

HYATT®

GLOBAL CARE & CLEANLINESS COMMITMENT



OUR COMMITMENT

I hope this finds you and your loved ones safe and in good health.

At Hyatt, our purpose – to care for people so they can be their best – is at the center of everything we do, including our path forward as we look toward a COVID-19 recovery. We want to help you once again experience the joy of getting together – with a focus on safety first, wellbeing always for your meetings and events.

Hyatt is taking comprehensive steps to implement new guidance, procedures and practices and reimagine the hotel experience for our customers, guests and colleagues. I am pleased to share some additional actions Hyatt is taking to care for you during this time.

Mark Hoplamazian
President and Chief
Executive Officer
Hyatt Hotels Corporation



To us, the most important element of opening the doors of Hyatt hotels is doing it with your safety in mind. We have introduced a multi-layered Global Care & Cleanliness Commitment that builds on Hyatt's existing rigorous protocols and includes:

- Trusted medical and industry advisors to help Hyatt think beyond cleanliness—and advance care across the entire hotel experience
- Cleaning, disinfection and infectious disease prevention accreditation by the Global Biorisk Advisory Council (GBAC) for all Hyatt hotels globally
- Dedicated Hygiene & Wellbeing Leaders at each hotel to enforce new sanitization protocols and colleague resources

CONSULT



Cleveland Clinic

Working group of
trusted medical
and industry advisors

ACCREDIT



Cleanliness
accreditation

IMPLEMENT



Dedicated Hygiene
& Wellbeing Leader

DELIVERING CARE

Collaborating across industry

We have teamed up with medical experts from organizations like the Cleveland Clinic and the Global Biorisk Advisory Council to make sure our guests and colleagues feel confident that everything we do is with their safety and wellbeing as top priorities.

New Technologies

As the COVID-19 pandemic continues to evolve, Hyatt remains committed to working with industry leaders on new measures, technology and experiences that care for guests and colleagues.

Listening to our guests and customers

We seek to understand what's most important to our guests and know flexibility and peace of mind are essential to our guests right now. We're delivering personal care in everything we do throughout a guest's travel journey.

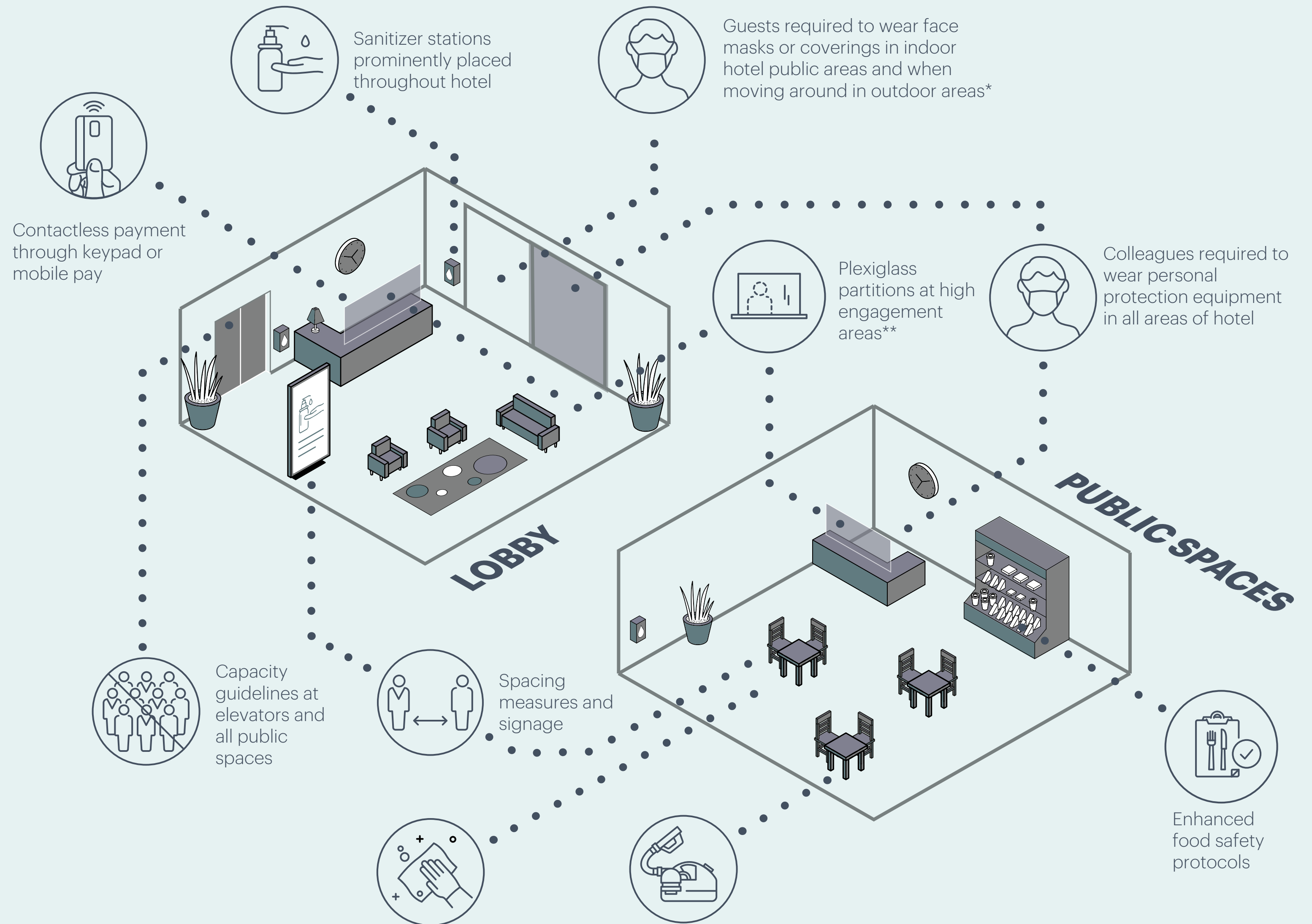


CLEANLINESS & SAFETY

Additional measures are being taken in an effort to ensure your safety, such as touch-free options, more frequent sanitization with hospital-grade disinfectants, and exploring and testing the use of electrostatic sprayers.



