GLOBAL CARE & CLEANLINESS COMMITMENT
I hope this finds you and your loved ones safe and in good health.

At Hyatt, our purpose—to care for people so they can be their best—is at the center of everything we do, including our path forward as we look toward a COVID-19 recovery. We want to help you once again experience the joy of getting together—with a focus on safety first, wellbeing always for your meetings and events.

Hyatt is taking comprehensive steps to implement new guidance, procedures and practices and reimagine the hotel experience for our customers, guests and colleagues. I am pleased to share some additional actions Hyatt is taking to care for you during this time.

To us, the most important element of opening the doors of Hyatt hotels is doing it with your safety in mind. We have introduced a multilayered Global Care & Cleanliness Commitment that builds on Hyatt’s existing rigorous protocols and includes:

- Trusted medical and industry advisors to help Hyatt think beyond cleanliness and advance care across the entire hotel experience
- Cleaning, disinfection and infectious disease prevention accreditation by the Global Biorisk Advisory Council (GBAC) for all Hyatt hotels globally
- Dedicated Hygiene & Wellbeing Leader at each hotel to enforce new sanitization protocols and colleague resources

Mark Hoplamazian
President and Chief Executive Officer
Hyatt Hotels Corporation

[Diagram illustrates the consultation, accreditation, and implementation stages of the Global Care & Cleanliness Commitment.]
DELIVERING CARE

Collaborating across the industry
We have teamed up with medical experts from organizations like the Cleveland Clinic and the Global Biorisk Advisory Council to make sure our guests and colleagues feel confident that everything we do is with their safety and wellbeing as top priorities.

New technologies
As the COVID-19 pandemic continues to evolve, Hyatt remains committed to working with industry leaders on new measures, technology and experiences that care for guests and colleagues.

Listening to our guests and customers
We seek to understand what’s most important to our guests, and know that flexibility and peace of mind are essential at this time. We’re delivering personal care in everything we do throughout a guest’s travel journey.
Additional measures are being taken in an effort to ensure your safety, such as touch-free options, more frequent sanitization with hospital-grade disinfectants, and exploring and testing the use of electrostatic sprayers.

- Sanitizer stations prominently placed throughout hotel
- Guests required to wear face masks or coverings in indoor hotel public areas and when moving around in outdoor areas*
- Contactless payment through keypad or mobile pay
- Colleagues required to wear personal protective equipment in all areas of hotel
- Enhanced food safety protocols
- Capacity guidelines at elevators and all public spaces
- Plexiglass partitions at high engagement areas**
- Spacing measures and signage
- Rigorous cleaning with hospital-grade disinfectants
- Increased frequency of sanitizing public spaces with electrostatic sprayers**

*Applies to all Hyatt hotels globally, with some exceptions, based on local laws or guidance. For more details and specific requirements, guests may visit hyatt.com/covid-19, contact their hotel directly or visit the hotel website.

**Use varies by hotel
Cleansliness & Safety

We prepare every guestroom with care before your arrival.

Guestroom décor and amenities have been modified to remove extraneous, high-touch items, while we still provide the high-quality experience for which the Hyatt brand is known.

Guestrooms

QR codes give guests access to information via mobile. Removal of certain high-touch items from guestrooms*

In-stay requests

Food and beverage mobile ordering*

Scheduled housekeeping service

Door secured with a seal to confirm guestroom sanitization*

Unlock your room with digital key*

Rigorous cleaning with hospital-grade disinfectants

Stream your entertainment with in-room Chromecast*

Enhanced digital amenities, including curated meditations by Headspace, in-room workouts with Exhale on Demand, and fitness and spa equipment delivered to your room*

*Use varies by hotel
Exceptional food and beverage experiences have always been core to Hyatt and a crucial part of the excitement of travel.

Now, we are bringing together all the senses to deliver reimagined experiences in unique spaces like private dining in premium suites, social distancing in restaurant outlets, and new dynamic outdoor spaces.

