



September 15, 2020

Thank you for choosing Hyatt Regency Scottsdale Resort at Gainey Ranch. The safety and wellbeing of our guests and colleagues is always a top priority. In an effort to ensure a healthy environment, and in accordance with the Governor's orders, we have implemented additional hygiene and safety measures throughout the resort. **The city of Scottsdale and Hyatt Hotels require face coverings within indoor public areas, which include but are not limited to hotel lobbies, meetings and events spaces, restaurants and bars, spas, and fitness centers.** We suggest bringing your own PPE to be comfortable. Please protect yourself and others and maintain social distance while on property. Below is a list of the resort amenities, activities, and food and beverage options that you can expect during your stay.

- For your safety, Housekeeping service will only be offered on the 4th day of your stay. During the service of the room, for your safety and that of our Housekeeping team, you cannot be present during service. If you are staying less than 4 nights we will not provide housekeeping service. If you need additional amenities or towels please text us at 480-418-5681.
- To keep with social distancing guidelines and safety protocols, Valet Parking is not available at this time.
- Spa Avania will be open for all services Thursday – Monday. Hours of Operation: 8:30am – 6:00pm. Please dial 70 for further details or book online at <https://hrs85258.na.book4time.com/OnlineBooking/SelectLocation.aspx#64960286>
- Fitness Center is open daily from 8:30am – 6:00pm. Guests are required to check in at the Spa Avania front desk for access. Fitness Center will have restricted occupancy and will require a mask and a 45 minute limit.
- Gainey Ranch Golf Club is open, with social distancing and other safety guidelines in place. Please dial 480-951-0022 for tee times or additional questions.
- Solstice Gift Shop is open Tuesday – Thursday 9am – 1pm and 4pm – 8pm, Friday – Sunday 8am – 8pm
- Bean Bag Toss and Ping Pong Games, Putting Green, Water Volleyball and Basketball provided poolside, following social distancing guidelines. Board games and puzzles are also available for check out at the front desk.
- Water slide will be open daily from 11am – 5pm
- Our pools are open with chairs arranged to allow for social distancing. The Hot Tub will be closed. If you would like to reserve a cabana or pool chairs please visit <https://hyattregencyscottsdale.ipoolside.com>
- Gondola Boats, Rock climbing, daily programmed activities and Camp Hyatt will not be available.

Please see the reverse side for dining options.

Dining Options:

- SWB will be open daily for breakfast and dinner only. There will be limited capacity in accordance with directive from the state and local government and tables will be arranged to accommodate social distancing. Buffet option will not be available. Breakfast hours will be 7am – 10:30am, with anticipated high demand from 9:30am – 10:30am, please plan accordingly. Dinner hours will be 5pm – 9pm. To place a pick up order to go please dial 8650
- H2Oasis at the Family pools will be open from 11am – 5pm Sunday – Thursday and 11am – 6pm Friday and Saturday
- The Grotto Bar at the Adults only pool will be open Saturday & Sunday 11am – 5pm. Monday – Friday walk up service at the Family pool is open for food and beverage.
- Canyon Market will be open Saturday and Sunday 6:30am – 11:30am for your coffee fix! Monday – Friday please come to SWB to get your favorite morning starter.
- Center Stage Bar will be open daily for walk up orders from 5:00pm – 10pm weekday, and Friday and Saturday until 11pm. The live music schedule varies.
- Alto Ristorante, In Room Dining, Sushi Noh and the Regency Club will not be available.

Please note that we are closely monitoring all state and local guidelines, and the above information is subject to change. If you have any questions prior to arrival, please dial 480-444-1234. During your stay please dial extension "O" for further assistance. In case of an emergency, please dial "55" from any in house phone.

Thank you again for choosing to stay with us. Our team of outstanding colleagues is looking forward to welcoming you to the resort and providing an enjoyable stay!