

COVID-19 Prevention & Enhanced Cleaning Guidelines for Hotels

Webinar #4
Marketing Cleaning Standards to Guests
Thursday, July 30th
10am

Webinar Sponsor



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COVID-19 Prevention & Enhanced Cleaning Guidelines for Hotels

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COVID-19 Prevention & Enhanced Cleaning Guidelines for Hotels

Marketing Cleaning Standards to Guests

Renee Roberts – Marketing and Public Relations Consultant

David Perry - CEO, David Perry & Associates, Inc





EFFECTIVE COMMUNICATION

- Proactive, ongoing messaging
- Clear, concise and uncomplicated content
- Focus on guest perspective and experience
- Make it your own



MARKETING STRATEGIES

- Develop informative video content
- Implement a Clean & Safe Task Force
- Expand information outlets
- Reinvent amenities and experiences
- Maximize branding opportunities



MANAGING PRESS & SOCIAL MEDIA

- Establish Protocols
- Update Press Kit & Photography
- Unexpected Crisis Communication



COVID-19 Prevention & Enhanced Cleaning Guidelines for Hotels

Edward Roe
General Manager
Fairmont Sonoma Mission Inn & Spa





#ALLSAFE

Fairmont Sonoma Mission Inn & Spa





Health & Safety Is Our Top Priority

*Illustrated with a two- hour re-
orientation for all
colleagues/heartists*

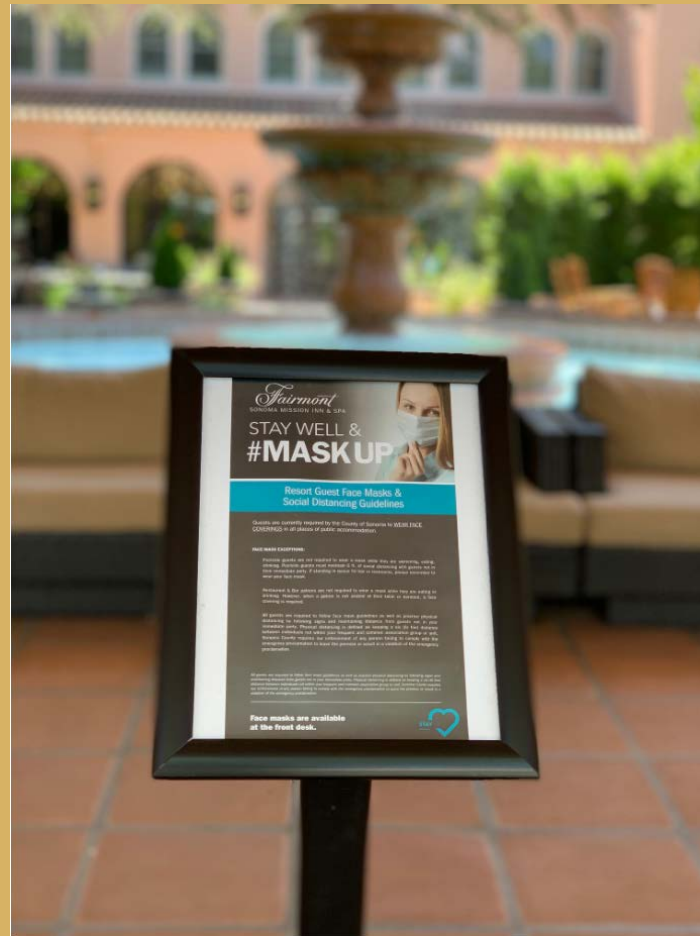




And, most importantly...
Do not forget to smile and let your eyes
show you care.
Behind every mask there's always a
HEARTIST!



Welcome and mask up



Guest Journey



- Pre-arrival phone call
 - Pre-arrival email
- Arrival Health Screening, including a temperature check
 - Guests required to wear masks (provided by hotel)
 - Social distancing & protocol posters throughout Hotel
 - Social distancing floor decals
 - "Did You Know" signs while guests are waiting
 - Doors propped open throughout the resort
- Plexiglas screens at the Front Desk & Concierge Desks
 - Welcome GM letter presented upon arrival
- Guests receive a PPE Amenity Kit in each Room & Suite
 - In-room guest letter detailing protocols



Signage



STAY WELL & **#MASKUP**

Resort Guest Face Masks & Social Distancing Guidelines

Guests are currently required by the County of Sonoma to WEAR FACE COVERINGS in all places of public accommodation.

FACE MASK EXCEPTIONS:

Poolside guests are not required to wear a mask while they are swimming, eating, drinking. Poolside guests must maintain 6 ft. of social distancing with guests not in their immediate party. If standing in queue for bar or restrooms, please remember to wear your face mask.

Restaurant & Bar patrons are not required to wear a mask while they are eating or drinking. However, when a patron is not seated at their table or barstool, a face covering is required.

All guests are required to follow face mask guidelines as well as practice physical distancing by following signs and maintaining distance from guests not in your immediate party. Physical distancing is defined as keeping a six (6) foot distance between individuals not within your frequent and common association group or unit. Sonoma County requires our enforcement of any person failing to comply with the emergency proclamation to leave the premise or result in a violation of the emergency proclamation.

All guests are required to follow face mask guidelines as well as practice physical distancing by following signs and maintaining distance from guests not in your immediate party. Physical distancing is defined as keeping a six (6) foot distance between individuals not within your frequent and common association group or unit. Sonoma County requires our enforcement of any person failing to comply with the emergency proclamation to leave the premise or result in a violation of the emergency proclamation.

Face masks are available at the front desk.



UPDATED JUNE 22, 2020



THE COMMITMENT TO **YOUR WELLBEING** is important to us.

Hand sanitizer and gloves are available for your comfort and safety. Sonoma County Health Order requires that face coverings be worn in all public areas.





EFFECTIVE HAND WASHING

- 1 Turn on water and wet your hands and wrists
- 2 Apply enough soap to cover your hands
- 3 Create a heavy lather and wash for 20 seconds. Clean wrists, hands, fingers and nails
- 4 Rinse well under running water
- 5 Hold hands so water flows over wrist to fingertips
- 6 Dry hands with clean paper towel or air dryer
- 7 Turn off faucet using the paper towel



PLEASE APPLY HAND SANITIZER WHEN POSSIBLE. RUB HANDS TOGETHER UNTIL THEY FEEL DRY



Lobby



Hand Sanitizer & Signage



Hotel Services



- Breakfast – Counter-service with patio seating
 - Complimentary “served” Coffee for all guests
- Lunch & Dinner – Counter-service, alfresco pool patio & pool-side dining
 - Food Trailer – CaliForno, Street Eats, Friday & Saturday evenings
 - F&B delivery to all guest rooms and suites
- Social distancing signage throughout property including all entrances, pool and all elevators
- Patio, pool-side, cabana and public area tables & chairs are sanitized and adjusted to allow for Social Distancing
 - Plexiglas sneeze guards at all F&B outlets
 - Main Resort “mineral water fed” pool open 10am – 9pm
 - Pool concierge to hand out towels and assign seating
- Operating with an abundance of caution - Valet Parking, Shuttle and IRD services have been suspended
 - No gatherings or events
- Spa & Fitness Center currently closed (State & County Orders)



