

Hyatt House Portland Downtown

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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.

STAY SAFE. BE WELL.



Face coverings are optional for fully vaccinated guests.

Face coverings over mouth and nose are required for unvaccinated guests.



Practice physical distancing (6 ft) in all public areas.



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:

- Colleague certification and trainings for hygiene and cleanliness
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces, guestrooms and shared spaces
- Implementation of enhanced food safety and hygiene protocols for our restaurant, meetings and events
- Prominently placed hand sanitizer stations throughout hotel public and employee areas and entrances
- Exploring purification and sanitization device installation in an effort to ensure enhanced air quality
- Protective masks and other equipment available for hotel colleagues
- Social distancing guidance in public areas across hotel properties

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

- **Hotel Security:** Please note that you will need your room key to access the front door and guest elevators.
- **Valet Parking:** Available from 6am to 11pm Sunday - Wednesday and 6am to 12am Thursday - Saturday. Please dial "0" from your guest room to request vehicle.
- **Breakfast:** We are currently featuring a selection of prepackaged, cold and hot breakfast items available 7am to 9am M-F and 7am to 10am Sat-Sun.
- **H Bar:** Limited menu available Tuesday- Saturday from 5pm to 10pm.
- **H Market:** Our Market remains open and food & beverages are available for purchase.
- **Housekeeping:** In efforts to limit contact, housekeeping services are temporarily suspended.
 - Should you need extra towels or additional amenities, you may request them by dialing extension "0", and retrieve them at our front desk.
 - 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:** Open daily from 6AM-10PM
- **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.
- **Dog Friendly Hotel:** \$75 pet cleaning fee per pet for stays 1-6 nights, \$150 per pet for stays 7+ nights.
- **Non-Smoking Policy:** 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