CLEANLINESS & SAFETY

*Use varies by hotel

FOOD & BEVERAGE

*Use varies by hotel
The true fulfillment of Hyatt’s purpose of care is wellbeing. Guests can enjoy enhanced fitness and wellbeing amenities at certain hotels featuring:

- **In-room**: Exhale On Demand TV content, fitness equipment delivered to the guestroom (weights, exercise bands, yoga mats), or spa kits and treatments available for delivery
- **Outdoor**: Where possible, hotels have created outdoor workout spaces
- **Fitness Center, Spa and Pools**: Proper protocols and signage asking guests to maintain proper social distancing

*[Use varies by hotel]*
CARE FOR OUR COLLEAGUES

The wellbeing of our colleagues is at the heart of our business and core to advancing our care for you.

We enhanced colleague training, and every hotel has appointed a designated Hygiene & Wellbeing Leader to reinforce our cleanliness standards.
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.

WELLBEING WHERE YOU ARE

feel
How you feel, your emotional + mental wellbeing

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

KBYG - Know Before You Go messaging to share key information

Curated meditations from Headspace in the World of Hyatt app

fuel
How you fuel + power your body, inclusive of things like food and sleep

Reimagined banquet service

Food thoughtfully sourced, carefully served

Additional private and outdoor dining opportunities

function
How you move + function in your work, life and play

Safe distancing in meetings

Fitness equipment and spa kits delivered to your room

In-room workouts with Exhale On Demand

WELLBEING WHERE YOU ARE

How you feel; your emotional + mental wellbeing

How you fuel + power your body, inclusive of things like food and sleep

How you move + function in your work, life and play
From vast convention spaces to flexible meeting configurations and stunning venues perfect for special gatherings, we are proud of our diverse meeting and event facilities worldwide. Though we offer distinct spaces by hotel and brand, we commit to remaining consistent in care and cleanliness protocols across our global portfolio. We continue to work with industry and medical experts and collaborate with our valued customers to evolve operational guidance in an effort to keep you and your attendees safe. Your Hyatt Sales and Event Planning contacts are available to explain the nuances that will be in place in the specific city and country of the Hyatt hotel or resort hosting your next event.

Cleanliness
Every meeting is designed with the highest standards of cleanliness and social distancing measures in mind.

Wellbeing
The Landmark Menu of wellbeing solutions is utilized to help attendees feel, fuel and function at their best.

Technology
Our exclusive tools and apps help meeting planners create safe and effective events; hybrid meeting solutions provide flexibility regardless of where attendees are located.
We have teamed up with medical experts from organizations like the Cleveland Clinic and the Global Biorisk Advisory Council to ensure that meeting planners and attendees alike feel confident that everything we do is with their safety and wellbeing as our top priorities.

**CLEANLINESS AND SAFETY**

- **Sanitizer stations** prominently placed throughout the hotel
- **Socially spaced seating** in a variety of layouts
- **AV and streaming** for hybrid meetings
- **Sanitized equipment** for each speaker
- **Shielded registration tables**
- **Care Stations** that include PPE, sanitizer and comfort supplies
- **Rigorous cleaning** with hospital-grade disinfectants
- **All meeting rooms** will be sanitized and disinfected before and after they are used
- **Increased utilization** of linen less tables whenever possible
- **Signage** will be visible to help remind your attendees of the importance of social distancing
- **Increased linen utilization** of tables whenever possible

*Use varies by hotel*
We know how important food and beverage is to an event and we are focused on making sure your attendees have an experience that is both safe and enjoyable. We have modified our menus with a renewed focus on offerings that can be served safely while still providing your guests with personal choice and high-quality meals, snacks and beverages.

Open buffets are no longer offered yet our commitment to develop customized menus with you remains; with guest safety in mind, the food and beverage selections will remain covered until individually served.

Food and beverages prepared and served with your safety in mind.

Attendants available to assist at food and beverage stations.

Socially spaced dining.

Modified menus with high-quality offerings that can be served safely and still provide personal choice.
Hybrid meetings can help overcome the reduced meeting capacity challenge by allowing you to broadcast content to several meeting rooms in one hotel or allow you to hold meetings across multiple hotels and other locations, making your group feel like they are all together.