The Operation



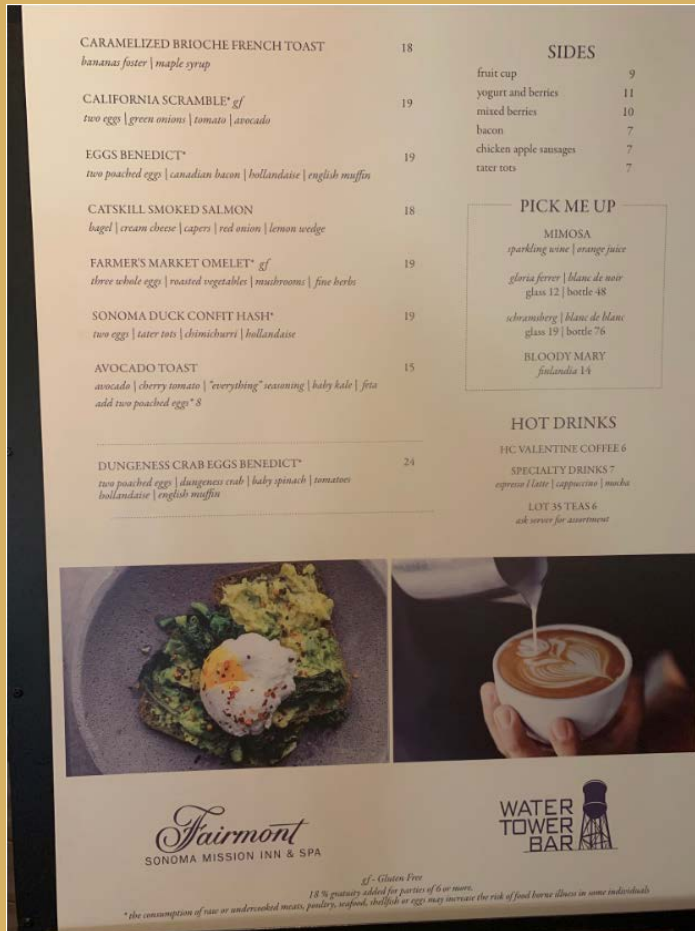
*CaliForno, Street
Eats*



*Fire
Pits*



Food & Beverage



Poster Size Menus



Table Signage



Reminders



Hotel Services



- Guest Rooms & Suites left to rest for 48 hours between guest stays
 - All linens are bagged in the guest rooms
- Room Attendants change masks and gloves after every room clean
- Guests are to vacate rooms when employees are in a guest room
- Paper amenities including magazines and marketing collateral have been removed from rooms
- Throw pillows and extra pillows and blankets have been removed
 - Stayovers cleaned every third day or upon request
 - Turn-down service upon request
 - "Theater of Cleaning" in full operation
 - Enhanced frequency of cleaning public areas
- Public restrooms have cleaning "sign off" signage
- Hand sanitizer stations throughout the property
 - Only two guests per elevator
 - Daily alfresco wine tasting



Public Spaces



*Doors
Propped
Open*



Hand Sanitizer



Elevators



Guest Rooms



Guest Room Seals



TV Remote & PPE Kits



Public-Area Restrooms



Theater of Cleaning



Thank You



COVID-19 Prevention & Enhanced Cleaning Guidelines for Hotels

Lisa Kershner
General Manager
San Francisco Airport Marriott



The image features a central graphic with a white border, divided into two horizontal sections. The top section contains the Marriott International logo, which consists of a stylized 'M' followed by the word 'Marriott' in a large, bold, sans-serif font, and the word 'INTERNATIONAL' in a smaller, all-caps, sans-serif font below it. The bottom section contains the words 'COMMITMENT' and 'TO CLEAN' stacked vertically in a large, all-caps, sans-serif font. The background of the central graphic is a photograph of a mountain range with snow-capped peaks and a layer of clouds or mist at the base. The entire central graphic is set against a dark purple background. In the top right corner of the dark purple background, there is a small, vertical, magenta-colored rectangular element.

Marriott
INTERNATIONAL

COMMITMENT
TO CLEAN

Marriott Will Require Guests to Wear Masks at All US Hotels

HOTEL & RESORT | LAURIE BARATTI | JULY 20, 2020



Awareness



FRONT DESK

1 MOBILE CHECK-IN & MOBILE KEY

Utilization of the Marriott Bonvoy™ app: check in, access your room, or order room service in over 3200+ hotels

2 SELF-SERVICE KIOSKS

Alternate check-in methods for non-mobile guests through self-service kiosks where available

3 QUEUES + STANCHIONS

Queuing through floor decals and stanchions; signage to remind guests of physical distancing requirements

4 ASSOCIATE CARE

Physical barriers at front desk; associate focus on hygiene and disinfection

5 HAND SANITIZER DISPENSERS

Dispensers stationed throughout hotel, with focus in high-traffic areas

6 DISINFECTING KEY CARDS

Disinfected between stays; keys sanitized prior to distributing to a guest

7 BELL CARTS

Luggage sanitized after associate touch; bell carts sanitized after each use

8 CONCIERGE

Modified service with focus on digital and self-service options

9 RETAIL + MARKETS

Personal care items (masks, gloves, sanitizer, disinfectant wipes) available; modified operations like self-checkout

Education



GUEST ROOMS

1 ENHANCED CLEANING

Deeper cleaning between guest stays; focused on using the right chemicals in every single part of the room

2 FURNITURE

Deep cleaning and disinfection of all furniture, fixtures, and surfaces (head boards, end tables, etc.)

3 AMENITY KIT

Disinfecting wipes provided in guest rooms

4 HIGH-TOUCH ITEMS

Deeper cleaning of high-touch items (handles, knobs, pulls, electronic and temperature controls)

5 REMOVAL OF NON-ESSENTIAL ITEMS

Reducing or removing non-essential high-touch items (magazine or books, etc.)

6 EQUIPMENT

HEPA/ULTA filtration in air units and vacuums; innovative technologies like electrostatic spraying and UV light disinfection (under development)

7 REMOVAL OF SHARED USE

Removing shared use items on guest floors (ice machine buckets, scoops, etc.)

8 ASSOCIATE ENTRY + PPE

Modifying in-stay housekeeping frequency, in-room dining, and other associate entry into guest room

9 DELIVERY

Promoting use of mobile chat and requests via Marriott Bonvoy™ app for additional amenities, with contactless delivery

Continuous Improvement



BANQUET EVENTS

1 ARRIVAL

Doors may be propped open; one-way directional signage for entry/exits; stations for queuing

2 ROOM SETS

Customized floor plans with seating capacities reviewed for each individual event

3 GUEST FLOW

Management of guest flow for special event activities, events, or food and beverage delivery

4 MEALS + FOOD DISPLAYS

Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, shields, hand sanitization and queue management

5 BEVERAGE + BAR

Sanitized cocktail equipment between use; modified operations for garnishes and glassware

6 TABLE SETTINGS + CUTLERY

Centerpieces, cutlery, china, glassware and linens sanitized between each use

7 CLEANLINESS

Surfaces including tables, chairs, and all high-touch items sanitized between events

8 AUDIO/VISUAL

Sanitized equipment following each use and associate management of A/V equipment

9 OUTSIDE VENDORS

Updated policies to include temperature checks, cleanliness, PPE, and sanitization requirements

CREATING TRANSMISSION BARRIERS



Less Contact, More Connection

Hotels will implement touchless or low-touch solutions and adopt contactless technologies including: Mobile Key, Mobile Dining, Mobile Chat and guest requests via the Marriott Bonvoy™ app.

Guest greetings will be modified to a nod, wave, or a bow, while continuing to ensure guest needs are met.



Providing Personal Protective Equipment (PPE)

All associates that wear a Marriott badge will wear a face covering as a part of their uniforms.

Guests should wear personal face masks or coverings and should abide by local regulations.

Personal face masks and additional amenity items such as hand sanitizer, disinfecting wipes and gloves, may be offered where available.



Physical Distancing

Guests and associates should practice physical distancing by standing at least 6 feet (2 meters) away from other people not traveling with them. Certain areas, such as arrival queues or gathering areas will be marked with signage and, if necessary, one-way guest traffic flow will be indicated.

Where applicable, lobby furniture, restaurant layouts, and other public seating areas will be reconfigured. We are happy to work to customize seating capacities and room sets to meet individual distancing needs of group customers.



Installing Physical Barriers

Transparent screens, plexiglass shields or other physical barriers may be installed in areas such as desks, booths, fitness centers or food stations.

ENHANCING SANITATION



Emphasis on Hygiene & Cleanliness

Each hotel will be required to have a hygiene plan; associates will be required to be aware of and follow for personal hygiene, physical distancing and PPE, in compliance with all federal, state and local public health guidance.

Hand sanitizing stations for guest use will be placed in all high-traffic areas and public spaces.



Deeper, More Frequent Cleaning

Enhanced cleaning protocols will require frequently disinfecting high-touch items and sanitizing restrooms frequently and after high-guest use, with focus on using the right chemicals and procedures to kill COVID-19.



Cleanliness Training

We're building on our reputation for high standards of hotel cleanliness with well-established cleaning processes. In addition, each property is required to have a *Cleanliness Champion* to help lead the hotel in how it can ensure guest and associate safety. Additionally, associates will be required to take training on COVID-19 and safety and sanitation protocols.