LOBBY & PUBLIC AREAS



*Applies to all Hyatt hotels globally, with some exceptions, based on local laws or guidance. For specific requirements, guests may contact their hotel directly or visit the hotel website.

**Use varies by hotel

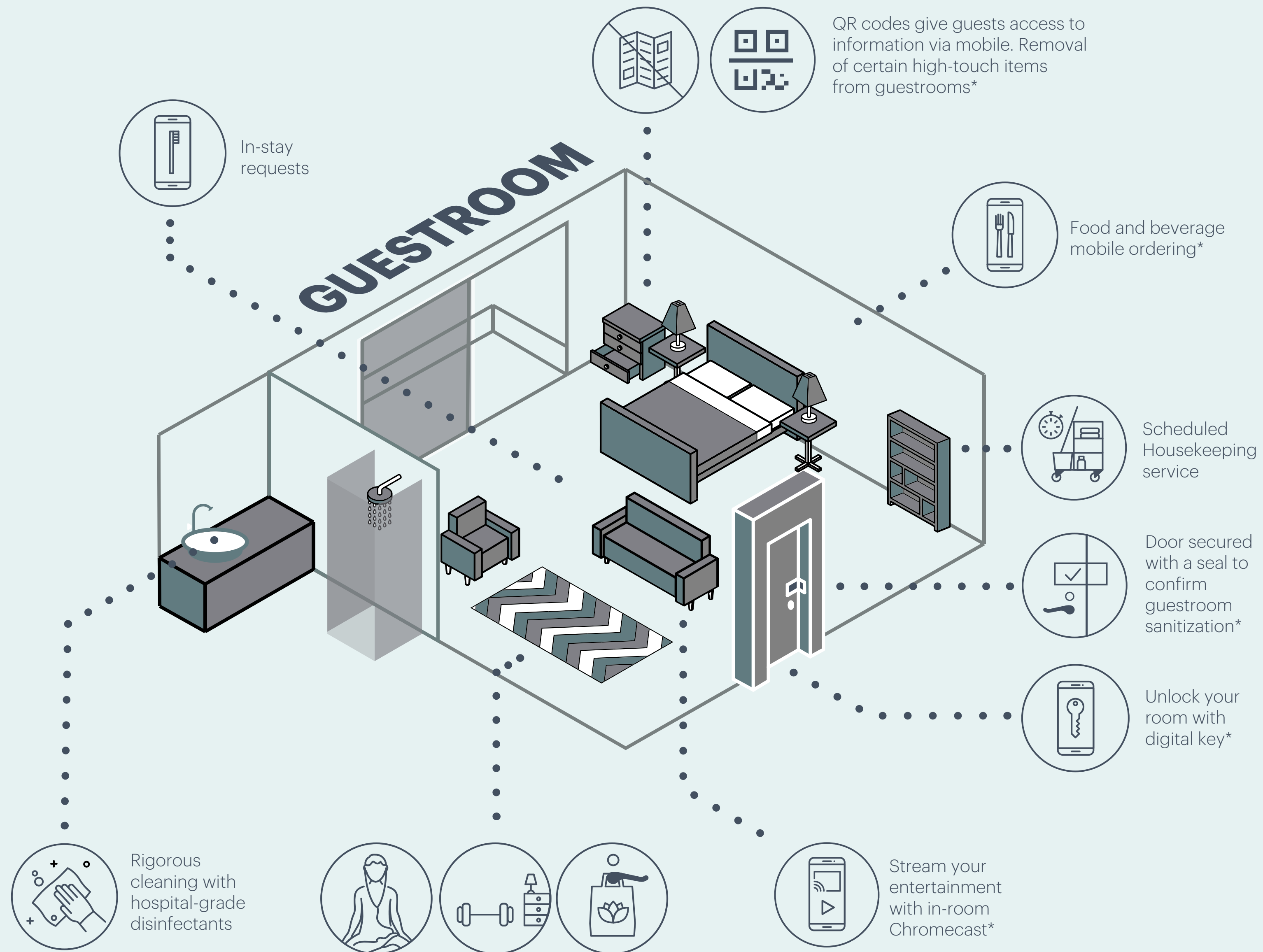
CLEANLINESS & SAFETY

We prepare every guestroom with care before your arrival.

Guestroom décor and amenities have been modified to remove extraneous, high-touch items, while we still provide the known high-quality experience for which the Hyatt brand is known.



