deep clean nightly with hospital-grade disinfectants when cleaning pool furniture. Steam room and sauna thoroughly disinfected every night
Contactless interactions will be encouraged whenever possible	45 minutes maximum usage on cardio equipment due to availability of equipment.
Strict separation between handling clean and dirty items and cleaning supplies	 For non-disposable towels, allow guest to place used towels directly into dedicated bins used for dirty items.
Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events	 Water station available in the hotel (public areas, events spaces, etc.) should be automatic to avoid guest contact. Provide disinfecting wipes so guests can disinfect surfaces of water station they interact with. Provide disinfecting stations or wipes so guests can disinfect equipment (e.g., treadmill) surfaces of machine they interact with.
Colleagues will be trained and certified on hygiene and cleanliness practices	Refer to GBAC Accreditation and Hygiene Leader Certification (Global)

SPA

Global Directive	Guidance
Social distancing for Colleagues and Guests	Review furniture placement in the relaxation room to promote social distancing.
	When greeting guests, refrain from shaking hands.
Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased	BETWEEN TREATMENTS All linen is changed including all hand towels Bed head rest is sanitized before placing new cover All surfaces sanitized and disinfected Bathroom/rest room cleaned sanitized (follow guest room guidelines) All therapist products and tools cleaned and sanitized Therapist/spa attendant to wear gloves and mask while cleaning and refreshing the room DURING TREATMENT Therapist to wash and sanitize hands in front of guest before and after treatment, and always before touching guest face Therapist wear mask at all time during any sort of treatment
Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed	 Place Hand sanitizer stations at entrance to spa facilities. Masks should be worn as minimum acceptable standard. Certain job-specific duties may require exceptions or additional protection (e.g., gloves). See regional and local guidance. Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities. At check-in offer a mask to guests to use throughout the treatment process. Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.
Enhanced Deep Cleaning and Sanitization of objects that are frequently touched	Thorough deep clean nightly with hospital-grade disinfectants when cleaning pool furniture.
Contactless interactions will be encouraged whenever possible	Encourage contactless payment forms
Strict separation between handling clean and dirty items and cleaning supplies	 For non-disposable towels, allow guest to place used towels directly into dedicated bins used for dirty items. TREATMENT PREPARATION All stainless steel tools to be cleaned per regulation – warm soapy water and put in autoclave for sterilization All bowls to be cleaned properly in warm soapy water, rinsed and sterilized under UV lamp Product to be dispensed per guidelines using disposable spatulas Therapist to wear gloves when handling sanitized items and preparing for treatment TREATMENT AMENITY
	 Treatment room amenity to be prepared in advance by F&B Storage and serving of amenity to follow F&B guidelines
Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events	 Water station available in the hotel (public areas, events spaces, etc.) should be automatic to avoid guest contact. Provide disinfecting wipes so guests can sanitize surfaces of machine they interact with.
Colleagues will be trained and certified on hygiene and cleanliness practices	Refer to GBAC Accreditation and Hygiene Leader Certification (Global)