Leveraging Technological Innovations

We have initiated plans to roll out enhanced technologies at our properties over the next few months, including electrostatic sprayers and the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention and World Health Organization to sanitize surfaces throughout hotels. While guests may not see these technologies immediately, these sprayers can rapidly clean and disinfect entire areas and can be used in a hotel setting to clean and disinfect guest rooms, lobbies, gyms and other public areas.

In addition, we are testing ultraviolet light technology for sanitizing guest room and shared devices.

Safety and Sanitation

► The New Normal

PROMOTING HEALTH SCREENING



Guests and Hotels: A Shared Responsibility

Guests are critical in preventing the spread of COVID-19 and other infectious diseases. To fulfill this responsibility, hotels will provide COVID-19 related signage and materials describing good health practices.

Signage will be posted to remind guests of physical distancing guidelines and hygiene practices to prevent the spread of disease.

Associates are educated on the proper way to wear, handle, and dispose of PPE, as well as the appropriate way to wash hands, sneeze, and to avoid touching their faces.



Thermal Screening

Where allowable by law, hotels may have a place at entry points for discreet and non-invasive temperature checks for associates and vendors. Where required by law, guests may also be required for screening.

Those with a temperature at or over 100.4°F (38°C) will be subject to secondary screening. Those confirmed to have a temperature at or over 100.4°F (38°C) will be denied entry and be directed to appropriate medical care.



Associate & Guest Health Concerns

Hotels will respond swiftly to associate and guest health concerns and follow all current public health guidelines. Associates feeling sick are encouraged to stay home. Those exhibiting symptoms will be required to self-isolate from the onset of symptoms and meet applicable public health criteria before returning to work. Additional protocols specific to COVID-19 are in place and summarized below.



Guidance to Local Public Health Resources

Hotels continually monitor and become educated on requirements and guidance from local health authorities and practice those requirements throughout the hotel. Where testing or treatment of guests or associates is needed, hotels will provide appropriate resources to the available local public health options.

NOURISHING THE 'NEW NORMAL'



Supplementing our Food Safety Protocols with ServSafe Guidelines

When serving food and beverages, hotels will continue to follow guidelines from the U.S. Food & Drug Administration (FDA), as well as the National Restaurant Association's longstanding ServSafe program, and other international government agencies, as applicable.

Marriott's food and beverage operations are required to conduct self-inspection using the company's food safety standards.



Tailored Options for Meetings & Events

Modifications to Food and Beverage service will aim to reduce person to person contact.

Traditional self-service buffet service should be suspended, or when offered, be served by an associate wearing appropriate PPE, with physical protective barriers in place, as appropriate, for food displays.

Locations of meals, breaks, and food displays may be modified or restricted to spaces specifically reserved for each meeting or event, with physical distancing designed into every meeting set.



Eliminate or Modifying Shared Use / Reuse Items

In restaurants and bars, items such as condiments, silverware, glassware, napkins, etc. should not be pre-set on tables, to allow for effective disinfection in between each guest. Sealed, packaged, or single-use silverware, disposable or digital menus may be offered as alternatives.

Self-service items that can't be disinfected after guest use, such as ice scoops, candy/fruit bowls, must be removed and replaced with alternative options, such as pre-packaged or associate-attended.

Payment methods may be modified to reduce handling of guest personal property, including use of trays to pass items, QR codes, or offering self-service pay-at-table options where possible.



Grab & Go and Pre-Packaged Items

Traditional in-room dining may be modified to either no-contact delivery methods or pick-up / grab-and-go. All packaging and products should be single-use and disposable.

We will continue to source responsibly while working to reduce our environmental impact.



COVID-19 Prevention & Enhanced Cleaning Guidelines for Hotels

Henning Nopper
General Manager
Grand Hyatt





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HYATT

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HYATT'S GLOBAL CARE & CLEANLINESS COMMITMENT



GBAC STAR™ is the cleaning industry's only outbreak prevention, response and recovery accreditation for facilities.

GBAC STAR is the gold standard of prepared facilities. This accreditation means that a facility has:

- ☑ Established and maintained a cleaning, disinfection, and infectious disease prevention program to minimize risks associated with infectious agents like the novel coronavirus (SARS-CoV-2).
- ☑ The proper cleaning protocols, disinfection techniques, and work practices in place to combat biohazards and infectious disease.
- ☑ Highly informed cleaning professionals who are trained for outbreak and infectious disease preparation and response.

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.
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HYATT® 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

Mark

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:

CONSULT



Working group of
trusted medical
and industry
advisors

ACCREDIT



Cleanliness
accreditation at
all hotels

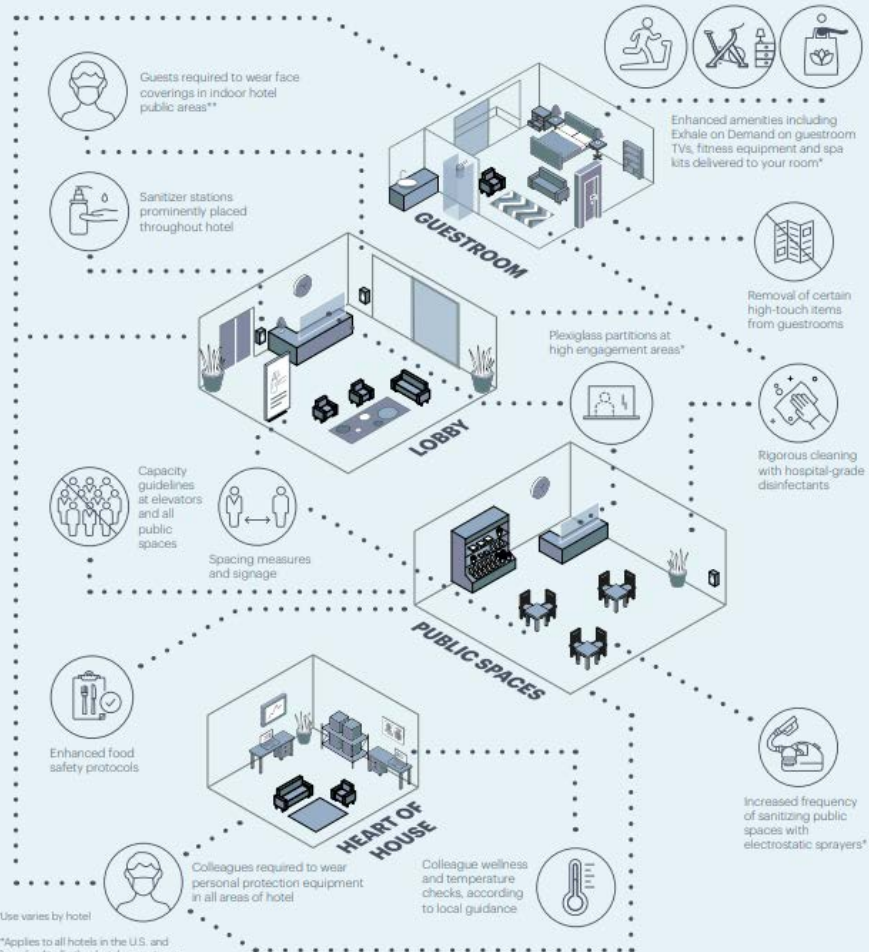
IMPLEMENT



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.*



*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.*



*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.



COVID-19 Travel Update

Updated on July 20, 2020

The safety and wellbeing of our guests, customers and colleagues is a top priority for Hyatt.

Hyatt is monitoring the coronavirus (COVID-19) situation closely, keeping those who are affected in our hearts, and listening carefully to the questions and concerns we receive from guests such as you.

Inspired by Hyatt's purpose – we care for people so they can be their best – and in response to the dynamic COVID-19 situation, we would like to share actions Hyatt is taking to care for you during this time, including booking with confidence and travel flexibility and comprehensive steps to implement new guidance, procedures and practices as we reimagine the hotel experience.