GUESTROOMS



*Use varies by hotel

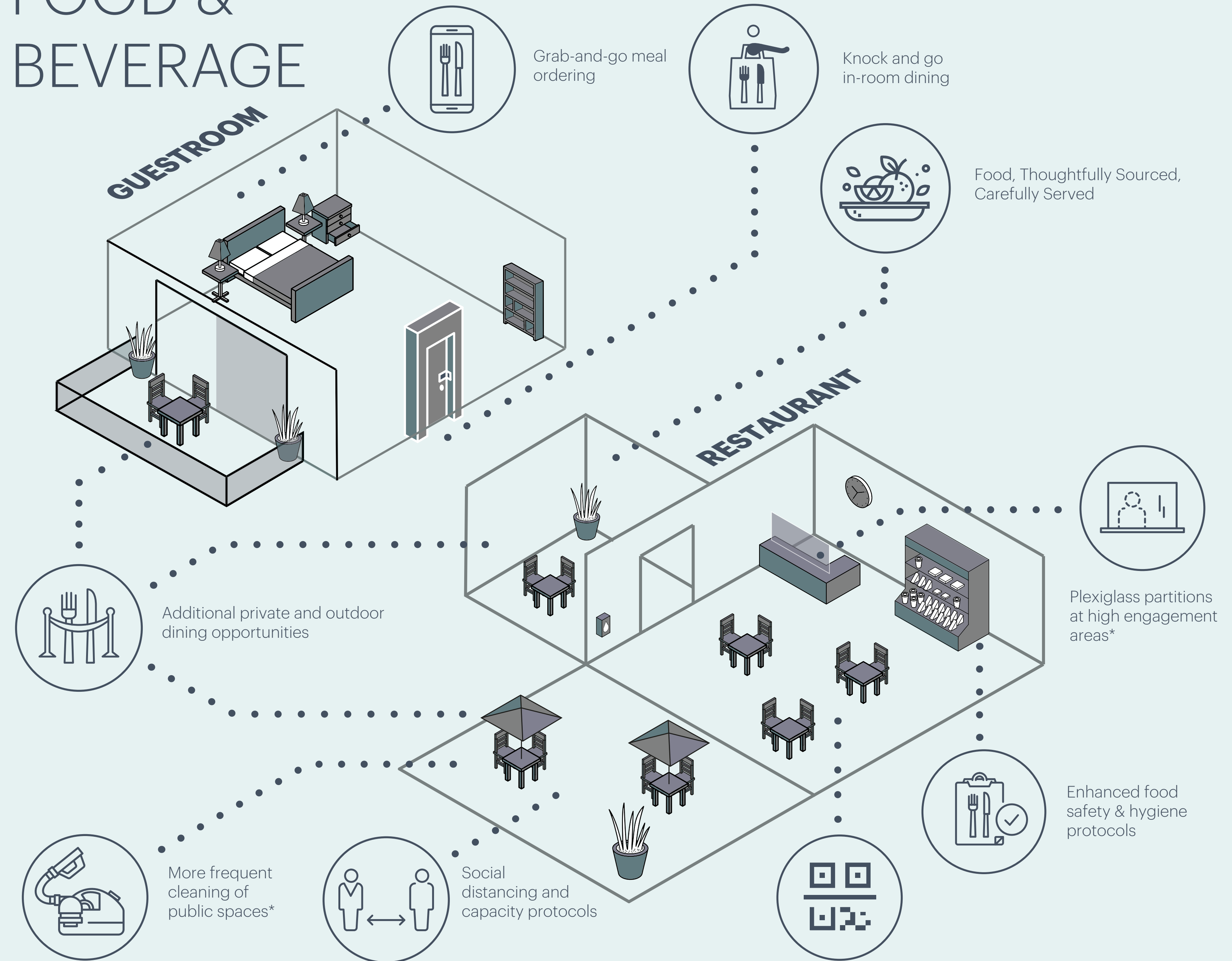
CLEANLINESS & SAFETY

Exceptional food and beverage experiences have always been core to Hyatt and a crucial part of the excitement of travel.

Now, we are bringing together all the senses to deliver reimagined experiences in unique spaces like private dining in premium suites, social distancing in restaurant outlets, and new dynamic outdoor spaces.



FOOD & BEVERAGE



*Use varies by hotel

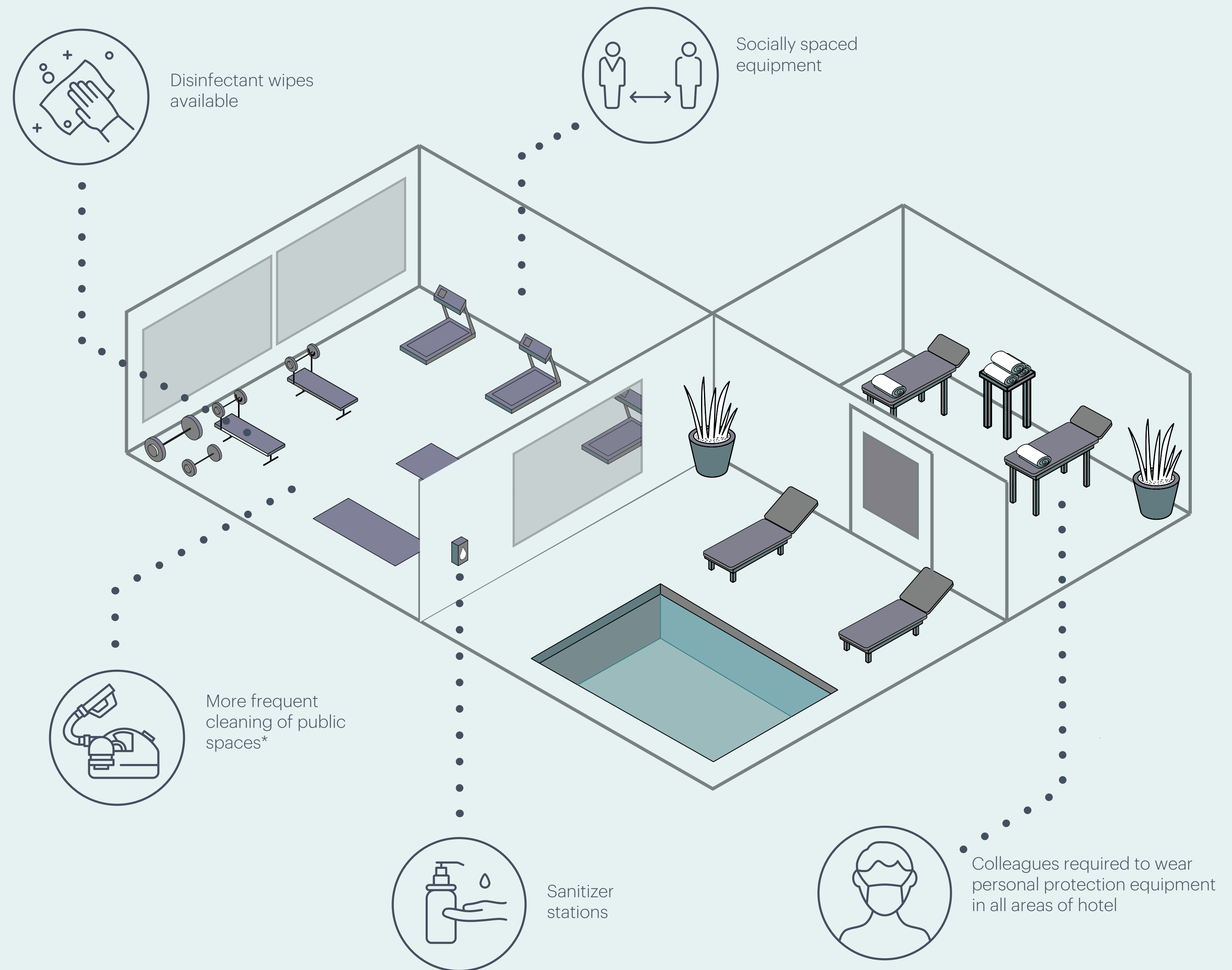
CLEANLINESS & SAFETY

The true fulfillment of Hyatt's purpose of care is wellbeing. Guests can enjoy enhanced fitness and wellbeing amenities with certain hotels featuring:

