

Reopening Plan

Safety Guidelines & Procedures

July 2, 2020

The safety and well-being of our guests and colleagues is always a top priority. In an effort to ensure our guests and colleagues remain in a healthy environment, and in accordance with the Governor's orders, we have implemented additional hygiene and safety measures throughout the hotel.

Global Cleanliness Accreditation:

- In May 2020, Hyatt introduced a GBAC STAR accreditation through a performance-based cleaning, disinfection and infectious disease prevention program that will focus on establishing hotel environments that are sanitary, safe and healthy.
- The GBAC STAR accreditation will include detailed training at more than 900 Hyatt hotels worldwide, and Hyatt intends to complement this with regular internal and third-party auditing.
- GBAC is a division of ISSA, the worldwide cleaning industry association, and is composed of leaders in the area of microbial-pathogenic threat analysis and mitigation, designed specifically to deal with biological threats and real-time crises like the COVID-19 pandemic.

Hotel-Level Sanitization Specialist:

- Every Hyatt hotel will have at least one person on property trained as Hygiene Manager, who will be responsible for their hotel adhering to new operational guidance and protocols.

Guest Arrival:

- An employee will greet each vehicle at the entrance to the hotel.
- Each vehicle will be asked the following questions:
 - Within the past 14 days, has anyone in your vehicle had or been in close contact with someone who has experienced: fever, chills, dry cough, shortness of breath, or sore throat? **If the answer is "yes", we will unfortunately have to deny your entry to the hotel and ask you to seek medical care based on CDC guidelines. You will be refunded and asked to return when you are healthy.**
 - Do you agree to abide by the CDC / Government Guidelines on "social distancing" while on property?
- Please note that the hotel currently has a 24-hour cancellation policy in place to ensure guests can make decisions on travel, based on personal health and safety, without penalty.
- Guests are encouraged to wear a mask or face covering while in shared spaces throughout the hotel. We recommend that you bring your own PPE to be comfortable but will have some available.
- Appropriate signage will be prominently displayed throughout the property, outlining current physical distancing practices, as well as safety and hygiene guidelines.
- Guests requesting bell service will be assisted and the bell cart will be disinfected after each use.
- Guests will enter through the main lobby entrance/mezzanine level depending on parking preference.
- Employees will not open doors of cars or taxis.

Check-In Process:

- Plexiglass has been installed at the front desk.
- All guestroom keys will be sanitized before distribution although we encourage mobile key.
- With your [World of Hyatt app](#), you can use Hyatt Mobile Entry during your stay to access your room.
- Guests will be asked to put their credit card in the machine and it will be sanitized between uses.
- Check-in lines will be marked with floor stickers to ensure that social distancing is followed.

Hotel Guest Elevators:

- Elevator button panels will be disinfected at regular intervals, at least once per hour.
- Signage will be posted to explain the current procedures.
- Guests are encouraged to limit elevator use, when possible, and only enter the elevators with those in their own party.
- Hand sanitizer will be provided outside each elevator.

Guest Room Disinfection and Housekeeping Services:

- Guests will be assigned a room that has been thoroughly cleaned and disinfected.
- Industry leading cleaning and disinfecting protocols are used to clean guest rooms, with particular attention paid to high-touch items.
- All bed linen and laundry will continue to be washed in accordance with CDC guidelines.
- Housekeeping services will not be provided for guests staying less than 5 nights. Rooms will be cleaned every 5 days or when rooms are checked out. Fresh towels and amenities will be available upon request and will be dropped off at your door in a contactless form.

Cleaning Products and Protocols:

- Our hotel uses cleaning products and protocols which meet EPA guidelines for use against the virus that causes COVID-19 and are effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.
- The frequency of cleaning and disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, gym equipment, dining surfaces and seating areas.

Employee Training:

- Every employee entering the hotel will go through a wellness screening, in which their temperature is checked and they are asked questions regarding their current health status. All employees will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them.
- All employees will receive training on COVID-19 safety and disinfection protocols with more comprehensive training for our teams with frequent guest contact.
- The frequency of cleaning and disinfecting will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, and kitchens.

Guest Safety Measures:

- All guests are encouraged to wear a mask or face covering while in public spaces throughout the hotel.
- Please wash your hands frequently or use the hand sanitizing stations that have been provided throughout the hotel for your safety.
- Throughout the hotel, signage will be prominently displayed, reminding guests to maintain physical distancing practices.

Physical Distancing:

- Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes front desk registration and dining outlets.
- Hotel Front Desk workstations are configured to ensure separation between employees whenever possible.
- Restaurants and bars will reduce seating capacities to allow for a minimum of 6 feet between each seated group of guests traveling together. Table size will be limited to 10 guests or less at one table. Buffet options will not be available.

***Pool Modifications:**

- The pool will be open, with limited capacity, in accordance with directive from the state and local government.
- Pool chairs will be configured in groups of 2 to allow for at least 6 feet of separation between groups of guests traveling together. If you need to move the pool chairs for any reason, we ask that you please ensure they maintain at least 6 feet from other parties.
- Pool chairs will be sanitized between each use.
- Daybeds will be available; however, maximum occupancy will be limited to two per daybed or four per family to accommodate social distancing.
- Fitness center is open 24/7, with social distancing and additional cleaning protocols in place.

***Dining Options:**

- Riot House Market will be open 7am – 9pm with the full menu available for to-go, dine-in, and in-room delivery (left outside the door with a courtesy call to the room).
- Buffet option will not be available.
- Tables arranged to accommodate social distancing, and table size limited to 10 guests of the same party, regardless of family size, in accordance with current state and local government restrictions.

***General Information:**

- Only registered hotel guests will be allowed on property. No outside visitors will be allowed.
- The check-in time is 4PM and check-out time is 11AM.

*Please keep in mind that all dining options and hours, pool guidelines, activities and other services are subject to change, as local and state government guidelines change, and as we navigate through the opening process to ensure the safety of our guests and employees. Thank you in advance for your understanding!