Events

Global Directive	Guidance
Social distancing for Colleagues and Guests	 Signage will be placed asking guests to maintain proper Social distancing. Utilize Safety and Wellbeing Property Signage to provide visual guidance in frequently congested spaces. Space is provided in the rear of each room for self-distancing Event set ups will be modified to allow for Social Distancing and proper hygiene. Unless local regulations require more stringent Social Distancing the following guidelines will apply. Theater style seating will allow 3' of space between guests, distance between rows will be increased by 1 foot Classroom set up will be 2 guests per 6' table maximum, distance between rows will be increased by 1 foot U-Shape will be set 2 people per 6' maximum Conference Style will be set up 2 people per 6' maximum Hollow Square set ups will be 2 people per 6' round or 5 people per 5' or 5.5'round. Reception set up will have all tables at least 6' apart, with no more than 2 chairs per cocktail round. Implement a process for keeping the door open until start of the event, during coffee/tea breaks and lunch break. This will help avoid frequent opening and closing by guests. In rooms with multiple doors, designate some as entrance and some as exit to encourage one-way flow.
Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased	 Event Public Areas Increase frequency of cleaning and sanitizing in Public Areas so Event attendees can see it. Heavy focus on frequently touched points such as door handles, desks, railings, elevator buttons, push plates, vending machines, ice machines. Remove all non-essential equipment from public areas. Clean frequently touched items and lounge / soft furniture in public areas of the meeting space at least every two hours; including, but not limited to handrails, elevator buttons, door handles. Increase cleaning during peak times and perform in front of the guest whenever possible, to build confidence. Water stations will offer wrapped or disposable cups in a dispenser. Provide disinfecting wipes so guests can disinfect surfaces of water station they interact with. Hand sanitizer will be available by water station Use of personal water bottles will be discouraged, unless contactless hydration stations are available On-brand communication regarding sanitation and hygiene is visible for guest
Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed	 Masks should be worn as minimum acceptable standard. Certain job-specific duties may require exceptions or additional protection (e.g., gloves). See regional and local guidance. Hand Sanitizer will be available for guest to use at all Event Venues Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.

Events Continued

Enhanced Deep Cleaning and Sanitization of objects that are frequently touched	 Sanitize all frequently touched event venue equipment (chairs, tables, linen, lecterns, trash receptacles, water stations, easels, amenity containers, hand rails on risers, reader boards) Event Venue refresh will ensure proper hygiene and sanitization All surfaces are sanitized during refresh All glasses, cups and trash are removed from all tables All dirty or stained linen is removed in closed linen bag or covered bin Empty all waste bins in the room Sanitize frequently touched event venue equipment (chairs, tables, linen, lecterns, trash receptacles, water stations, easels, amenity containers, hand rails on risers, reader boards) Event Venue teardown will ensure proper hygiene and sanitation All materials are removed from tables All linens are removed from tables and transported to laundry in closed linen bag or covered bin Linen to be washed separately from other Hotel linen All equipment is sanitized before removing from room All trash is removed from room All requipment is placed in proper storage area Pen will be sanitized before handing to guest and upon return Office and storage area key cards will be sanitized before placing in key envelope and handing to guest
Contactless interactions will be encouraged whenever possible	Discontinue providing items that can't be sanitized, like pads and pens Encourage digital engagement opportunities such as the meeting planner app and Group Bill
Strict separation between handling clean and dirty items and cleaning supplies	 Sanitize hands or change gloves between handling dirty line / service ware and serving / interacting with guests. It is recommended to have separate staff to focus on clearing dirty tables Sanitize hands after handling any cash or credit cards Cover all food and drink when delivering from kitchen. Cover all trays of dirty dishes when removing from Event Venue
Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events	 Prioritize hygiene over appearance / presentation Evaluate outsourced food preparation, such as precut produce and premade desserts.
Colleagues will be trained and certified on hygiene and cleanliness practices	Refer to GBAC Accreditation and Hygiene Leader Certification (Global)

