



June 1, 2020

Hyatt Regency La Jolla

Reopening Plan – Safety Guidelines & Procedures

The safety and well-being of our guests and colleagues is always a top priority. In an effort to ensure our guests and colleagues remain in a healthy environment, and in accordance with the Governor's orders, we have implemented additional hygiene and safety measures throughout the hotel.

Guest Arrival

- Please note that the hotel currently has a 24-hour cancellation policy in place to ensure guests can make decisions on travel, based on personal health and safety, without penalty.
- Guests are encouraged to wear a face mask while in shared spaces throughout the hotel. We recommend that you bring your own PPE to be comfortable.
- Appropriate signage will be prominently displayed throughout the hotel, outlining current physical distancing practices, as well as safety and hygiene guidelines.
- Guests will be asked to park in our self-parking lot, as valet services will not be available with the exception of guests requiring special assistance. Please note that our self-parking fee is \$30/day.
- Guests will be able to pull up to the main entrance to unload luggage before parking in the self-parking lot.
- Guests requesting bell service will be assisted and the bell cart will be disinfected after each use.
- Employees will not open doors of cars or taxis.
- For contactless check in, guests are encouraged to download the World of Hyatt App <https://world.hyatt.com/content/gp/en/rewards/mobile.html>

Check-In Process

- Plexiglass has been installed at the front desk.
- All guestroom keys will be sanitized before distribution.
- Front office hosts will be spaced every other station to allow for social distancing.
- Guests will be asked to put their credit card in the machine themselves and it will be sanitized between uses.
- Check-in lines will be marked with floor stickers to ensure that social distancing is followed.

Hotel Guest Elevators:

- Elevator button panels will be disinfected at regular intervals, at least once per hour.
- Signage will be posted to explain the current procedures.
- Guests are encouraged to only enter the elevators with those in their own party.
- Hand sanitizer will be provided outside of each elevator.

Guest Room Disinfection and Housekeeping Services:

- Guests will be assigned a room that has been thoroughly cleaned and disinfected.
- Industry leading cleaning and disinfecting protocols are used to clean guest rooms, with particular attention paid to high-touch items.
- All bed linen and laundry will continue to be washed in accordance with CDC guidelines.



-Housekeeping services will not be provided for guests staying less than 5 nights. Rooms will be cleaned every 5 days or when rooms are checked out. Fresh towels and amenities will be available upon request and will be dropped off at your door in a contactless form.

Cleaning Products and Protocols:

-Our hotel uses cleaning products and protocols which meet EPA guidelines for use against the virus that causes COVID-19 and are effective against viruses, bacteria and other airborne and blood borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

-The frequency of cleaning and disinfecting 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.

Employee Training:

-Every employee entering the hotel will go through a wellness screening, in which their temperature is checked and they are asked questions regarding their current health status. All employees will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them.

-All employees will receive training on COVID-19 safety and disinfection protocols with more comprehensive training for our teams with frequent guest contact.

-The frequency of cleaning and disinfecting will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices and kitchens.

Guest Safety Measures:

-All guests are encouraged to wear a face mask while in public spaces throughout the hotel.

-Please wash your hands frequently or use the hand sanitizing stations that have been provided throughout the hotel for your safety.

-Throughout the hotel, signage will be prominently displayed, reminding guests to maintain physical distancing practices.

Physical Distancing:

-Any area where guests or employees form a line will be clearly marked for appropriate physical distancing. This includes front desk, registration, dining outlets and retail shops.

-Hotel front desk agents will utilize every other workstation to ensure separation between employees whenever possible.

-Restaurants and bars will reduce seating capacities to allow for a minimum of 6 feet between each seated group of guests traveling together. Table size will be limited to 6 guests or less at one table. Buffet options will not be available.

Fitness Center:

-Fitness Center will be open from 6am to 6pm.

-Equipment will be disinfected at regular intervals, at least once per hour.

Pool Modifications:

-The pool will be open, with limited capacity, in accordance with guidelines from local and state governments.



- Pool chairs will be configured in groups of 2 to allow for at least 6 feet of separation between groups of guests traveling together. If you need to move the pool chairs for any reason, we ask that you please ensure they maintain at least 6 feet from other parties.
- Pool hours will be modified from 7AM to 9PM to allow time for disinfecting.
- For your convenience, sanitization stations will be available in the pool area.
- Cabanas will be available, occupancy limited to accommodate social distancing.

**Please note all dining options and hours, pool guidelines, activities and other services are subject to change as local and state government guidelines are updated. Thank you in advance for your understanding as we navigate through the opening process to ensure the safety our or guests and employees!*