- In-room: Exhale on Demand TV content, fitness equipment delivered to the guestroom (weights, exercise bands, yoga mats), or spa kits and treatments available for delivery
- Outdoor: Where possible hotels have created outdoor work out spaces
- Fitness Center, Spa, and Pools: Proper protocols and signage asking guests to maintain proper social distancing



FITNESS CENTER & SPA



*Use varies by hotel

CLEANLINESS & SAFETY

The wellbeing of our colleagues is at the heart of our business and core to advancing our care for you.

We enhanced colleague training, and every hotel has appointed a designated Hygiene & Wellbeing Leader to reinforce our cleanliness standards.



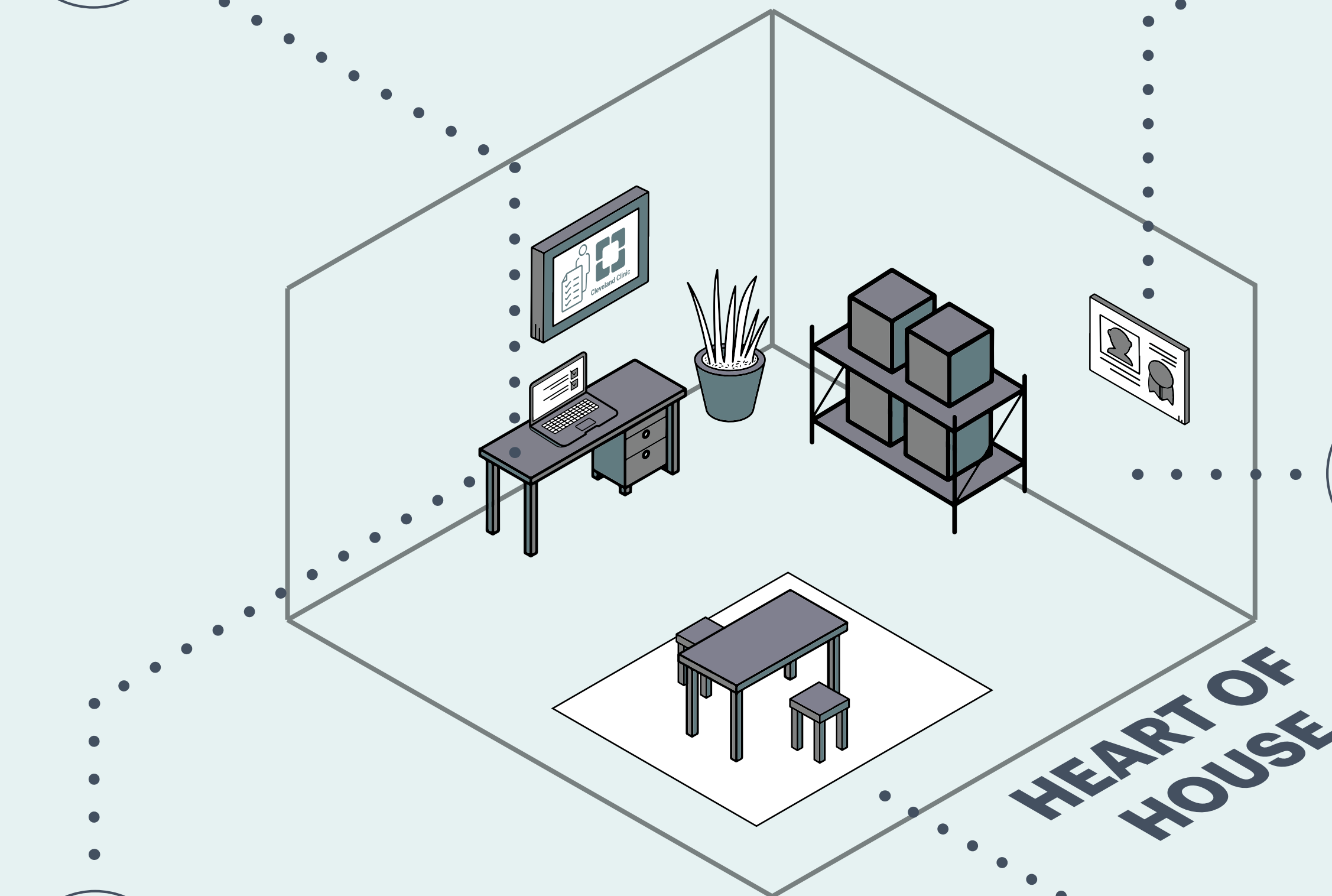
CARING FOR OUR COLLEAGUES



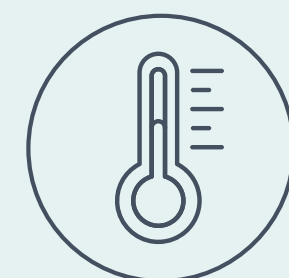
Designated Hygiene & Wellbeing Leader at every hotel



Cleanliness accreditation at all hotels



Enhanced training programs for all colleagues



Frequent colleague wellness and wellbeing surveys



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

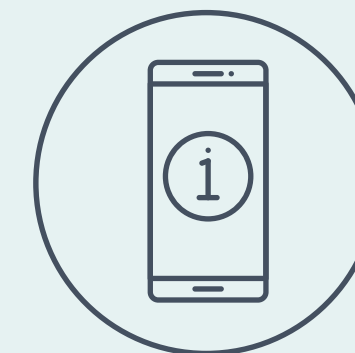


feel

How you feel; your emotional + mental wellbeing



Virtually connect with Hyatt colleagues until we can be together again.
hyatt.com/together