Banquets

Global Directive	Guidance
Social distancing for Colleagues and Guests	 Signage will be placed asking guests to maintain proper Social distancing. Utilize Safety and Wellbeing Property Signage to provide visual guidance in frequently congested spaces. Implement a process for keeping the door open until start of the event, during coffee/tea breaks and lunch break. This will help avoid frequent opening and closing by guests. In rooms with multiple doors, designate some as entrance and some as exit to encourage one-way flow. Adhere to Social distancing protocols when approaching tables, serving food, beverage and clearing table. Refrain from handshaking or other physical contact with guests and colleague. Unless local regulations require more stringent social distancing the following guidelines will apply. Table set ups will be modified to allow for social distancing and proper hygiene: 5' rounds seat no more than 5 people 6' tables seat no more than 6 people.
Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased	 Sanitize all frequently touched event venue equipment (chairs, tables, linen, lecterns, trash receptacles, water stations, easels, amenity containers, hand rails on risers, reader boards)
Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed	 Masks should be worn as minimum acceptable standard. Certain job-specific duties may require exceptions or additional protection (e.g., gloves). See regional and local guidance. Hand Sanitizer will be available for guest to use at all Event Venues Gloves and masks are available for guests if they choose to use them Silverware to be rolled or covered by napkin. Consider the use of disposable napkins and flatware Sanitizing wipes to be placed on each table along, with receptacle for used wipes. Servers to sanitize hands and replace gloves after completing set up Envelope or sleeve is provided for storage of guest masks Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.
Enhanced Deep Cleaning and Sanitization of objects that are frequently touched	Sanitize all frequently touched event venue equipment (chairs, tables, linen, lecterns, trash receptacles, water stations, easels, amenity containers, hand rails on risers, readerboards)
Contactless interactions will be encouraged whenever possible	Encourage digital engagement opportunities such as the meeting planner app and Group Bill
Strict separation between handling clean and dirty items and cleaning supplies	See enhanced food and safety protocols

Banquets Continued,	
Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events	Discourage buffets and replace with a limited la carte menu. If required, hygiene and sanitation practices must be followed: Hand sanitizer at the beginning of each buffet line. On brand printed material outilining hygiene practices is visible to guest on or near the buffets. Increase number of buffets and spread them throughout the room to allow for Social distancing, or extend buffets to allow proper Social distancing. Only do single sided buffets, and have sneeze guards and protection in place when possible Colleague to place food on guests plates or prepackage items are offered Minimize props and other décor on buffet to keep buffet clutter-free Do not use shared/open condiments All buffet utensils are changed/ sanitized every 30 minutes Plated Service hygiene and sanitation practices will be followed Rolled silverware, Salt and Pepper shakers to be sanitized prior to placing on table, and delivered with first course. No food items to be preset Plates to remain covered when being carried into the rooms. Servers to remove covers tableside right before serving Separate staff for serving and clearing is recommended Cleared plates to be covered with clean napkin on tray and covered before carrying to back of house Coffee served tableside, no carafes left at tables. Individual portions of cream, sugar, sweetener Bread service to be handled by servers. No baskets of bread to be placed on tables Individual portions of dressings will be used as opposed to goosenecks Coffee break hygiene, sanitation and operational best practices will be followed Coffee break stations are spread out to allow proper Social distancing Minimize props and other décor to keep coffee breaks clutter free Set up should be done right before the event, not the day prior Food displays are small and changed frequently, food it to remain covered before bringing into Venue Serving utensils are changed and sanitized frequently food it to remain covered before bringing into Venue Serving utensils are changed and sanitized fr
Colleagues will be trained and certified on hygiene	Refer to GBAC Accreditation and Hygiene Leader Certification (Global)

and cleanliness practices

Hyatt Global Care & Cleanliness Commitment: All Hyatt Hotels to be Global Biorisk Advisory Council (GBAC) STAR accredited by end of year 2020.



GBAC STAR™ is the cleaning industry's only outbreak prevention, response and recovery accreditation for facilities.

GBAC STAR is the gold standard of prepared facilities. This accreditation means that a facility has:

- Established and maintained a cleaning, disinfection, and infectious disease prevention program to minimize risks associated with infectious agents like the novel coronavirus (SARS-CoV-2).
- The proper cleaning protocols, disinfection techniques, and work practices in place to combat biohazards and infectious disease.
- Highly skilled cleaning professionals who are trained for outbreak and infectious disease preparation and response.



