



GLOBAL CARE & CLEANLINESS COMMITMENT



SAFETY FIRST, WELLBEING ALWAYS

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



Cleanliness accreditation at all hotels



Dedicated Hygiene & Wellbeing Leader at each hotel

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 required to wear face coverings in indoor hotel public areas**



Sanitizer stations prominently placed throughout hotel



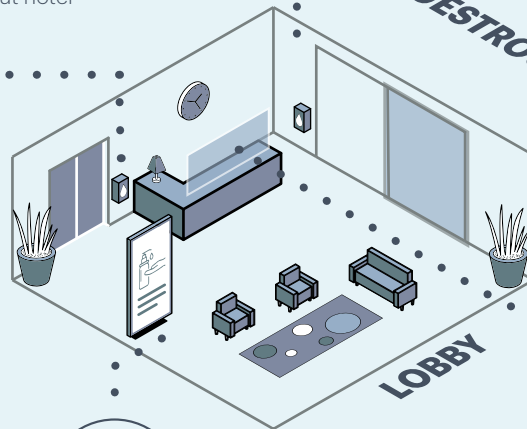
Enhanced amenities including Exhale on Demand on guestroom TVs, fitness equipment and spa kits delivered to your room*



GUESTROOM



Removal of certain high-touch items from guestrooms



LOBBY

Plexiglass partitions at high engagement areas*



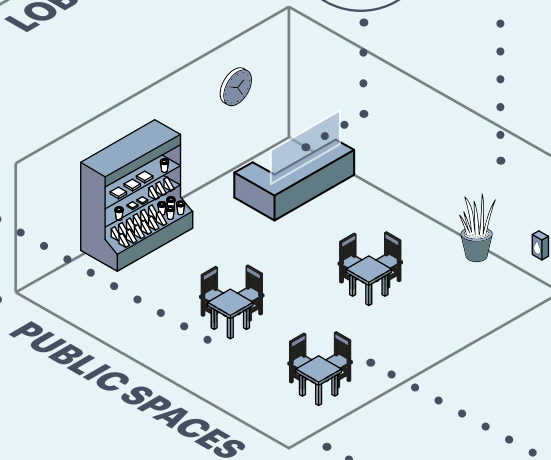
Rigorous cleaning with hospital-grade disinfectants



Capacity guidelines at elevators and all public spaces



Spacing measures and signage



PUBLIC SPACES



Enhanced food safety protocols



HEART OF HOUSE

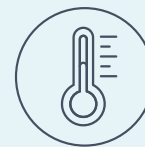


Increased frequency of sanitizing public spaces with electrostatic sprayers*



Colleagues required to wear personal protection equipment in all areas of hotel

Colleague wellness and temperature checks, according to local guidance



*Use varies by hotel

**Applies to all hotels in the U.S. and Canada. At all other hotels, guests are strongly encouraged and may be required based on local government requirements.

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.*



Contactless check-in, checkout and hotel stay bill



Mobile Entry



Food and beverage mobile ordering

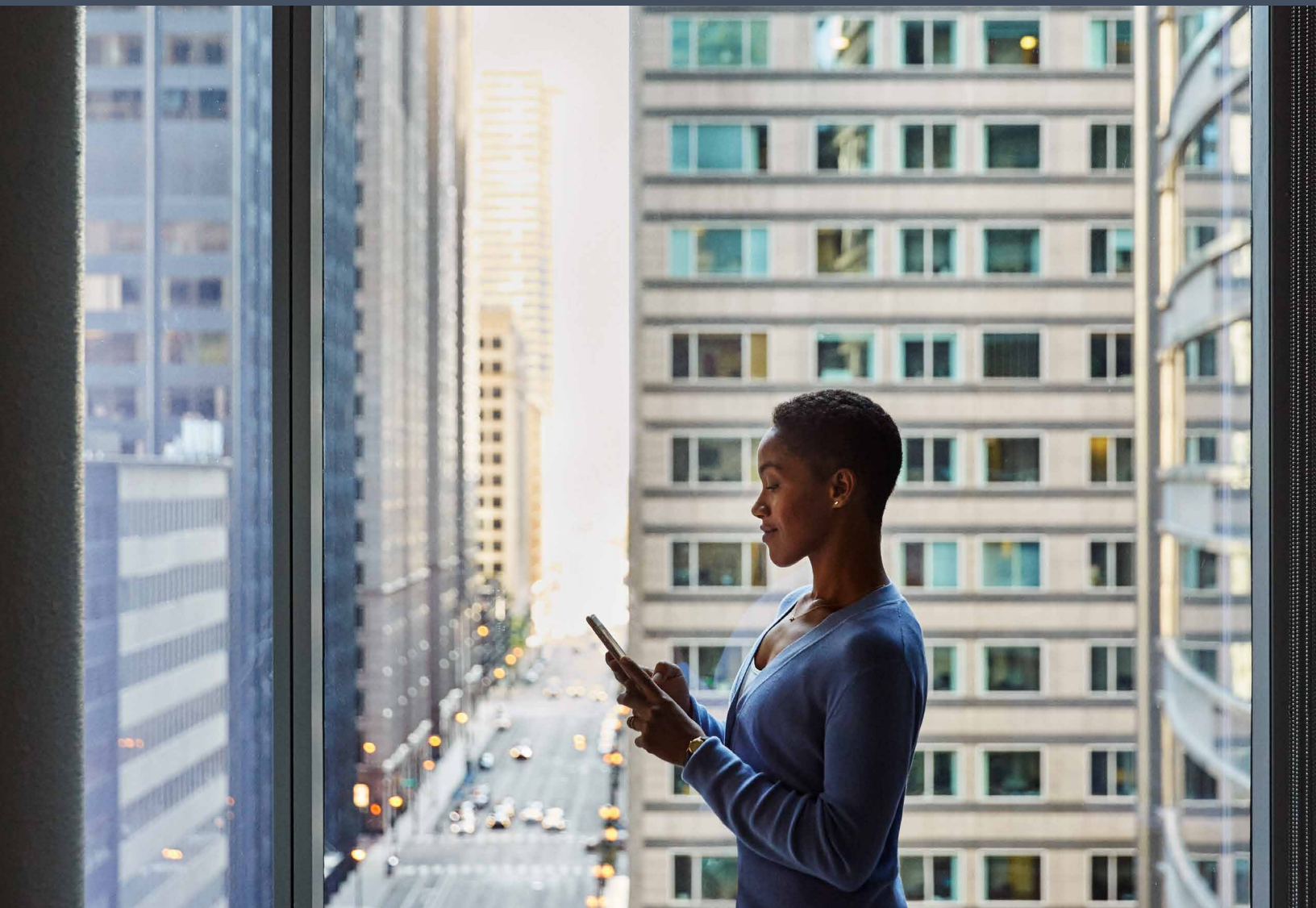


Request items to your room



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](https://www.hyatt.com/together)

hyatt.com/care-and-cleanliness



TIMELESS PORTFOLIO

PARK HYATT®

M/RAVAL

GRAND
HYATT

HYATT
REGENCY

HYATT

HYATT
ZIVA

HYATT
ZILARA

HYATT
PLACE

HYATT
house

HRC
HYATT
RESIDENCE
CLUB

BOUNDLESS PORTFOLIO

ANDAZ

Alila

THOMPSON
HOTELS

HYATT
CENTRIC

exhale
SPA + FITNESS

INDEPENDENT COLLECTIONS



joie de vivre
HOTELS & RESORTS

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