KBYG - Know Before You Go messaging to share key information



Curated meditations from Headspace in the World of Hyatt app



fuel

How you fuel + power your body, inclusive of things like food and sleep



Reimagined banquet service



Food, Thoughtfully Sourced, Carefully Served

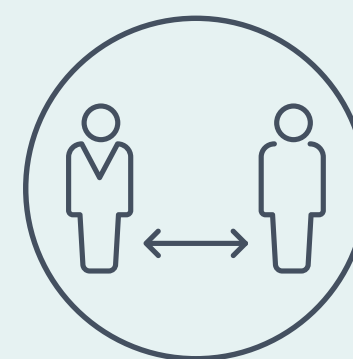


Additional private and outdoor dining opportunities

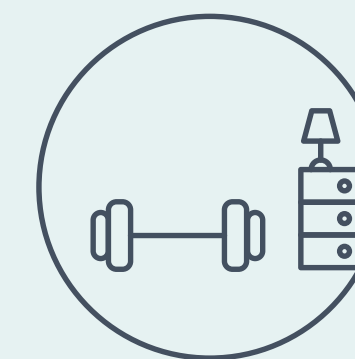


function

How you move + function in your work, life, and play



Safe distancing in meetings



Fitness equipment and spa kits delivered to your room



Workout in-room with Exhale on Demand

MEETINGS & EVENTS

From vast convention spaces to flexible meeting configurations to stunning venues perfect for special gatherings, we are proud of our diverse meeting and event facilities worldwide. Though we offer distinct spaces by hotel and brand, we commit to remaining consistent in care and cleanliness protocols across our global portfolio. We continue to work with industry and medical experts and collaborate with our valued customers to evolve operational guidance to keep you and your attendees safe. Your Hyatt Sales and Event Planning contacts are available to explain the nuances that will be in place in the specific city and country of the Hyatt hosting your next event.



Cleanliness

Every meeting is designed with the highest standards of cleanliness and social distancing measures in mind



Wellbeing

The Landmark Menu of wellbeing solutions is utilized to help attendees Feel, Fuel and Function at their best



Technology

Our exclusive tools and apps help meeting planners create safe and effective events; Hybrid meeting solutions provide flexibility regardless of where attendees are located

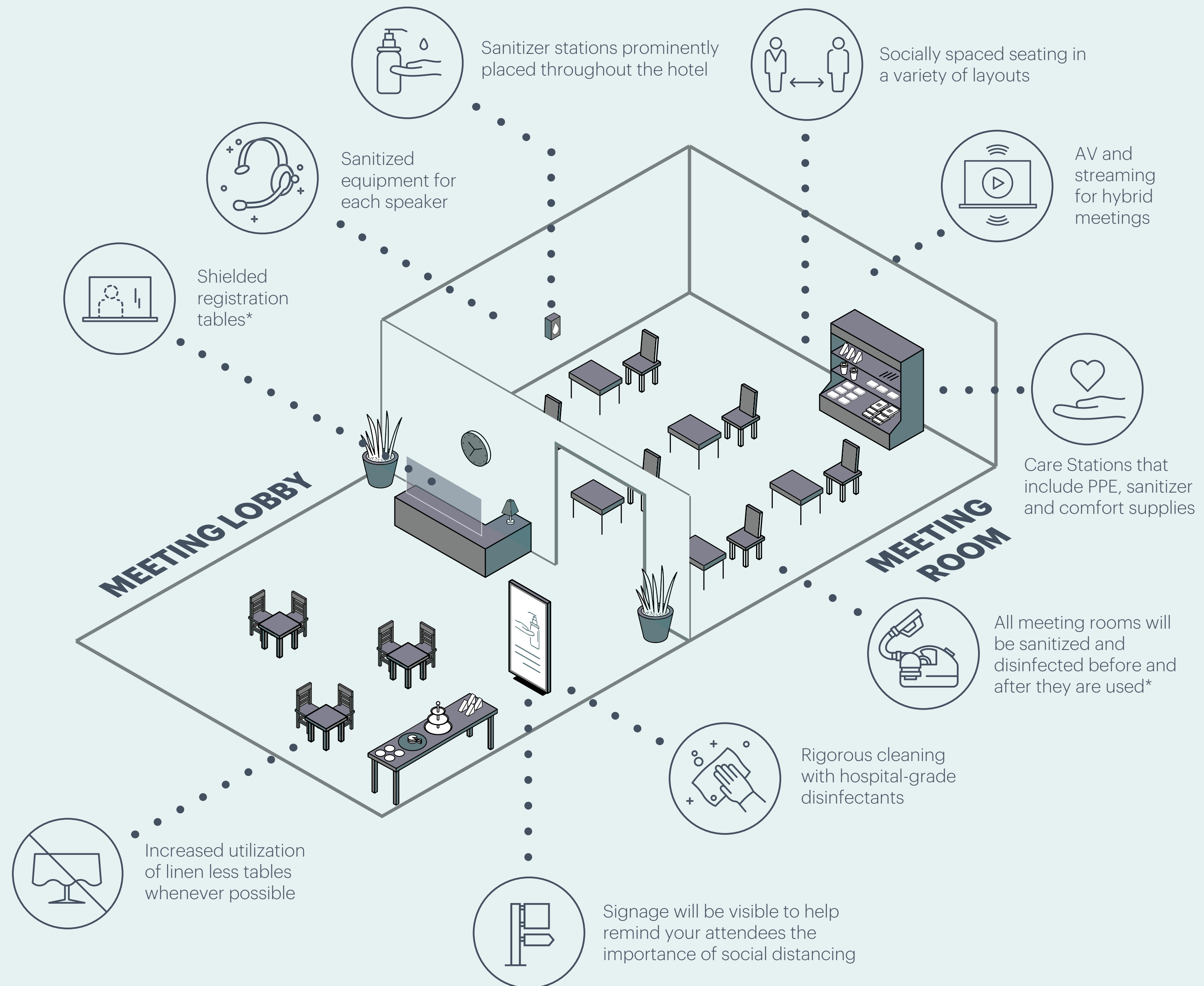


MEETINGS & EVENTS

We have teamed up with medical experts from organizations like the Cleveland Clinic and the Global Biorisk Advisory Council to make sure that meeting planners and attendees alike feel confident that everything we do is with their safety and wellbeing as a top priority.



