



SAFETY & SANITATION GUIDELINES

The health and safety of our associates and guests is our number one priority. This fact sheet highlights the key efforts that Hyatt Place Buffalo/Amherst is taking to manage hotel operations while ensuring safety and wellbeing for all:

ENCOURAGING SOCIAL ETIQUETTE

Guests and associates are advised to maintain distancing of at least six feet away from other groups of people not traveling with them. Restaurant tables, bar stools and other social layouts have been arranged to ensure appropriate distancing. Reminders have been placed throughout the property encouraging proper social etiquette of washing hands, using hand sanitizer, use of masks in public areas, etc.

ASSOCIATE TRAINING

Associates have received training on enhanced protocols with more comprehensive training for those with frequent guest contact.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Appropriate PPE will be worn by all associates based on their role and responsibilities and in adherence to brand, state or local regulations and guidance.

CLEANING PRODUCTS

Our hotels use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.

ENHANCED CLEANING & SANITATION PROTOCOL

PUBLIC AREA

The frequency of cleaning and sanitizing 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.

GUESTROOMS

Industry leading cleaning and sanitizing protocols are used to clean guestrooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. Paper amenities (like pads and guest directories) in rooms have been eliminated or reduced.

LAUNDRY

All bed linen and laundry are washed in accordance with CDC guidelines. Dirty linen is immediately removed from hallways/carts after being removed from the guestroom.

BACK-OF-HOUSE

The frequency of cleaning and sanitizing has been increased in high traffic back-of-house areas with an emphasis on the associate break rooms, entrances, restrooms, loading docks, offices, and kitchens.

ROOM RECOVERY PROTOCOL

In the event of presumptive case of COVID-19, the guestroom will be removed from service and quarantined. The guestroom will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol.

AIR FILTER AND HVAC CLEANING

The frequency of air filter replacement and HVAC system cleaning has been increased in order to maximize fresh air exchange.

