I hope you, your family and loved ones are staying healthy and well.

Our priority for welcoming guests, customers, and colleagues back is doing it with your safety and wellbeing in mind.

Mark Hoplamazian  
President and Chief Executive Officer  
Hyatt Hotels Corporation

Our purpose at Hyatt—to care for people so they can be their best—is guiding our decisions as we support you and your time with us.

Hyatt’s Global Care & Cleanliness Commitment builds on our existing rigorous safety and cleanliness protocols and includes:

- Working group of trusted medical and industry advisors
- Dedicated Hygiene & Wellbeing Leader at each hotel
- Cleanliness accreditation at all hotels

SAFETY FIRST, WELLBEING ALWAYS
CLEANLINESS AND SAFETY: CARING FOR OUR GUESTS AND COLLEAGUES

Additional measures are being taken in an effort to ensure the peace of mind and safety of you and our colleagues.*

- Guests strongly encouraged to wear personal protective equipment in all public areas
- Enhanced amenities including Exhale on Demand on guestroom TVs, fitness equipment and spa kits delivered to your room*
- Sanitizer stations prominently placed throughout hotel
- Rigorous cleaning with hospital-grade disinfectants
- Capacity guidelines at elevators and all public spaces
- Plexiglass partitions at high engagement areas*
- Spacing measures and signage
- Enhanced food safety protocols
- Removal of certain high-touch items from guestrooms
- Sanitizer stations prominently placed throughout hotel
- Colleagues required to wear personal protection equipment in all areas of hotel
- Increased frequency of sanitizing public spaces with electrostatic sprayers*
- Colleague wellness and temperature checks, according to local guidance

*Use varies by hotel
LESS CONTACT, MORE CARE

New and enhanced digital amenities in the World of Hyatt app can put you in control of how you connect with us.*

![Image](image.png)

- Contactless check-in, checkout and hotel stay bill
- Mobile Entry
- Food and beverage mobile ordering
- Request items to your room
- In-room Chromecast

*Availability varies by hotel.

WELLBEING WHERE YOU ARE

Our commitment also focuses on a more holistic sense of wellbeing including digital experiences designed to help you feel, fuel and function from the comfort and convenience of your guestroom, home or transit in-between.

- Curated meditations from Headspace in the World of Hyatt app
- Workout in-room with Exhale on Demand
- Virtually connect with Hyatt colleagues until we can be together again. hyatt.com/together