

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.



★ TEXAS STATE REQUIREMENT



Things To Know BEFORE YOU GO

- ★ Enhanced cleaning protocols
- ★ Daily temperature checks for all staff
- ★ All hotel colleagues and guests to wear face masks
- ★ 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

- ★ Over-night access to hotel via key entry only
- ★ Contactless self-parking via World of Hyatt app or ticketing system
- ★ Single point of hotel entry for safety and security
- ★ 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

- ★ Staff to wear PPE at all times
- ★ Enhanced sanitation for luggage handling, storage, and luggage cart cleaning
- ★ Staff will not enter room, promoting CDC distancing guidelines

Your Experience at THE FRONT DESK



- ★ We encourage mobile check-in via World of Hyatt App
- ★ Staff to wear PPE at all times
- ★ Plexiglass barriers at desk
- ★ Floor decals indicating proper social distancing
- ★ 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 safety procedures and linen handling protocols
- ★ Enhanced cleanliness & sanitation training
- ★ Staff to wear PPE at all times
- ★ Control guestroom TV with your phone via StayConnect app
- ★ Daily welfare check of all non-serviced stayover rooms

Guest request via text message with contactless delivery 214.214.4039



When You're Ready to LEAVE YOUR ROOM

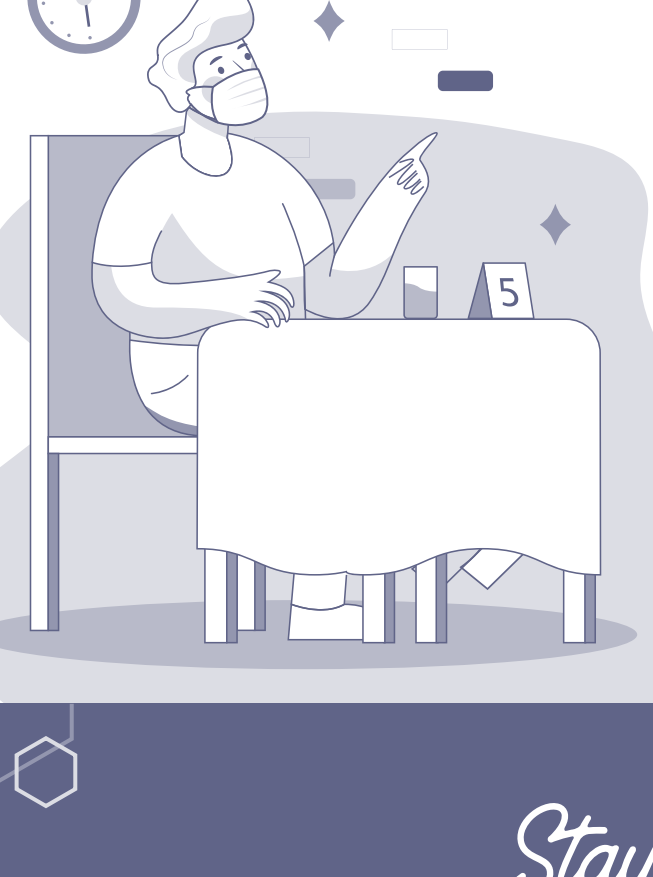
- ★ Directional floor decals in high traffic public areas and meeting space entrances
- ★ Signage to promote CDC recommended social distancing and proper hygiene
- ★ Elevator occupancy limited to four people or one family
- ★ Hand sanitizer available in public areas and meeting spaces
- ★ Trained staff 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

- ★ All staff to wear proper PPE
- ★ All staff to be ServSafe COVID-19 certified
- ★ Staff to observe CDC social distancing guidelines
- ★ Increased hand washing between each guest interaction
- ★ Continuous sanitation of all high-touch areas
- ★ Floor decals & directional arrows to promote social distancing



DINING

- ★ Tables spaced for social distancing
- ★ Tables and chairs will be disinfected after each use
- ★ Menus are available via QR code
- ★ No condiments, silverware, flatware, glassware, or other traditional table top items on an unoccupied table
- Condiments only upon request, and in single use packaging
- 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
- Limited capacity to account for social distancing

BARS

- Bar stools removed from bar counter
- No standing room to maintain social-distancing

ROOM SERVICE

- All food will be packaged in single-use disposable containers
- Contactless delivery for all orders

Stay Healthy STAY ACTIVE

STAYFIT GYM

- ★ Limited capacity to account for social distancing
- ★ Complimentary access to Headspace meditation app
- ★ Guests to wear proper PPE at all times
- ★ Cleaning and disinfectant products available for use
- In room fitness options available via guestroom TV
- Equipment spaced to promote proper social distancing

POOL

- ★ Limited capacity to account for social distancing
- ★ Signage encouraging proper hygiene and social distancing
- Seating spaced to promote proper social distancing