Every Hyatt to appoint a Hygiene and Wellbeing Leader to ensure commitment to upholding highest standards of cleanliness. A core set of leader responsibilities has been designed to champion, train, support and re-enforce Hyatt's hygiene and wellbeing expectations in tandem with local legislation: re-emphasizing a "good hygiene" mindset in all of our locations,

Robert DelaCruz,

Hygiene and Wellbeing Leader

Christen Bishop

Food & Beverage Hygiene Team Leader

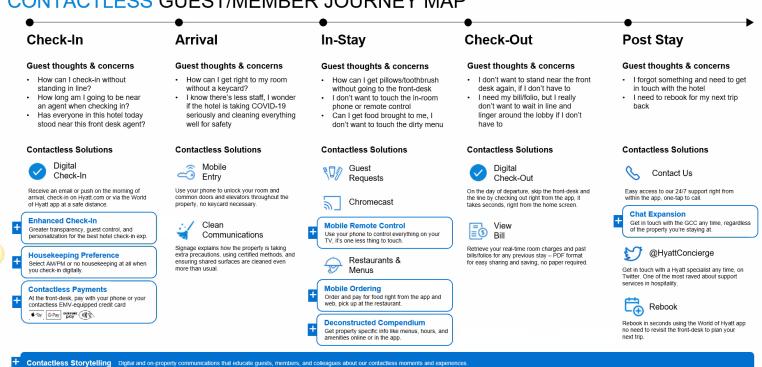
Lauren Brady

Rooms Hygiene Team Leader

Our Hyatt digital amenities ensure that **care** remains at the **heart of every stay** – so that **contactless** always means thoughtfulness.

- Stay on your time with mobile check-in & check-out when possible
- Access your room with mobile key entry
- Order knock-and-go room service
- Stream your entertainment with in-room Chromecast

CONTACTLESS GUEST/MEMBER JOURNEY MAP



HYGIENE & SAFETY INITIATIVES



HAND SANITIZER STATIONS



ELECTROSTATIC SPRAYER



PERSONAL PROTECTIVE EQUIPMENT



QR READER FOR MENUS



PLEXIGLASS PROTECTION



MOBILE ENTRY

PLEXIGLASS PROTECTIVE SHIELDS & OTHER HYGIENE INITIAVES







ROLLED INDIVIDUAL UTENSILS

SERVED BUFFET BEHIND PLEXI

SINGLE SERVINGS

Helping to prevent the spread of germs while providing clear visibility of product and associate.

CARE STATIONS FOR EVENTS WITHIN GUIDELINES

Hand Sanitizer
Wet Wipes
Face Masks
Sterile Alcohol Wipes





PRE-ARRIVAL GUEST COMMUNICATIONS





Aloha from Grand Hyatt Kauai Resort & Spa. Thank you for choosing to stay with us here on the beautiful island of Kauai. We are honored to have you as our guest. Grand Hyatt Kauai is committed to upholding the highest standards of cleanliness in an effort to ensure our colleagues and guests enjoy a healthy, safe and comfortable environment.



OUR COMMITMENT

We want you to feel confident in the care we are providing, and want to relterate that your safety and wellbeing are our highest priority. We have enhanced rigorous cleaning and sanitization in all areas. Some specific health and safety measures currently

- . Training and certification for hygiene and cleanliness
- Increased frequency of cleaning with hospital-grade disinfectants and electrostatic disinfectant sprayer in questrooms and shared snaces
- Enhanced food safety and hygiene protocols Hand sanitizer stations throughout hotel
- Protective equipment for hotel colleagues Physical distancing guidance in public areas

https://www.hvatt.com/info/global-care-and-cleanliness-commitment



STRONGER TOGETHER

In an effort to best care for our quests and colleagues, we adhere to government mandates and Center for Disease Control (CDC) guidelines.

We ask that you please practice physical distancing, wash hands often, don't touch your face, cover your nose and mouth if you need to sneeze or cough and refrain from going in public if not feeling well. Please note, FACE MASKS ARE REQUIRED in all public areas as part of Hyatt policy as well as County mandate. Be prepared to PRESENT COVID TEST RESULTS upon arrival to front desk. For more information on traveling to and within Hawali, please visit the following websites:

https://hawaiicovid19.com/travel/

https://www.gohawaii.com/travel-requirements

For questions or more information contact: guestexperience.kauai@hyatt.com



YOUR ARRIVAL, we are ready when you are

- · Self-Parking included in resort fee
- Valet parking available at a cost of thirty dollars per night
- Plexiglass Protection Shields at front desk and other hostess stands
- Gloved & masked bell attendants to assist with your luggage Antibacterial hand sanitizer and masks provided in room
- Public Area Hand Sanitizers throughout the resort
- · Signage in all restrooms on CDC hygiene recommendations
- Physical Distancing Signage throughout resort