[Safety First, Wellbeing Always](#)

[Extending Change and Cancellation Fees Policy](#)

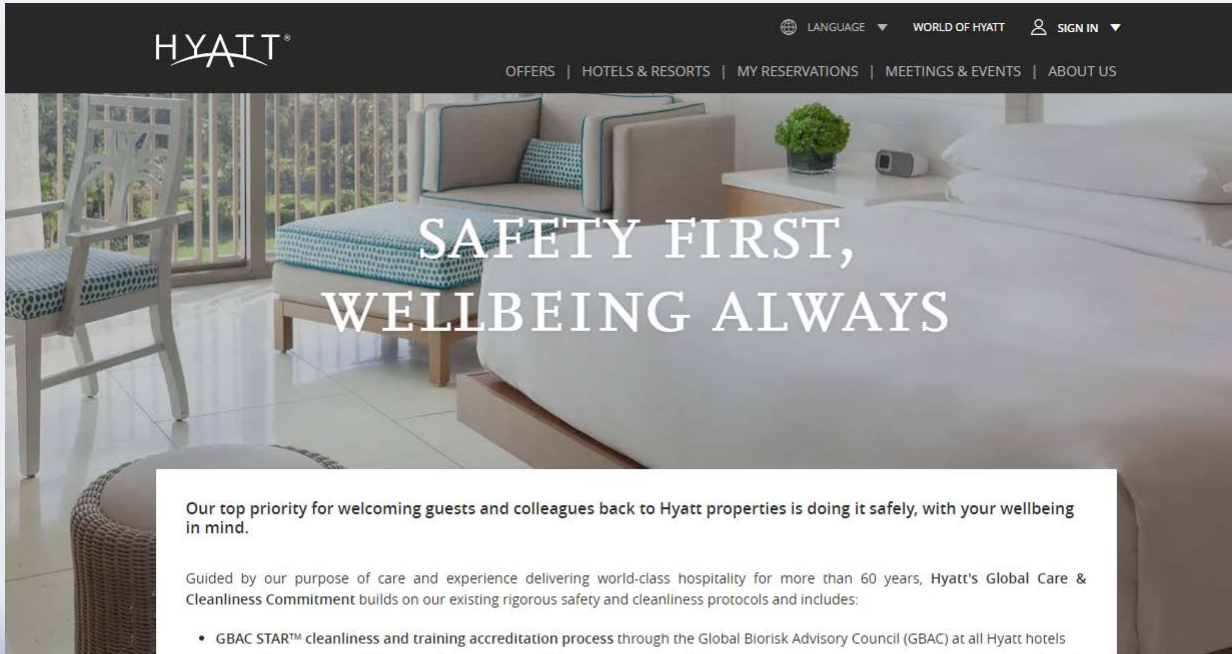
[Reservations with MGM, Small Luxury Hotels of the World, and Lindblad Expeditions](#)

[Extending World of Hyatt Loyalty Program Benefits](#)

[FIND Experiences](#)

[Exhale](#)

[Committed to Inclusion and Respect](#)



HYATT

LANGUAGE | WORLD OF HYATT | SIGN IN

OFFERS | HOTELS & RESORTS | MY RESERVATIONS | MEETINGS & EVENTS | ABOUT US

SAFETY FIRST, WELLBEING ALWAYS

Our top priority for welcoming guests and colleagues back to Hyatt properties is doing it safely, with your wellbeing in mind.

Guided by our purpose of care and experience delivering world-class hospitality for more than 60 years, Hyatt's Global Care & Cleanliness Commitment builds on our existing rigorous safety and cleanliness protocols and includes:

- GBAC STAR™ cleanliness and training accreditation process through the Global Biorisk Advisory Council (GBAC) at all Hyatt hotels
- Trained Hygiene & Wellbeing Leader or team at all locations, responsible for their hotel adhering to new operational protocols and training
- Cross-functional panel of trusted medical and industry advisors—including experts from Cleveland Clinic—to help us fine-tune safety protocols and consider various aspects of the entire hotel experience.

In the video below, learn more about how we're committed to enhanced levels of cleanliness, as we reimagine the hotel experience.



Cleanliness and Safety, With You in Mind

Additional measures are being taken with a focus on your safety and peace of mind, such as touch-free options, more frequent sanitization with hospital-grade disinfectants, and exploring and testing the use of electrostatic sprayers.

- Sanitizer stations prominently placed throughout hotels
- More frequent cleaning of public spaces and guestroom surfaces
- GBAC STAR™ accreditation, inclusive of detailed cleanliness training
- Hygiene & Wellbeing Leader to help ensure new protocols are being met
- Enhanced food safety and hygiene protocols
- Colleague temperature checks at Hyatt hotels globally, and guest temperature checks at some locations in compliance with local government requirements and in light of local situations and practices
- Removal of certain high-touch items from guestrooms



Distance Can't Stop Us From Caring

Our social distancing measures help show care for the wellbeing of our colleagues and guests, as we revise capacity guidelines and require colleagues to wear face masks and appropriate personal protective equipment, and more.

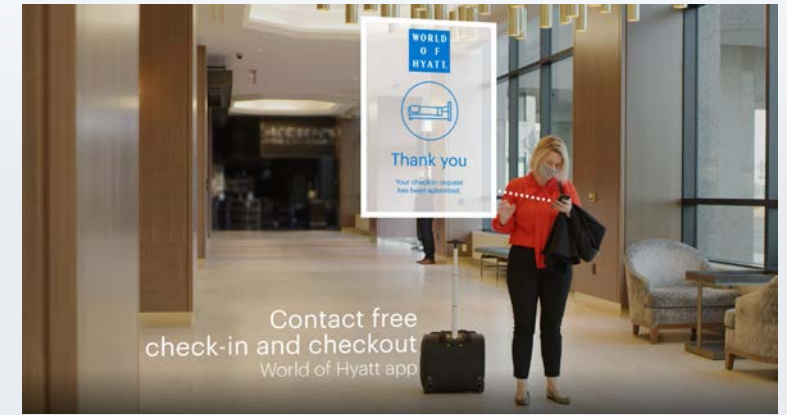
- Face coverings for guests are strongly encouraged or mandated in accordance with Hyatt policy and/or local guidance. All guests should check their hotel website for specific guidance. **NOTE: Effective July 27, 2020, face coverings will be required in hotel indoor public areas at all Hyatt hotels in the U.S. and Canada.**
- Social distancing signage
- Personal protective equipment, worn in accordance with local guidance
- Elevator spacing and revised maximum capacity guidelines—elevators, fitness centers and more
- Reconfiguration of meeting room set-ups
- Knock-and-go contactless room service



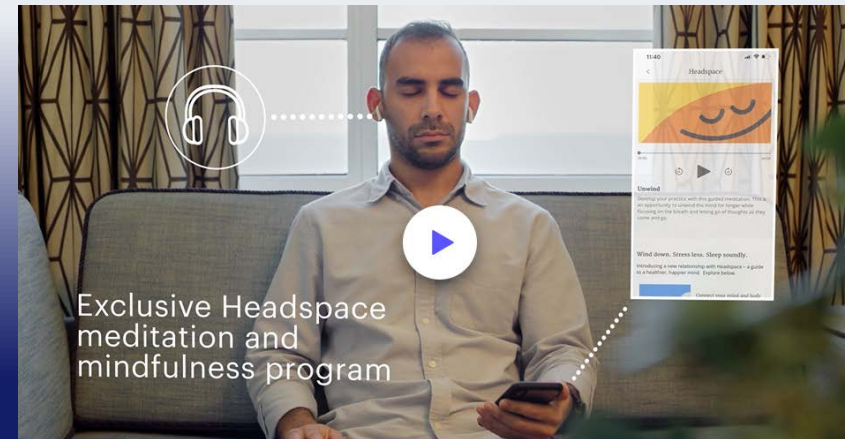
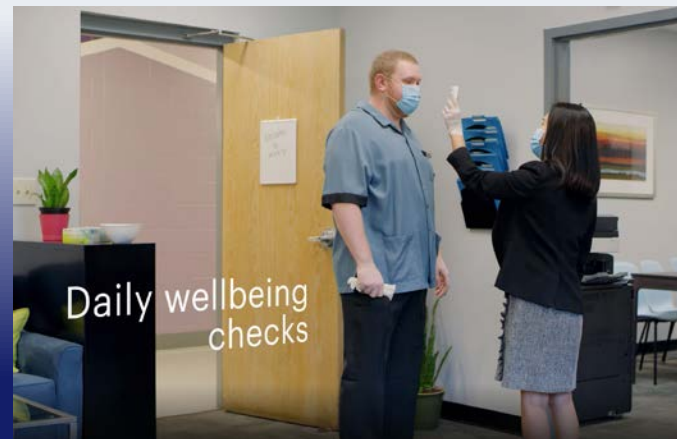
Less Contact, More Care

New and enhanced digital amenities* in the World of Hyatt app can put you in control of how you connect with us—from check-in to dining and more, contactless care is just a tap away.