- Seamless solutions provided to make it easy for planners
- Cost-effective options using various venues instead of one large space
- Flexibility to stream to other hotels or remote locations
MEETINGS & EVENTS

We are focused on ways to use technology during every phase of your program so you can implement successful events in this new normal. Consider our sales and events colleagues as an extension of your team.

MEETING PLANNER TECHNOLOGY SOLUTIONS

Sales Phase

- **Envision Database**: centralized database that allows our colleagues to better understand your needs
- **Virtual Hotel Tour**: to allow you to experience the hotel from your home or office
- **Meetings On Demand**: book and plan your meeting anytime, anywhere with real-time availability and pricing
- **Electronic Signature & Payment**: make deposits and process payments electronically

Planning Phase

- **HyRes**: simplify your reservations process by uploading your rooming list or using a customized website for your attendees
- **Collaborative Diagramming**: to ensure proper social distancing
- **KBYG – Know Before You Go**: everything your attendees need to know to stay informed

Event Phase

- **Hyatt Planner Portal**: industry-leading tool designed to allow you to manage and access key information about your event whenever it is convenient for you
- **Event Concierge App**: manage event requests with instant communication with the Hyatt operations team through your mobile device
- **Food Thoughtfully Sourced, Carefully Served**: our food philosophy focused on healthy people, a healthy planet and healthy communities
- **Personal Preference Menus**: catering to your guests’ individual tastes with a restaurant-style experience where the entrée can be selected at the start of service

Post-Event Phase

- **Group Bill**: award-winning group bill provides a consolidated invoice for easy review and reconciliation
- **Post-Event Survey**: so we can listen and learn
GLOBAL SUITE OF DISTINCTIVE BRANDS

Our brands are designed to feature a unique set of signature elements for a variety of stay and meeting occasions, while delivering on World of Hyatt’s promise to provide meaningful loyalty program benefits.

We offer three collections of brands to meet our customers and guests where they are. Some individuals require the comforts of home and the familiar to be at their best. Others crave the inspiration and excitement that comes from being surrounded by the unexpected.

Timeless Portfolio
Hotels in the timeless portfolio are rooted in traditions of impeccable service and thoughtful amenities. We deliver a consistently elevated experience, so our guests can accomplish whatever they set out to achieve on their travels.

Boundless Portfolio
Hotels in the boundless portfolio are reflective of today’s culture—shaped by the people and places that surround it. We embrace our guests’ dynamic lifestyles, offering experiences that allow them to learn, grow and expand continuously.

Independent Collections
Hotels in the independent collections are one-of-a-kind and true to each destination. From storied hotels and vibrant neighborhood locales to immersive retreats, each property enriches the modern traveler’s experience in new and exciting ways.
COMPELLING OFFERS

Promotions for meetings, social events and celebrations for when you are ready to be together again. Offerings include World of Hyatt Bonus Points, master bill credits, and more. Visit hyattmeetings.com to learn more.

Added value for World of Hyatt members with program adjustments, benefit extensions, and offers available throughout your travel journey. Visit worldofhyatt.com to learn more.

Work from Hyatt offers to transform your remote office routine into a memorable working vacation. Visit hyatt.com/workfromhyatt to learn more.

Enhanced change and cancellation policies to provide further flexibility in your travel decisions. Visit hyatt.com to learn more.
LESS CONTACT, MORE CARE

We’re bringing more flexibility and peace of mind to your stay, from check-in to dining and more.* Our World of Hyatt digital amenities can help ensure that care remains at the heart of your stay—so that contactless always means thoughtfulness.

- Contactless check-in and checkout, access to stay details and hotel bill
- Unlock your room with digital key
- Food and beverage mobile ordering
- In-stay requests
- Stream your entertainment with in-room Chromecast
- Access digital menus
- Manage event requests with your mobile device through the event concierge app
- Industry-leading group bill provides a consolidated invoice for easy review and reconciliation
- Contactless payment through keypad or mobile pay

*Availability varies by hotel
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.