HOUSEKEEPING

- · Housekeeping services will be provided after every third night
- If you prefer daily housekeeping services, please advise front desk
- · Disposable paper cups in lieu of glassware
- · Gloved and masked personnel when in guest room
- · Non-essential paper/items removed from guestrooms
- · Hospital grade disinfectant utilized to clean rooms



POOL AND LAGOON

- · Reduced seating capacities to adhere to social distancing standards
- . Nightly chair & cushion cleaning of all pool chairs
- · Rigorous pool, lagoon and hot tub sanitization program
- · Food and beverage service available



RESTAURANTS & LOUNGES

- Seaview Terrace coffee/pastries 6:00am 10:00am
- Ilima Terrace breakfast 6:00am 11:00am.
- In-room Dining breakfast 6:00am 11:00am
- Hale Nalu cocktails, lunch 11:00am 5:30pm
- Tidepools Lounge cocktails/pupu 4:30pm 9:30pm
- Tidepools Restaurant dinner reservations required 5:30pm 9:30pm
- Captain's Bar-11:00am-5:00pm weekdays, 8:00am-5:00pm weekends Stevenson's Sushi & Spirits-Thurs-Sun 5:30pm-9:30pm, bar closes 10pm

ANARA SPA - Select Services available in November

- . Fitness Center will be open, Lap-pool closed in November
- · Treatments provided in ocean view guest rooms in November
- · Capacity limits and rigorous cleaning protocols, face masks required
- · For more information, please click here



POIPU BAY GOLF COURSE

- Tee times 7:00am-12:00pm
- . Beverage cart available
- . For tee times and more information click here

TENNIS / BICYCLES

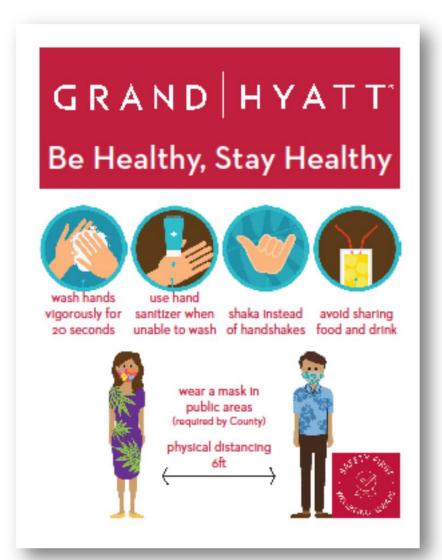
· Available upon request

TEMPORARILY SUSPENDED OPERATIONS

Camp Hyatt | Grand Club | Business Center | In-room dining lunch/dinner | Dondero's | Seaview Terrace-Evening Poipu Bay Clubhouse | Grand Hyatt Kauai Luau | Shipwreck Bar

Due to enhanced food safety and hygiene protocols for restaurants, room service and other services as a result of COVID-19, all offerings are SUBJECT TO CHANGE. We thank you for your understanding and support as we adjust to new guidelines and recommendations for the safety of both guests and colleagues.

Posters and flyers throughout resort







a face covering in public areas is required by County mandate

MAHALO FOR YOUR KOKUA.

Social distancing floor signs





Shuttle Van Signage



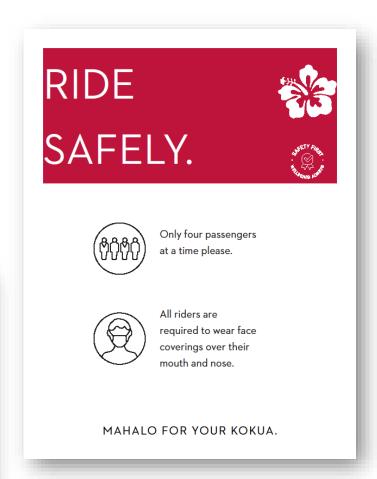


Please leave one empty seat between you and others.