- Mobile check-in and checkout
- Mobile Entry
- In-room Chromecast
- Curated meditations from Headspace
- Grab-and-go meal ordering
- Hotel stay bill



<https://app.frame.io/presentations/ff7579c7-b02b-4532-81b6-03d6d10561af>



PROPERTY SPECIFIC COMMUNICATION



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Grand Hyatt at SFO

55 South McDonnell Road, San Francisco, California, United States, 94128

+1 650 452 1234

★★★★★ 182 REVIEWS

BOOK NOW

HOTEL | ROOMS | AREA ATTRACTIONS | DINING | SPECIAL EVENTS | PHOTOS + REVIEWS | OFFERS

The safety and wellbeing of our guests and colleagues is always a top priority. In light of COVID-19 and for precautionary measures, the following services and facilities will be impacted. For inquiries, please contact the hotel directly.

- Unavailable until further notice - Bar Service, Spa
- Limited service available - Food Service
- Face coverings - Required in hotel indoor public areas

Government mandate - This location may have COVID-19 travel restrictions in place including national, local and health advisories and requirements. [Learn more](#)

Welcome To
Grand Hyatt at SFO

We look forward to your upcoming stay at Grand Hyatt at SFO!

To help facilitate a seamless arrival experience and an enjoyable time in our hotel, we would like to share some helpful information with you.

We want to assure you that the health, safety and wellbeing of all our guests and colleagues is a top priority. To comply with local and state ordinances, please note the following:

- Our Restaurant, Bar and Room Service remain *CLOSED* at this time.
- Our 24-hour Market is *OPEN* for all your food & beverage needs.
- Face Coverings are required in all public areas at all times.
- Social distancing directives are in effect (signage at all entrances).



HYATT MOBILE ENTRY

If you would prefer to check-in virtually, download the World of Hyatt app and try out Hyatt Mobile Entry.

1. Download the World of Hyatt app from the App Store or Google Play.
2. Enable location services for the app.
3. Check in using the app.
4. Hear the beep when you are close to the hotel.

HOTEL AMENITIES



TWIN CRAFTS MARKET

open 24 hours

Serving made-to-order breakfast favorites, pastries, a fresh array of gourmet sandwiches, salads and snacks. Also featuring delicious Vittoria specialty coffee and a wide variety of Rishi teas.

HOUSEKEEPING

Housekeeping is available 24 hours. Please call the front desk for more information.



Enhanced cleaning using EPA approved disinfectants on all high-touch surfaces and linens.

TWIN CRAFT

For added convenience, we offer a complimentary car service directly to your guestroom.



OUR COMMITMENT TO YOUR WELLNESS

Grand Hyatt at SFO is committed to upholding the highest standards of cleanliness in an effort to ensure our colleagues and guests enjoy a healthy, safe and comfortable environment. Guided by its purpose, Grand Hyatt at SFO implemented a multi-layered Global Care & Cleanliness Commitment to further enhance its operational guidance and resources around colleagues and guest safety and peace of mind. Some specific health and safety measures currently in place at Grand Hyatt at SFO include:

- Colleague certification and trainings for hygiene and cleanliness, including a dedicated hygiene manager.
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces, guestrooms and shared spaces.
- Implementation of enhanced food safety and hygiene protocols for food & beverage, group meetings, and events.
- Prominently placed hand sanitizer stations throughout hotel public and employee areas and entrances.
- Protective masks and other equipment for hotel colleagues.
- Social distancing guidance across hotel property.



SAFETY REQUIREMENTS

In compliance with State & Local ordinances, a face covering is required in all public spaces in the hotel.

We ask all guests to adhere to social distancing guidelines.

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AT SFO

Grand Hyatt at SFO is committed to caring for our guests and colleagues, as your safety and wellbeing are always our top priority. Guided by our purpose of care and experience delivering world-class hospitality for more than 60 years, Hyatt's Global Care & Cleanliness Commitment builds on our existing rigorous safety and cleanliness protocols.

We would like to share some of the health and safety precautions you can expect.

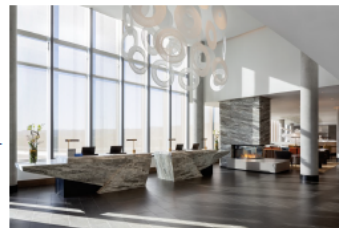
ARRIVAL EXPERIENCE

- Mobile check-in & keyless entry is available through the World of Hyatt App
- Plexiglas protective shields with transaction portals limits contact at front desk for a more traditional check-in
- Social distancing signage and floor decals
- Guest room keys sanitized before and after each use
- Credit card chip & pin device allows for contactless payment method
- Bell carts sanitized after each use
- More frequent cleaning of public spaces and guestroom high-touch surfaces with EPA approved hospital-grade disinfectants
- Touchless arrival experience from SFO airport via Airtrain conveniently connected to the hotel



COLLEAGUES & GENERAL SAFETY

- Daily health screening of colleagues and vendors to include temperature check
- Protective masks and gloves required of all colleagues and vendors
- Hand sanitizer stations prominently placed throughout hotel, to include lobby, restaurant, event space, fitness center, and colleague work areas
- Elevator spacing and revised maximum capacity guidelines
- Colleague training on social distancing, PPE, proper disinfecting and hygiene
- GBAC STAR™ accreditation, inclusive of detailed cleanliness training
- On property Hygiene & Wellbeing Leader to help ensure new protocols are being met



For more information regarding Hyatt Corporation's Global Care and Cleanliness Commitment please scan the QR code



information is subject to change

GRAND | HYATT®

AT SFO

GUESTROOM

- Guestrooms and suites have a resting period of 24 hours prior to being assigned to another guest
- Cleaning and disinfecting protocols to clean rooms, with particular attention paid to high-touch items and surfaces
- Touchless mobile guest room entry
- Text messaging allows for quick and efficient way to request amenities and services
- Contactless delivery of guest request items whenever possible
- Curated meditations from Headspace through World of Hyatt app
- Grab-and-go meal ordering



FOOD AND BEVERAGE

- Dining spaces have been modified to allow for proper social distancing
- Acrylic shields with transaction portals at hostess area for ordering and pick up of take out orders
- All hard touch surfaces are cleaned frequently with EPA approved hospital-grade disinfectants
- Single use condiments
- QR codes for all menus



EVENTS

- Meeting space will be tailored to each event to ensure a safe experience and allow for social distancing
- Hand sanitizer and disinfectant wipes available throughout meeting and event space
- Modified banquet food and beverage experience to comply with health and safety regulations
- Increased airflow in meeting space
- Directional traffic flow signs throughout the meeting space



FITNESS CENTER

- Fitness center equipment cleaned and sanitized every two hours
- Increased signage in fitness center encouraging guests to clean equipment before and after each use
- Individual wrapped and sanitized yoga mats available. Yoga mats sanitized before and after each use
- Guests are required to wear protective face coverings over their mouth and nose
- Fitness equipment spread out and occupancy limited to ensure 6 ft. distancing



HEALTH & SANITATION PROGRAM

We continue to closely follow government mandates and public health necessary or appropriate to our program.

We maintain rigorous hygiene standards COVID-19 concerns, including the following:

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Colleague & Guest Health Protocols

At Grand Hyatt at SFO, the safety and wellbeing of our guests and colleagues is always a top priority.

Employee and Vendor Temperature Check - All hotel receive a non-invasive temperature displaying a temperature over 100.4°F. Vendors confirmed to have a temperature property and will be directed towards the appropriate area.

Physical Distancing - Guests are advised to stay 6 feet away from other groups of people, elevators or moving around the property will be arranged to ensure appropriate faces and to practice physical distancing other colleagues whenever possible. All occupancy limits.

Hand Sanitizer - Hand sanitizer dispensed at guest and employee entrances and common entrance, meeting and event spaces, etc.

Front of the House Signage - Social distancing entry points.

Back of the House Signage - Signage is to wear masks, wash hands, and to avoid

Employee & Guest Health Concerns - If a guest or employee reports symptoms of COVID-19, to respond immediately and report all symptoms to the local health department and are instructed to contact a manager shortness of breath, or other known symptoms of the symptoms of COVID-19 while at work or hotel security.

Case Notification - If we are alerted to work with the local health department or recommended by them.

