



Providing a safe and healthy environment for our guests and colleagues is always a top priority for Hyatt Regency St. Louis at The Arch – even more so today. In an effort to ensure a healthy environment and in accordance with the state’s orders, we have implemented additional hygiene and safety measures throughout the property. Please see below:

- The hotel’s team has increased the frequency and cleaning with hospital-grade disinfectants on all high-touch surfaces and shared spaces.
- The hotel is providing contact-free check in through the World of Hyatt app. Guests can check-in through the app and use their device as the key to their room. Plexiglass barriers have been installed at the front desk for guests who prefer to check in with a hotel agent.
- Social distancing guidance is displayed with increased signage throughout the property. Floor decals have been placed in areas where guests queue to show appropriate physical distance from other guests.
- Employees are required to wear protective masks during their time on-property. Hand sanitizer stations will also be placed throughout public and employee areas and entrances.
- Colleagues are being trained and certified in updated processes for hygiene and cleanliness based on Hyatt’s Global Care & Cleanliness Commitment.
- Employees are required to wear protective masks during their time on-site.
- In an effort to minimize contact, housekeeping will be an optional service for guests during their stay.

We have also adapted a few aspects of the on-site experience in an effort to ensure the continued safety and health of our guests and colleagues.

- Ruth’s Chris Steak House will be open between 4PM and 9PM each day. The restaurant will provide to-go options and will offer limited seating in line with the state’s occupancy guidelines.
- Starbucks is open. The coffee shop has installed plexiglass barriers at the order and pick-up windows and employees will be required to wear protective masks.
- Red Kitchen and Bar, Brewhouse Historical Sports Bar, and the gift shop will remain closed until further notice.
- The Hyatt StayFit gym is open and equipment has been rearranged to allow additional spacing between guests.
- Valet services and self-parking options will continue to be available for guests.

Please do not hesitate to contact the hotel if you have any questions at (314) 655-1234.