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

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

Mark Hoplamazian  
President and Chief Executive Officer  
Hyatt Hotels Corporation

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.

Hyatt’s Global Care & Cleanliness Commitment builds on our existing rigorous safety and cleanliness protocols and includes:

- Working group of trusted medical and industry advisors
- Cleanliness accreditation at all hotels
- Dedicated Hygiene & Wellbeing Leader at each hotel
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.*

*Use varies by hotel
**Applies to all hotels in the Americas. At all other hotels, guests are strongly encouraged and may be required based on local government requirements.

Enhanced amenities including Exhale on Demand on guestroom TVs, fitness equipment and spa kits delivered to your room*

Removal of certain high-touch items from guestrooms

Rigorous cleaning with hospital-grade disinfectants

Increased frequency of sanitizing public spaces with electrostatic sprayers*

Sanitizer stations prominently placed throughout hotel

Capacity guidelines at elevators and all public spaces

Spacing measures and signage

Enhanced food safety protocols

Plexiglass partitions at high engagement areas*

Colleagues required to wear personal protection equipment in all areas of hotel

Colleague wellness and temperature checks, according to local guidance

Guests required to wear face coverings in indoor hotel public areas**
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.*

Contactless check-in, checkout and hotel stay bill
Mobile Entry
Food and beverage mobile ordering
Request items to your room
In-room Chromecast

Virtually connect with Hyatt colleagues until we can be together again.
hyatt.com/together

*Availability varies by hotel.

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.

Curated meditations from Headspace in the World of Hyatt app
Workout in-room with Exhale on Demand
Virtually connect with Hyatt colleagues until we can be together again.
hyatt.com/together
Safety and cleanliness procedures implemented at each hotel may be adjusted in consideration of local practices, government requirements and guidance, and the situation where the hotel is located. World of Hyatt app digital amenities are available at participating hotels. Hyatt®, World of Hyatt®, and related marks are trademarks of Hyatt Corporation or its affiliates.

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