Caring For Our GUESTS

Guest Arrival / Departure

Visitors will be reminded to wear a mask per local Health Department orders. Appropriate signage will also be prominently displayed to advise guests of distancing and physical distancing practices requirements. Hyatt's Mobile Key at SFO to minimize any Front Desk interaction. It allows guests to check in and out of the hotel via their mobile device (no need to require a room key for access).

Guest Arrival: Valet, Taxi or Ride Share

- a) Guests will enter/exit the hotel through the main entrance, which is always kept propped open, automated or manually operated.
- b) Guests requesting help with luggage will be sanitized after each use.
- c) Valet Parking Attendants are wearing gloves and masks during all guest departure interaction.

Guest Arrival: AirTrain:

Guests arriving/departing via hotel's AirTrain will use the AirTrain with no doors – sanitizer stations provided at each end.

Hotel Guest Elevators

- a) Elevator buttons and panels will be sanitized every 15 minutes.
- b) No more than four guests will be permitted in the elevator at any given time.
- c) Tissue paper is available in each elevator lobby.

Guest Sanitation Amenities

- a) Masks will be available to purchase for guests.
- b) Sanitizer wipes will be provided in each room and common areas.

Department Specific Protocols

Colleague Experience Office

Physical Distancing Protocol

- Max 4 employees will be allowed inside the Human Resources office at any given time

Cleaning & Sanitizing Protocol

- Counters and equipment sanitized at least once per hour or after each employee visit

Uniform Room

Physical Distancing Protocol

- Separation space will be clearly marked on the floor in front of the uniform distribution door
- Only one employee per 6' space allowed to access a locker at any given time
- Locker rooms are marked with available and unavailable spaces to be used for dressing

Cleaning & Sanitizing Protocol

- Uniforms are laundered/dry-cleaned by our professional off-site dry cleaning service

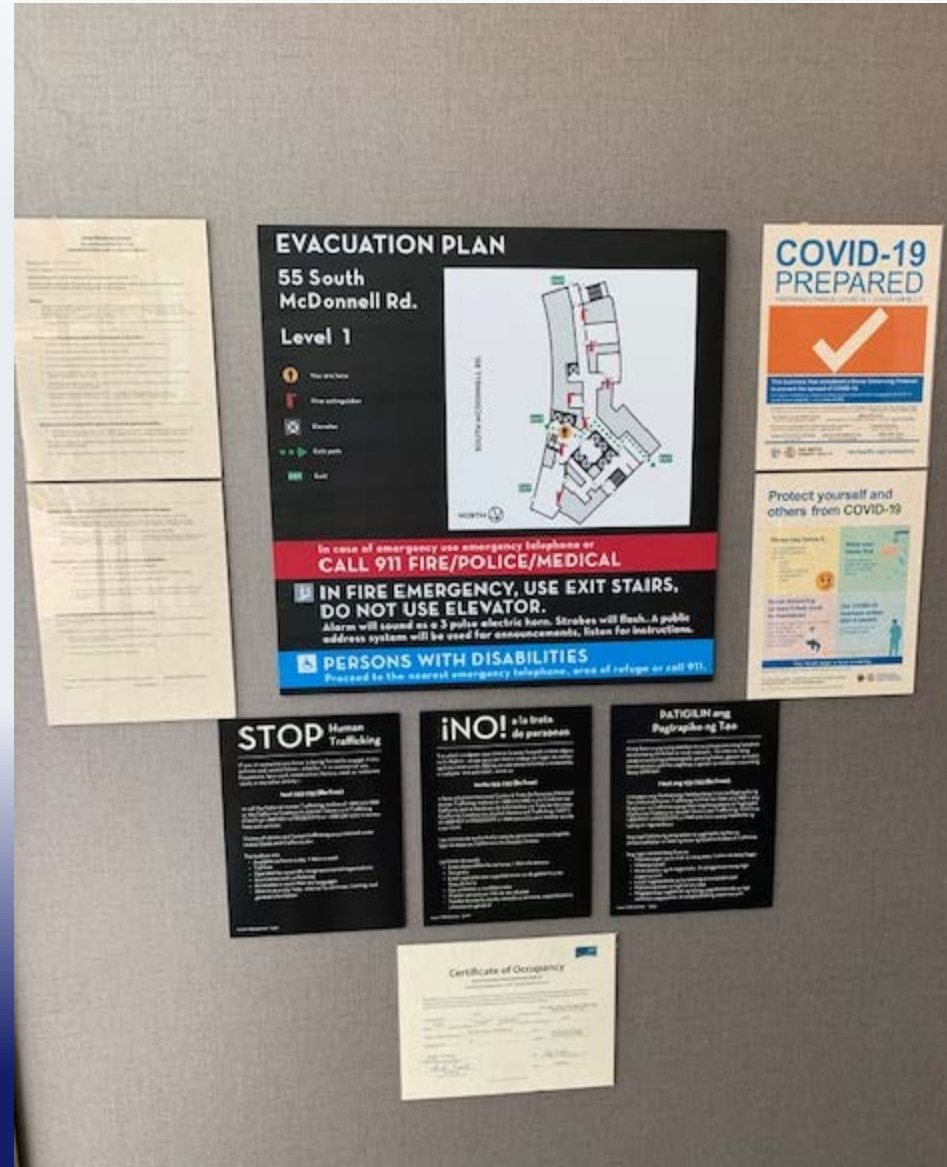
Front Desk

Physical Distancing Procedures

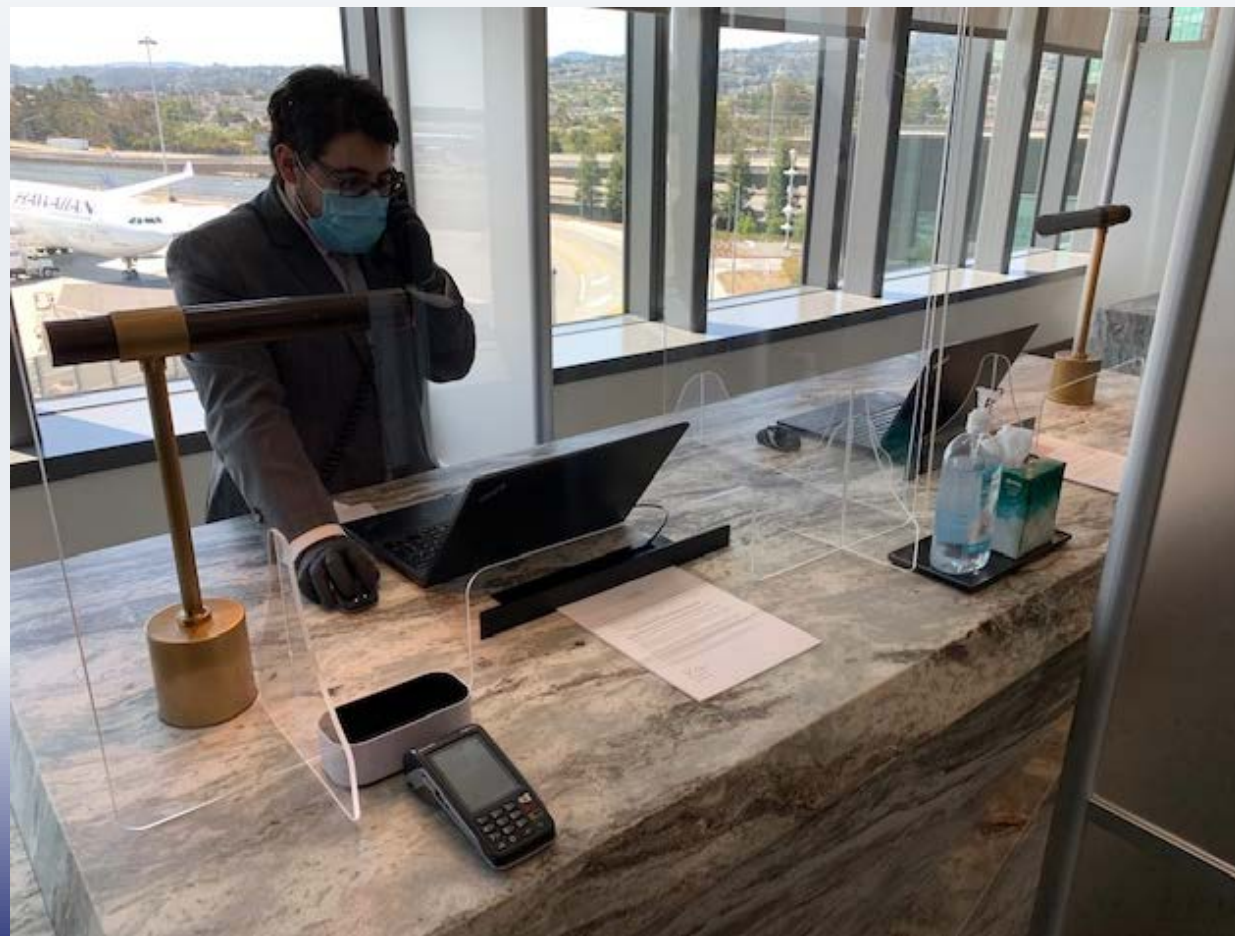
- Signage to indicate appropriate six-foot intervals
- Credit card swiping machine moved to front counter for guest self-service
- Encourage the use of our Zingle texting solution for all guest interactions
- 6' spacing between Hosts
- Use alternate desks (AirTran station desk, 1st floor lobby desk) as needed during times of higher demand
- Lobby staff to provide guidance to arriving and departing guests to ensure physical distancing measures are followed
- Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols
- Guest amenity deliveries will be consistent with Room Service food delivery protocols and delivered with contactless procedures whenever possible

