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
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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

Fairmont
SONOMA MISSION INN & SPA
STAY WELL &
#MASKUP

Resort Guest Face Masks &
Social Distancing Guidelines

Guests are currently required by the County of Sonoma to WEAR A FACE CLOTHORIZING AT ALL TIMES IN PUBLIC ACCOMMODATIONS.

FACE MASK EXCEPTIONS:

Face masks are not required to wear a mask when while any swimming, eating, drinking, or consuming food in a public accommodation. This applies to all employees in their worker areas, with the exception of all employees in the health and wellness department. All other areas other than the employee areas are not required to wear a mask.

Effective & Safe practices are not required to wear a mask while they are sitting or eating at a table in a public establishment. This applies to all employees in their worker areas, with the exception of all employees in the health and wellness department. All other areas other than the employee areas are not required to wear a mask.

Face masks are required to follow these mask guidelines as well as practice physical distancing by following signs and已经超过 distance from guests not in your conversation today. Physical distancing is defined as standing a 6 feet distance between individuals, not within your household and contact association group in your respective household is not considered part of the same household person. Taking this policy will be compliant with the recommendations to limit the spread of the virus as a result of the emergency proclamation.

Face masks are not required in these areas as guidelines as well as accurately ensure social distancing as meeting with not maintaining these guidelines will result in being asked to leave. Taking this policy will be compliant with the recommendations to limit the spread of the virus as a result of the emergency proclamation.

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.

STAY WELL

EFFECTIVE HAND WASHING

1. Turn on water and wet your hands and wrists
2. Apply enough soap to cover your hands
3. Create a lather and wash for 20 seconds
4. Rinse with cold water
5. Hold hands under water flow 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

Fire Pits

CaliForno, Street Eats
Food & Beverage

Poster Size Menus

Table Signage

Reminder
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
COMMITMENT TO CLEAN
Marriott Will Require Guests to Wear Masks at All US Hotels

HOTEL & RESORT | LAURIE BARATTI | JULY 20, 2020
Awareness
Education
Continuous Improvement

BANQUET EVENTS

1. ARRIVAL
   Doors may be propped open; one
   your directional signage for entry/exit;
   aisles for queueing

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, molded butter, with servers,
steaks, frozen presentation and queue
management

5. BEVERAGE + BAR
   Sanitized cocktail equipment
between use; molded offerings
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
setup and associated management of
A/V equipment

9. OUTSIDE VENDORS
   Updated policies to include
temperature checks, cleaning,
PPE, and sanitation requirements
Safety and Sanitation

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 guidelines.

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 restroom 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.
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 discrete 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, glasses, 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
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

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:

- Consult
- Accredite
- Implement

Consulting group of leaders, doctors and industry experts.

Cleaning apparels and equipment.

Defining rigorous & modern guest environments.
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 public areas*
- Sanitizing stations prominently placed throughout hotel
- Capacity guidelines at discretion of hotel and all public spaces
- Soothing measures in place
- Enhanced food safety protocols
- Colleagues required to wear personal protective equipment at all times of contact
- Enhanced amenities including cleaning, mask, gloves, and disinfectants
- Rigorous cleaning with hospital-grade disinfectants
- Enhanced guestroom cleaning

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
- Contactless hotel stay
- Mobile entry
- Food and beverage mobile ordering
- Room controls
- In-room checkout

*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, feel and function from the comfort and convenience of your guestroom, home or transit in-between.

- Customized deductions from Headpace within head of Hyatt app
- Workout in room with Peloton on demand
- Virtually connect with Hyatt colleagues until we can be together again: hyatt.com/together
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
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 & Wellness Leader on staff at all locations, responsible for 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 are 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 & Wellness 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 cart/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
- GH4 and Go meal ordering
- Hotel stay bill
https://app.frame.io/presentations/ff7579c7-b02b-4532-81b6-03d6d10561af
PROPERTY SPECIFIC COMMUNICATION
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
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 & bev needs.
- Face Coverings are required in all public areas at all times.
- Social distancing directives are in effect (signage visible).

**HYATT MOBILE ENTRY**

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

1. Dow New App
2. Enter
3. Check We’ll Help!
4. Hotel with Tap & Hold lock

**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 coffee blends.

- **HOUSEKEEPING**
  - Housekeeping is scheduled upon check-out.
  - Enhanced cleaning using EPA-approved products with particular attention to high-touch areas.

**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 training 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.
- Promptly placed hand sanitizer stations throughout hotel public and employee areas and entrances.
- Protective masks and other equipment for hotel colleagues.
- Social distancing guides 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.
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
- Personal protective equipment 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蛀dm via Avtrain 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, including 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 & Wellness 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.

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**GUESTROOM**
- Guestrooms and suites have a waiting period of 24 hours prior to being assigned to another guest
- Cleaning and disinfecting protocols to clean rooms, with particular emphasis 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
- Any size events with transaction portals at hostsk area for ordering and pick up of take out orders
- All high-touch surfaces are cleaned frequently with EPA approved hospital-grade disinfectants
- Single use condiments
- QR codes for all menus

**EVENTS**
- Meeting spaces 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 spaces
- Modified banquet food and beverage experience to comply with health and safety regulations
- Increased airflow in meeting space
- Directional traffic 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 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 recommendations to ensure that everyone in our facilities remains safe.

We maintain rigorous hygiene standards to reduce the transmission of COVID-19, which includes:

1. Proper use of face coverings
2. Frequent handwashing
3. Social distancing
4. Cleaning and disinfection of common areas
5. Health and safety training for all employees

Colleague & Guest Health Protocols

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

Employee Health Screening:
- All employees are required to screen daily for COVID-19 symptoms before reporting to work.
- Employees with symptoms are not permitted to report to work.

Physical Distancing:
- Attendees are administered a COVID-19 questionnaire at check-in and are required to wear masks at all times.
- Social distancing is maintained in all areas of the hotel.

Sanitization:
- All common areas are sanitized regularly.
- Hand sanitizer stations are available throughout the hotel.

Caring for Our GUESTS

At Grand Hyatt, we believe in providing exceptional service to our guests.

Cleaning and Sanitizing:
- Rooms are thoroughly cleaned and sanitized after each stay.
- Public areas are sanitized regularly.

Department Specific Protocols

Colleague Experience Office

Physical Distancing Protocol:
- All employees are required to wear masks at all times.
- Social distancing is maintained in all areas of the hotel.

Cleaning & Sanitizing Protocol:
- Employee break areas are sanitized regularly.
- Restrooms are sanitized after each use.

Uniform Room

Physical Distancing Protocol:
- Employees are required to wear masks at all times.
- Social distancing is maintained in all areas of the hotel.

Cleaning & Sanitizing Protocol:
- Uniforms are sanitized regularly.
- Uniforms are sanitized after each use.

Front Desk

Physical Distancing Protocol:
- Employees are required to wear masks at all times.
- Social distancing is maintained in all areas of the hotel.

Cleaning & Sanitizing Protocol:
- Employee work areas are sanitized regularly.
- Employee work areas are sanitized after each use.
PUBLIC AREA
BACK-OF-HOUSE
SOCIAL MEDIA
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 #flysfo #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 #gograndon #flysfo #sfo #sanfranciscovacation #sftrip #sfttravel #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!
COVID-19 Prevention & Enhanced Cleaning Guidelines for Hotels

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

Year-Over-Year Change (%) in 7-Day Rolling Net Bookings*

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

Source: Standard & Poor's

* Publicly traded U.S. carriers in S&P Global coverage universe
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 1950
- 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.org
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., restaurants, 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