CLEANLINESS AND SAFETY



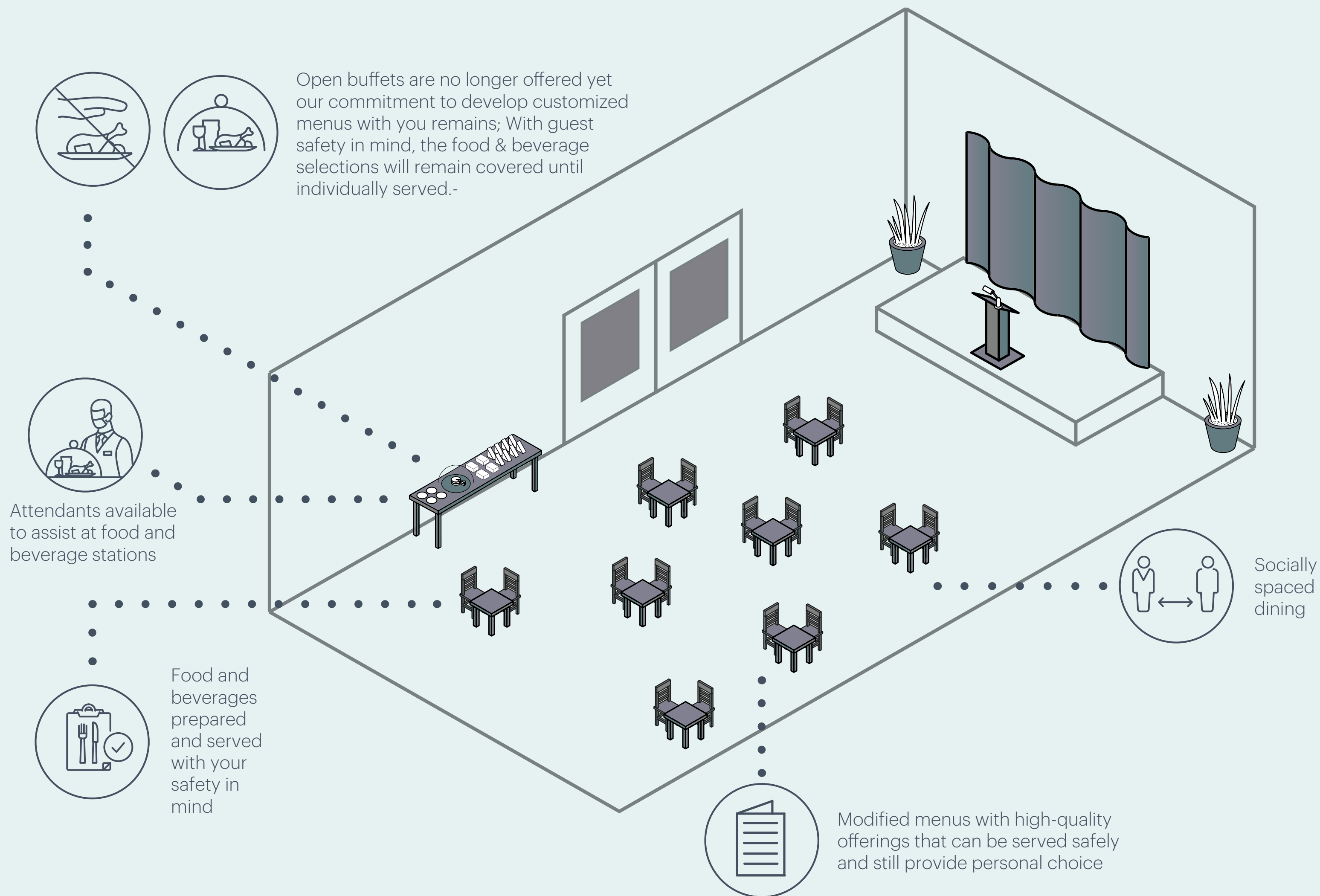
*Use varies by hotel

MEETINGS & EVENTS

We know how important food and beverage is to an event and we are focused on making sure your attendees have an experience that is both safe and enjoyable. We have modified our menus with the focus on offerings that can be served safely while still providing your guests personal choice and high-quality meals, snacks and beverages.



