

Hyatt's Global Care & Cleanliness Commitment

Our Global Care & Cleanliness Commitment is an important expression of our purpose to care for people so they can be their best—now and in the future. We look forward to welcoming you back to The Hyatt Regency Cleveland at The Arcade. Providing a safe and clean environment for colleagues and guests is a top priority for us, and we always want guest to feel confident in the care we will provide. We are committed to upholding the highest standards of cleanliness and contactless care.

Cleanliness and Safety, With You in Mind



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.

- 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
- Associate wellness and temperature checks, pre and post shift
- Removal of certain high-touch items from guestrooms

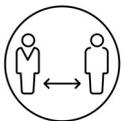
Less Contact, More Care



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

Distance Can't Stop Us From Caring



Our new social distancing measures help show care for the wellbeing of our colleagues and guests, as we revise capacity guidelines and explore contactless meal options, the use of masks, protective shields at the front desk and more.

- Social distancing signage
- Personal protection equipment
- Spacing measures and capacity guidelines
- Elevator spacing and revised maximum capacity guidelines—elevators, fitness centers and more
- Reconfiguration of meeting room set-ups
- Knock-and-go room service

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