All riders are required to wear face coverings over their mouth and nose.





Elevator Signage

Spa Hygiene posters and flyers

Fitness Center Equipment signage





Limit cardio equipment time to 45 minutes



Take a moment to disinfect equipment before and after each use

MAHALO FOR YOUR KOKUA.

STAY ACTIVE STAY SAFE.







Guests are required to wear face coverings over their mouth and nose



Practice physical distancing (6ft) when others are using the fitness center



Take a moment to sanitize equipment before and after each use



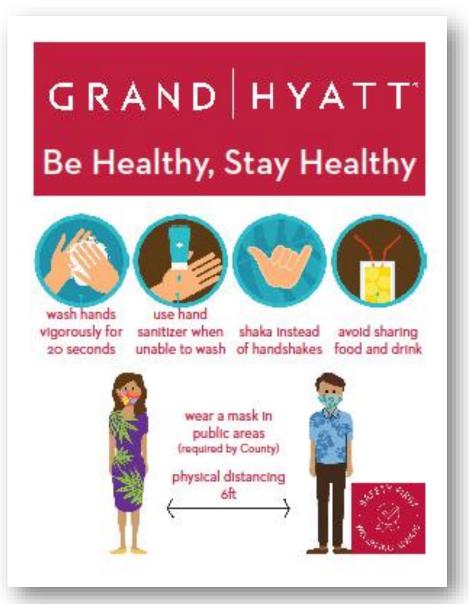
Limit cardio equipment time to 45 minutes

We are cleaning and sanitizing our facilities and equipment regularly. Please contact attendents with any questions.

Mahalo for your kokua.

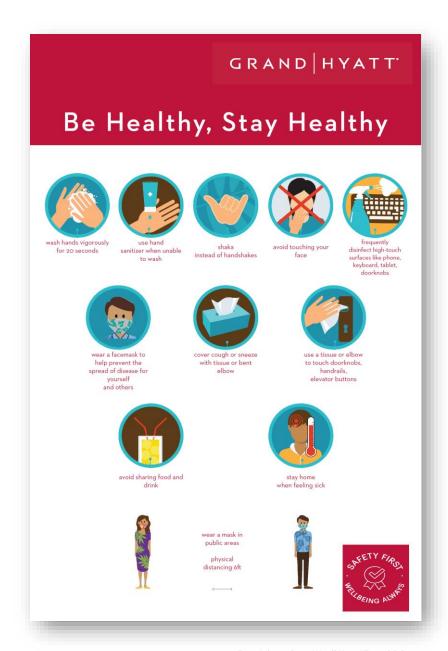
GUEST ROOMS

- CDC signage in all guestrooms
- Menus on in-room television and under glass table top for In-Room Dining
- QR Codes for Take out restaurant menus
- Use of in room television for hygiene and temporary changes to operations
- Single use compendium
- Removal of all paper and guest supplies as recommended by Hyatt Corporate standards
- Housekeeping services after every 3rd night, or upon request
- Additional trash bags provided



HEART OF HOUSE

- All returning associates will go through a 3 - hour re-orientation on service and safety protocols
- Temperature Checks prior to entering building
- Social Distancing and all CDC recommendations promoted throughout heart of house
- Disposable Personal Protection
 Equipment provided for all associates
- State of the art hygiene supplies and equipment
- Frequent Colleague Surveys on how we are doing from a personal safety standpoint
- Staggered shifts and breaks to promote social distancing
- Reduced seating capacity, plexi-glass, enhanced cleaning and served buffet in Employee Cafeteria



HEART OF HOUSE





Social distancing floor & wall signs

HEART OF HOUSE







a face covering in public areas is required by County mandate



MAHALO FOR YOUR KOKUA.





MAHALO