FOOD & BEVERAGE

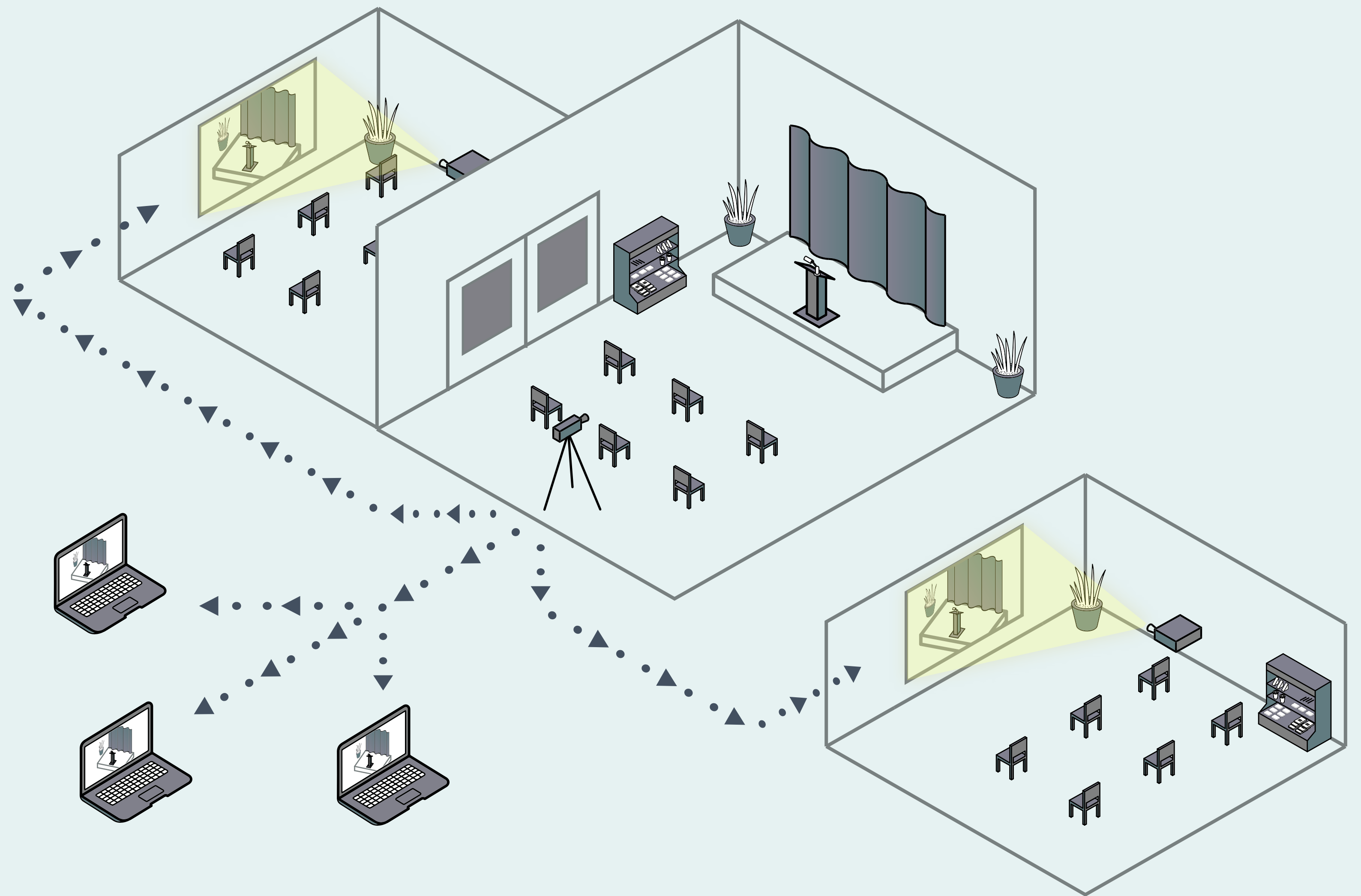


MEETINGS & EVENTS

Hybrid meetings can help overcome the reduced meeting capacity challenge by allowing you to broadcast content to several meeting rooms in one hotel or allow you to hold meetings across multiple hotels and other locations, making your group feel like they are “all together”.

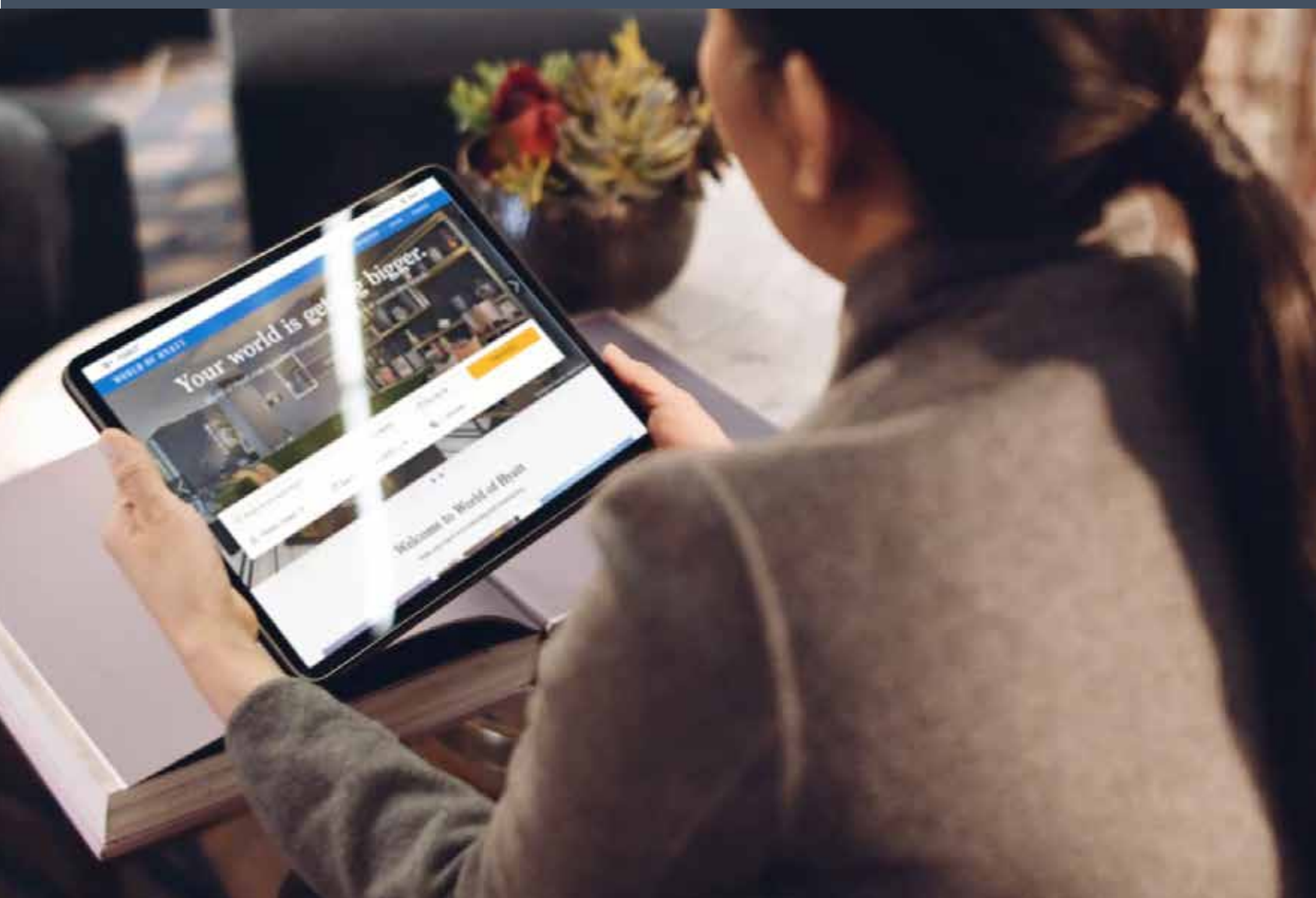
- Seamless solutions provided to make it easy for planners
- Cost effective options using various venues instead of one large space
- Flexibility to stream to other hotels or remote locations

HYBRID EVENTS



MEETINGS & EVENTS

We are focused on ways to use technology during every phase of your program so you can implement successful events in this new normal. Consider our sales and events colleagues as an extension of your team.