PUBLIC AREA

HYATT®



















BACK-OF-HOUSE

HYATT®





SOCIAL MEDIA

HYATT®

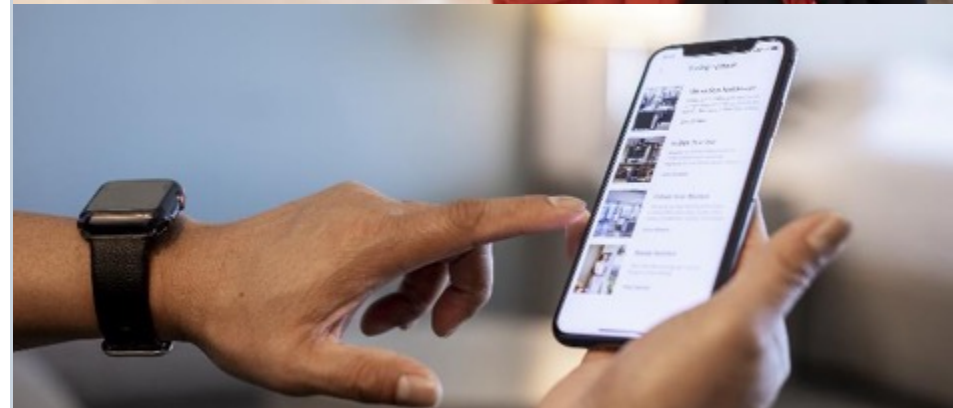


Less contact. More care.

We're bringing more **flexibility** and **peace of mind** to your stay, from check-in to dining and more.

Our Hyatt digital amenities ensure that **care** remains at the **heart of every stay** – so that **contactless** always means *thoughtfulness*.

- Stay on your time with mobile check-in & check-out
- Access your room with mobile key entry
- Order knock-and-go room service
- Stream your entertainment with in-room Chromecast





Your journey from plane to room will practically be hands-free using our AirTrain for quick and easy transportation.

#grandhyattatsfo #gogrand #airtrain #handsfree #easytravel #sfo #fllysfo #sanfrancisco #visitsfo #travel #traveler #airtrain



Your journey from plane to room will practically be hands-free using our AirTrain for quick and easy transportation.



When you're ready to travel we will be here with open arms to provide you with a clean, safe home away from home.

#grandhyattatsfo #gogrand #flysfo #sfo #sanfranciscovacation
#sftrip #sftravel #sfliving #readingnook #sittingarea #interiordesign



When you're ready to travel we will be here with open arms to provide you with a clean, safe home away from home.



Thank you!

GRAND | HYATT®

COVID-19 Prevention & Enhanced Cleaning Guidelines for Hotels

Melinda Yee Franklin
Managing Director
Corporate and Government Affairs, Western Region
United Airlines

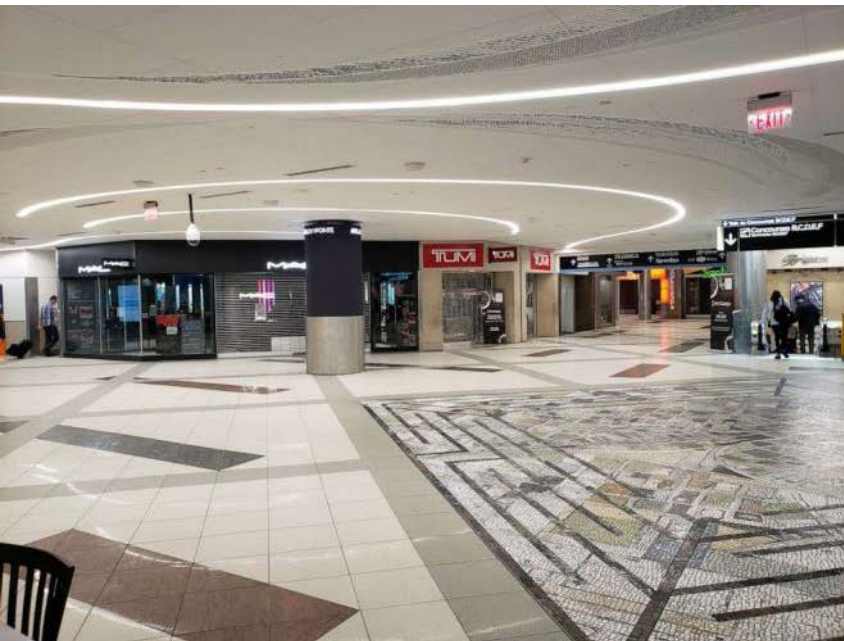


UNITED AIRLINES

Webinar on Marketing Cleaning Guidelines
Hotel Council of San Francisco
30 July 2020

Presented by Melinda Yee Franklin
Managing Director, Corporate and Government Affairs

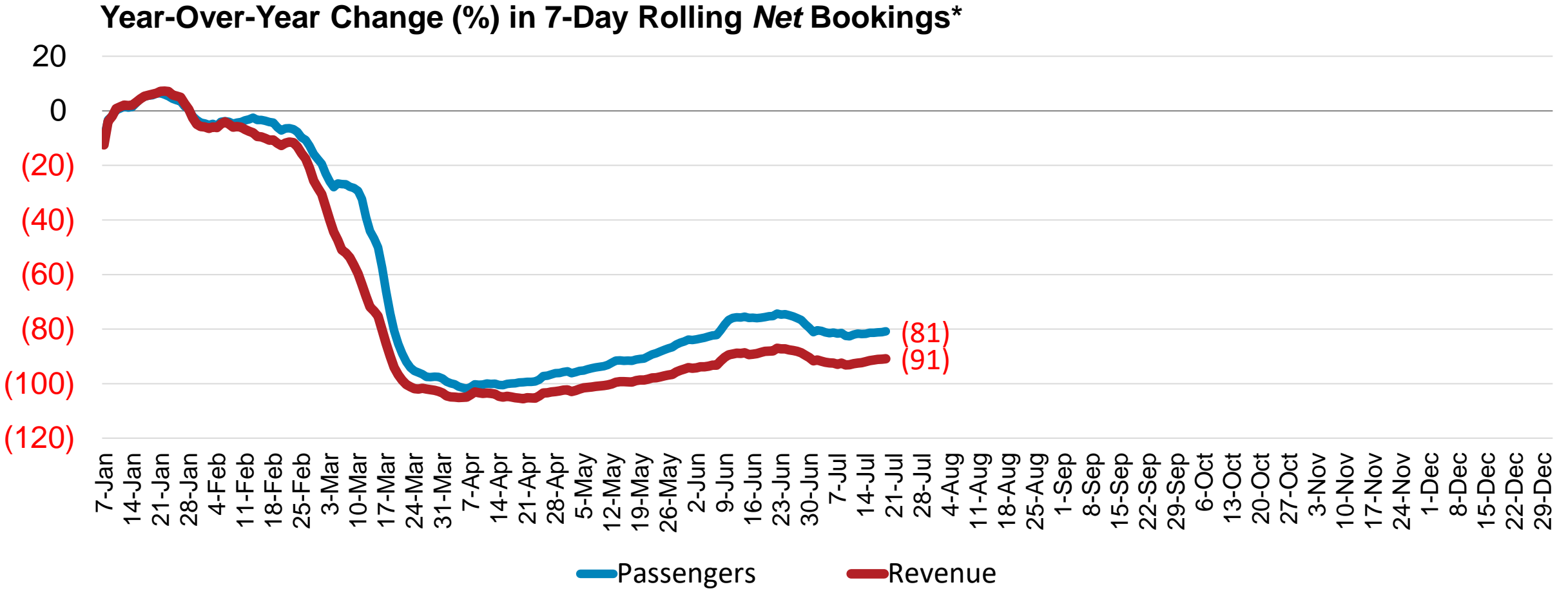
AIRPORTS DESERTED DURING COVID-19 PANDEMIC





