

Hyatt House Portland Downtown

2080 S River Drive, Portland, OR 97201, USA

T +1 503 241 2775

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Dear valued guest,

Hyatt House Portland Downtown is committed to upholding the highest standards of cleanliness in an effort to ensure you enjoy a healthy, safe and comfortable environment. Hyatt's Global Care & Cleanliness Commitment is an important expression of our purpose to care for people so they can be their best—now and in the future. While we continue to evolve and enhance our safety and cleanliness protocols, here are some new measures that you will see at the Hyatt House Portland Downtown.

Guests who are not wearing face coverings indoors will be asked to wear one, and face masks will be made available to guests who do not have one. Additionally, Hyatt House Portland Downtown request that all guests practice proper social distancing in indoor and outdoor public areas, and social distancing guidelines are prominently placed throughout the hotel.

Guided by its purpose of care, Hyatt recently announced a multi-layered **Global Care & Cleanliness Commitment** to further enhance its operational guidance and resources around colleague and guest safety and peace of mind. More information on Hyatt's commitment can be found here: www.hyatt.com/info/global-care-and-cleanliness-commitment.

Some specific health and safety measures currently in place at the Hyatt House Portland Downtown include:

- Mandatory mask usage for guests & colleagues alike in all public areas of the hotel
- Social distancing guidance and prominently placed hand sanitizer stations throughout hotel
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces
- Enhanced food safety and hygiene protocols
- Colleague certification and trainings for hygiene and cleanliness

Additionally, we would like to provide you with an update to our hotel services:

- **Front Door Security:** Please note that you will need your room key to get access through the front door at all hours.
- **Valet Parking:** Available from 6am to 9:30pm Sunday - Thursday and 6am to 11pm Friday & Saturday. Please dial "0" from your guest room to request vehicle.
- **Breakfast:** We are currently featuring a selection of individually wrapped, pre-packaged cold and hot breakfast items available 7am to 9am Monday - Friday and 7am to 10am Saturday & Sunday.
- **H Bar:** Open Thursday – Saturday from 4pm to 10pm. Limited menu options and orders can be placed at the HBar. Our Market remains open and food & beverages are available for purchase.
- **Housekeeping:** We appreciate that our guests may prefer the opportunity to limit potential contact points with others. We've adjusted standard daily guestroom housekeeping services to provide **service every fourth day during your stay**-- however please know:
 - If you wish to receive housekeeping service, please let us know by 11PM the night before you would like service. You may put in this request by dialing extension "0" and speaking to the front desk.
 - Should you need extra towels or additional amenities, you may request them by dialing extension "0", and retrieve them at our front desk.

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- Additional trash bags have been placed in your guest room. For service we request that you place outside of your guest room door by 12 noon each day for collection
- Periodic safety and wellbeing checks will still occur.
- **Fitness Center:** Our fitness center is open 24 hours with restrictions on number of persons allowed in the space to adhere to social distancing guidelines. Your room key will grant you access.
- **Pool:** In accordance with state & county regulations, our pool is currently closed.
- **Free Wi-Fi:** Connect anywhere throughout the hotel.
- **Checkout:** Standard checkout is at noon and we offer express checkout via the mobile app or online.
- **Need something?** We've got a Market with a variety of must-have items, including razors, toothpaste and more. Just visit the lobby to see what's available.
- We are a smoke-free hotel. If smoke of any kind is detected, a minimum fee of \$200 will be added to your bill.

We want you to feel confident in the care we are providing, and we want to reiterate that your safety and wellbeing remain our highest priority. Should you require further assistance, please contact the Front Desk.

Sincerely,

Andrei Niculaita
General Manager

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The safety and wellbeing of our guests is our top priority. As we welcome you back, you can rest assured that we are taking precautionary measures across Hyatt hotels in an effort to maintain a safe environment for our guests, customers and colleagues. Here are some of the steps that guests will see Hyatt hotels taking in an effort to provide a healthy environment:

Cleaning & Sanitization

We are conducting regular cleaning and sanitization of frequently touched surfaces and high-traffic areas such as elevators and elevator buttons, door handles, and public restrooms. For our fitness center, our teams are stepping up the cleaning and sanitization of surfaces and equipment. Routine cleaning extends to the employee areas of the hotel such as employee restrooms and breakrooms.

Temperature & Wellbeing Checks

All colleagues are required to have a body temperature check each time they enter the hotel. During check-in, colleagues are asked if they are feeling well or showing any signs of illness, and anyone with a fever above 37.5 C (99.5 F) or who is experiencing any symptoms will be advised to see a doctor immediately.

Hand Hygiene

Good hand hygiene is one of the most important steps individuals can take to protect themselves. We have placed posters with correct hand-washing techniques and hand sanitizer dispensers throughout the hotel to remind everyone of the importance of maintaining good hand hygiene.

Masks & Gloves

Our colleagues are well-equipped with masks and gloves, and the policies for utilizing them depends on department responsibilities, tasks and local guidance. From front desk associates to housekeeping, valet and kitchen staff, colleagues are trained on the importance of wearing appropriate protective gear and will be taking precautions in an effort to provide a safe environment for our guests.

Hygiene Protocols

Our teams are implementing new precautionary measures starting from food preparation, to set-up and service. We are frequently disinfecting kitchen surfaces, and colleagues are wearing masks and gloves when plating and serving made-to-order dishes.

Air Quality

To promote air quality, our engineering teams are disinfecting air unit components and have replaced all air filters.