MEETING PLANNER TECHNOLOGY SOLUTIONS



Sales Phase

Envision Database: centralized database that allows our colleagues to better understand your needs

Virtual Hotel Tour: to allow you to experience the hotel from your home or office

Meetings on Demand: book and plan your meeting anytime, anywhere with real time availability and pricing

Electronic Signature & Payment: make deposits and process payments electronically



Planning Phase

HyRes: simplify your reservations process by uploading your rooming list or using a customized website for your attendees

Collaborative Diagramming: to ensure proper social distancing

KBYG – Know Before You Go: everything your attendees need to know to stay informed



Event Phase

Hyatt Planner Portal: Industry-leading tool designed to allow you to manage and access key information about your event whenever it is convenient for you

Event Concierge App: manage event requests with instant communication with the Hyatt operations team through your mobile device

Food Thoughtfully Sourced Carefully Served: our food philosophy focused on health people, healthy planet and healthy communities

Personal Preference Menus: catering to your guests' individual tastes with a restaurant-style experience where the entrée can be selected at the start of service



Post Event Phase

Group Bill: Award-winning group bill provides a consolidated invoice for easy review and reconciliation

Post Event Survey so we can listen and learn

GLOBAL SUITE OF DISTINCTIVE BRANDS

Our brands are designed to feature a unique set of signature elements for a variety of stay and meeting occasions, while delivering on World of Hyatt's promise to provide meaningful loyalty program benefits.

We offer three collections of brands to meet our customers and guests where they are. Some require the comforts of home and the familiar to be at their best. Others crave the inspiration and excitement that comes from being surrounded by the unexpected.



Timeless Portfolio

Hotels in the timeless portfolio are rooted in traditions of impeccable service and thoughtful amenities. We deliver a consistently elevated experience, so our guests can accomplish whatever they set out to achieve on their travels.



Boundless Portfolio

Hotels in the boundless portfolio are reflective of today's culture—shaped by the people and places that surround it. We embrace our guests' dynamic lifestyles offering experiences that allow them to learn, grow and expand continuously.



Independent Collections

Hotels in the independent collections are one-of-a-kind and true to its destination. From storied hotels and vibrant neighborhood locales to immersive retreats, each property enriches the modern traveler's experience in new and exciting ways.



COMPELLING OFFERS



Promotions for meetings, social events, and celebrations for when you are ready to be together again. Offerings include World of Hyatt Bonus Points, master bill credits, and more. Visit [hyattmeetings.com](https://www.hyattmeetings.com) to learn more



Added value for World of Hyatt members with program adjustments, benefit extensions, and offers available throughout your travel journey. Visit [worldofhyatt.com](https://www.worldofhyatt.com) to learn more



Work from Hyatt offers to transform your remote office routine into a memorable working vacation. Visit [hyatt.com/workfromhyatt](https://www.hyatt.com/workfromhyatt) to learn more



Extended change and cancellation policies to provide further flexibility in your travel decisions. Visit [hyatt.com](https://www.hyatt.com) to learn more.



**WORLD
OF
HYATT®**

LESS CONTACT MORE CARE

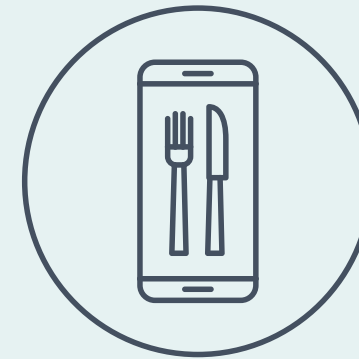
We're bringing more flexibility and peace of mind to your stay, from check-in to dining and more.* Our World of Hyatt digital amenities can help ensure that care remains at the heart of your stay—so that contactless always means thoughtfulness.



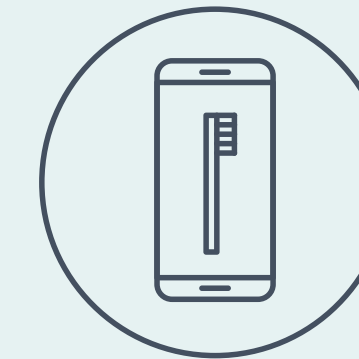
Contactless check-in and checkout; access to stay details and hotel bill



Unlock your room with digital key



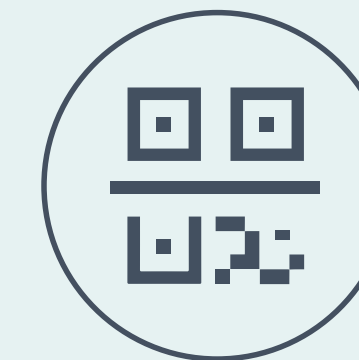
Food and beverage mobile ordering



In-stay requests



Stream your entertainment with in-room Chromecast



Access digital menus



Manage event requests with mobile your mobile device through event concierge app



Industry-leading group bill provides a consolidated invoice for easy review and reconciliation



Contactless payment through keypad or mobile pay

*Availability varies by hotel



hyatt.com/care-and-cleanliness



TIMELESS PORTFOLIO



BOUNDLESS PORTFOLIO



INDEPENDENT COLLECTIONS



Safety and cleanliness procedures implemented at each hotel may be adjusted in consideration of local practices, government requirements and guidance, and the situation where the hotel is located. World of Hyatt app digital amenities are available at participating hotels. Hyatt®, World of Hyatt®, and related marks are trademarks of Hyatt Corporation or its affiliates.