Demand* for Future U.S. Air Travel Plateaued in June

Net Booked* Passengers Down 81 Percent, Revenue Down 91 Percent



Source: Airlines Reporting Corporation (ARC) for most U.S. and foreign carriers for any flight to/from/within the United States

* Sales transactions minus refunds, for all future travel up to 330 days out

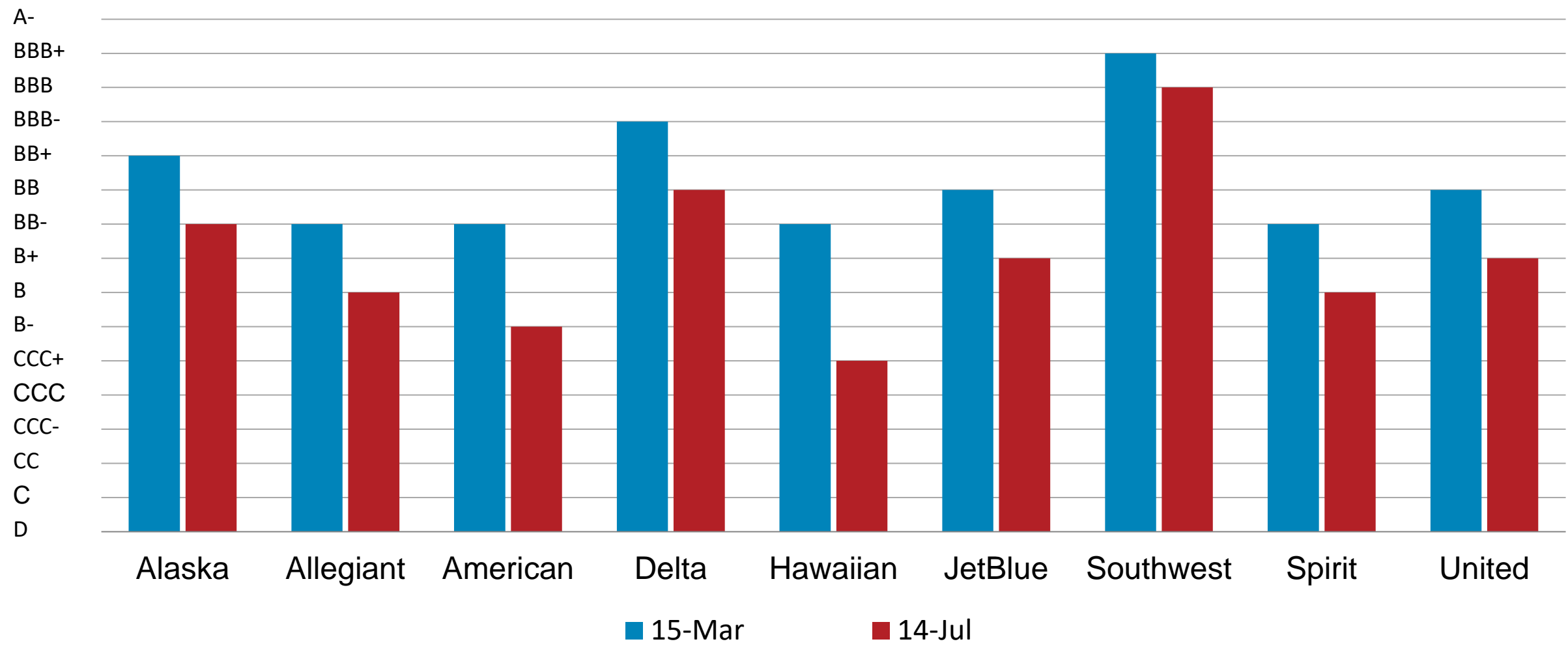
U.S. AIRLINES HAVE GROUNDED OVER 3,000 AIRCRAFT





In 2020, S&P Has Lowered Its Credit Ratings on Every U.S. Passenger Airline*

Ratings Actions Taken to Reflect Weakened Financial Condition and Heightened Risk



U.S. AIRLINES ARE WORKING AROUND THE CLOCK TO SANITIZE COCKPITS, CABINS AND KEY TOUCHPOINTS



COVID-19: “FLY HEALTHY. FLY SMART” CAMPAIGN

A4A has launched a public awareness campaign to educate travelers ahead of Memorial Day weekend. The campaign includes multi-media outreach showcasing the enhanced cleaning and procedural changes U.S. airlines are implementing as well as reminding the traveling public of steps they can take to help prevent the spread of COVID-19, including:

- Mandating face coverings for customer facing employees & passengers throughout the journey.
- Sanitizing counters and kiosks.
- Intensive cleaning protocols, in some cases to include electrostatic cleaning and fogging procedures.
- Back-to-front boarding as well as adjusting food and beverage services.
- Encouraging the Transportation Security Administration (TSA) to begin conducting temperature screenings.
- HEPA filters in all A4A member aircraft which help generate hospital-grade air quality.
 - The Centers for Disease Control and Prevention (CDC) has said that, “Because of how air circulates and is filtered on airplanes, most viruses and other germs do not spread easily on flights.”

WEATHERING THE STORM

The CARES Act was a smart investment in the 750,000 men and women employed by U.S. airlines. But the novel coronavirus continues to devastate the industry, and the cash crisis for U.S. airlines is far from over. Additional sources of relief are needed.

UNPRECEDENTED IMPACT AND A LONG ROAD AHEAD

Lowest passenger traffic since

1950s

Population under stay at home orders

95%*

Net bookings down nearly

100%

Over 3000
planes parked



A DIRE FINANCIAL CRISIS WITH NO END IN SIGHT

SELF-HELP MEASURES TO BOOST LIQUIDITY

- Making historic capacity cuts
- Parking and/or retiring aircraft
- Trimming capital expenditures, including aircraft deliveries
- Cutting executive compensation
- Implementing voluntary leave and early retirement programs
- Shutting airport lounges and consolidating concourses
- Raising \$40B via capital markets
- Utilizing passenger planes for essential cargo deliveries



CARES ACT ASSISTANCE FOR WORKERS

Direct Payroll Assistance

\$29B

Potential Loans

\$29B



LOST REVENUE

\$100B.

*Projected reduction in U.S. airline operating revenues from 2019 to 2020

AIRLINES ARE TAKING A WIDE VARIETY OF SELF-HELP ACTIONS TO REDUCE CASH BURN

SELECTED EXAMPLES OF ACTIONS TO IMPROVE CASH FLOW FROM OPERATIONS, INVESTING AND FINANCING

- » Making historic capacity cuts, parking and/or retiring older aircraft (and, in some cases, entire fleet types)
- » Utilizing passenger planes on cargo-only missions, either belly-only or belly and main cabin
- » Freezing hiring and non-essential spending (e.g., employee travel, consultants, events, marketing, training)
- » Consolidating footprint at airport facilities (e.g., concourses); shuttering lounges; halting real estate projects
- » Simplifying onboard product (e.g., food and beverage)
- » Negotiating with vendors: cobranded credit cards, airports (i.e., zero-interest rent deferrals), regional airline partners (i.e., regional airlines), caterers, etc. to achieve relief on payment terms/timing
- » Deferring aircraft deliveries and reducing non-aircraft (e.g., ground equipment, IT) capital expenditures
- » Raising funds via capital markets: borrowing funds via unsecured or secured loans and/or selling stock
- » Selling/mortgaging aircraft/engines/other assets
- » Suspending capital return programs, including share repurchases and the payment of future dividends

Source: A4A and member companies

U.S. AIRLINES ARE MOVING ESSENTIAL SHIPMENTS AND RELIEF SUPPLIES

