

SAFETY FIRST, WELLBEING ALWAYS

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.

Our priority for welcoming guests, customers, and colleagues back is doing it with your safety and wellbeing in mind.



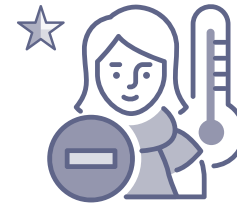
DALLAS



Things To Know BEFORE YOU GO



Enhanced
cleaning protocols



Daily temperature
checks for all staff



All hotel colleagues
and guests to wear
face masks



All staff trained on
CDC hygiene and
cleanliness guidelines

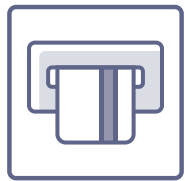


Global Biorisk Advisory
Council® (GBAC)
approved STAR facility

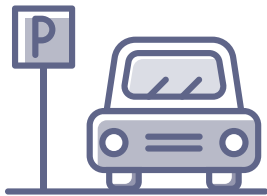


Signage throughout hotel
indicating cleaning and
social distancing practices

What to Expect WHEN YOU ARRIVE



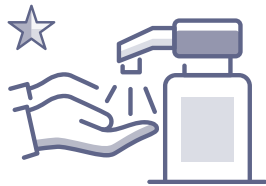
Over-night access
to hotel via
key entry only



Contactless self-parking
via World of Hyatt app or
ticketing system



Single point of hotel
entry for safety
and security



Hand sanitizer
available upon entry



Clear signage of CDC
recommended cleanliness
and social distancing



HYATT *Mobile Entry*

If you would prefer to check-in virtually, download the World of Hyatt (WOH) app, register to become a WOH member, and try out Hyatt Mobile Entry.



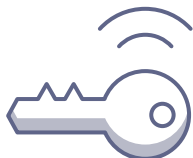
Download the
World of Hyatt App



Enable Hyatt
Mobile Entry



Check-in to
your hotel



Unlock the door
with your phone

Help With Your **LUGGAGE**



Staff to wear
PPE at all times

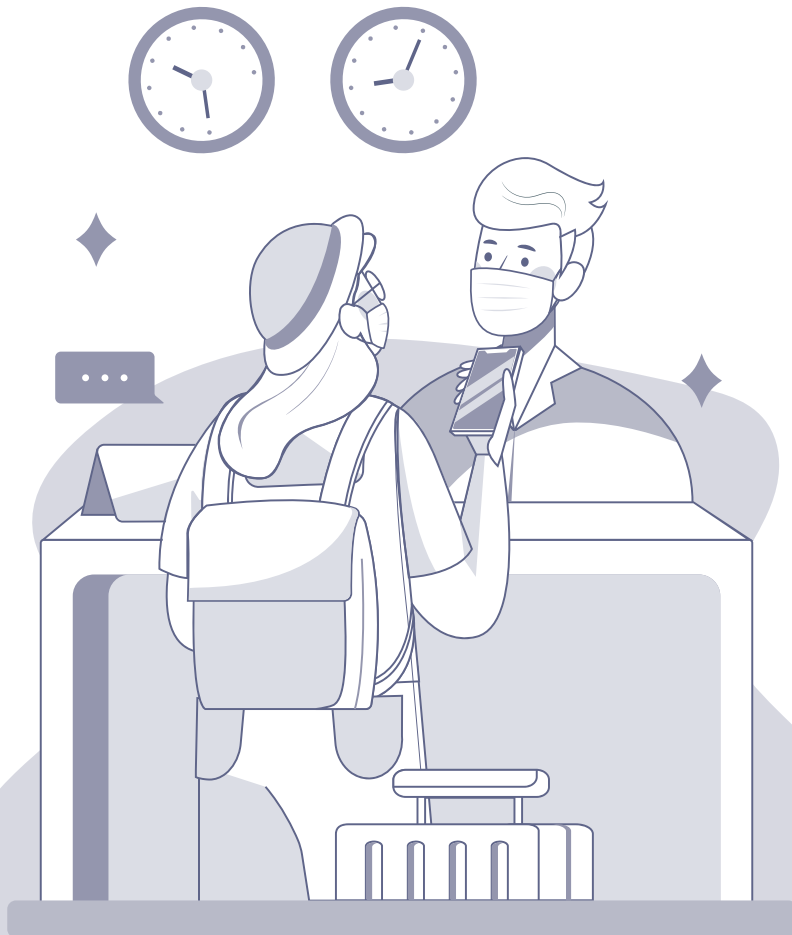


Enhanced sanitation for
luggage handling, storage,
and luggage cart cleaning



Staff will not enter
room, promoting CDC
distancing guidelines

Your Experience at **THE FRONT DESK**



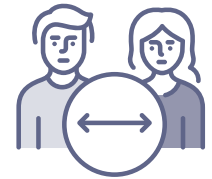
We encourage mobile check-in via World of Hyatt App



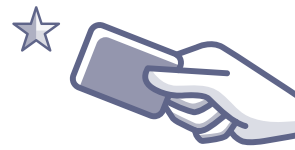
Staff to wear PPE at all times



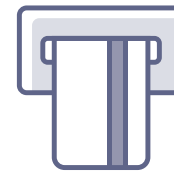
Plexiglass barriers at desk



Floor decals indicating proper social distancing



Touchless payment



Key boxes for contactless key-drop

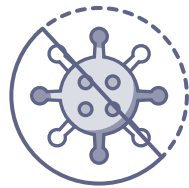


Folios emailed upon request and available at [hyatt.com](https://www.hyatt.com)

Relax and Enjoy YOUR GUESTROOM



Deep cleaning of high touch surfaces between each stay



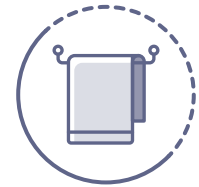
Hospital-grade EPA approved disinfectants, proven to kill Covid-19



Removal of all non-essential high-touch items



Housekeeping personal preference - opt in/out of scheduled service



Enhanced safety procedures and linen handling protocols

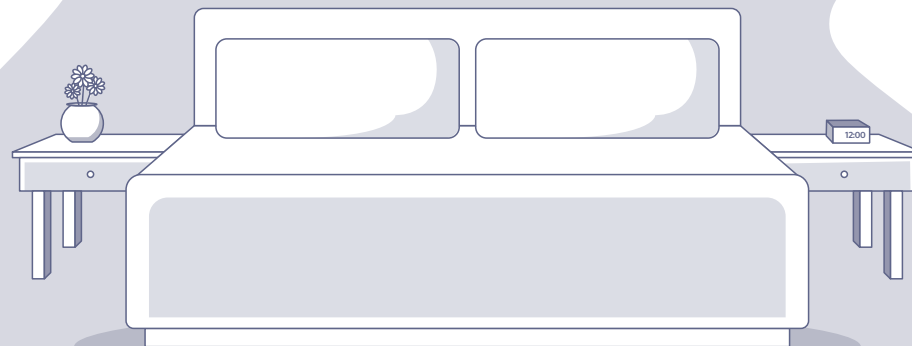


Enhanced cleanliness & sanitation training



Staff to wear PPE at all times

Guest request via text message with contactless delivery
214.214.4039

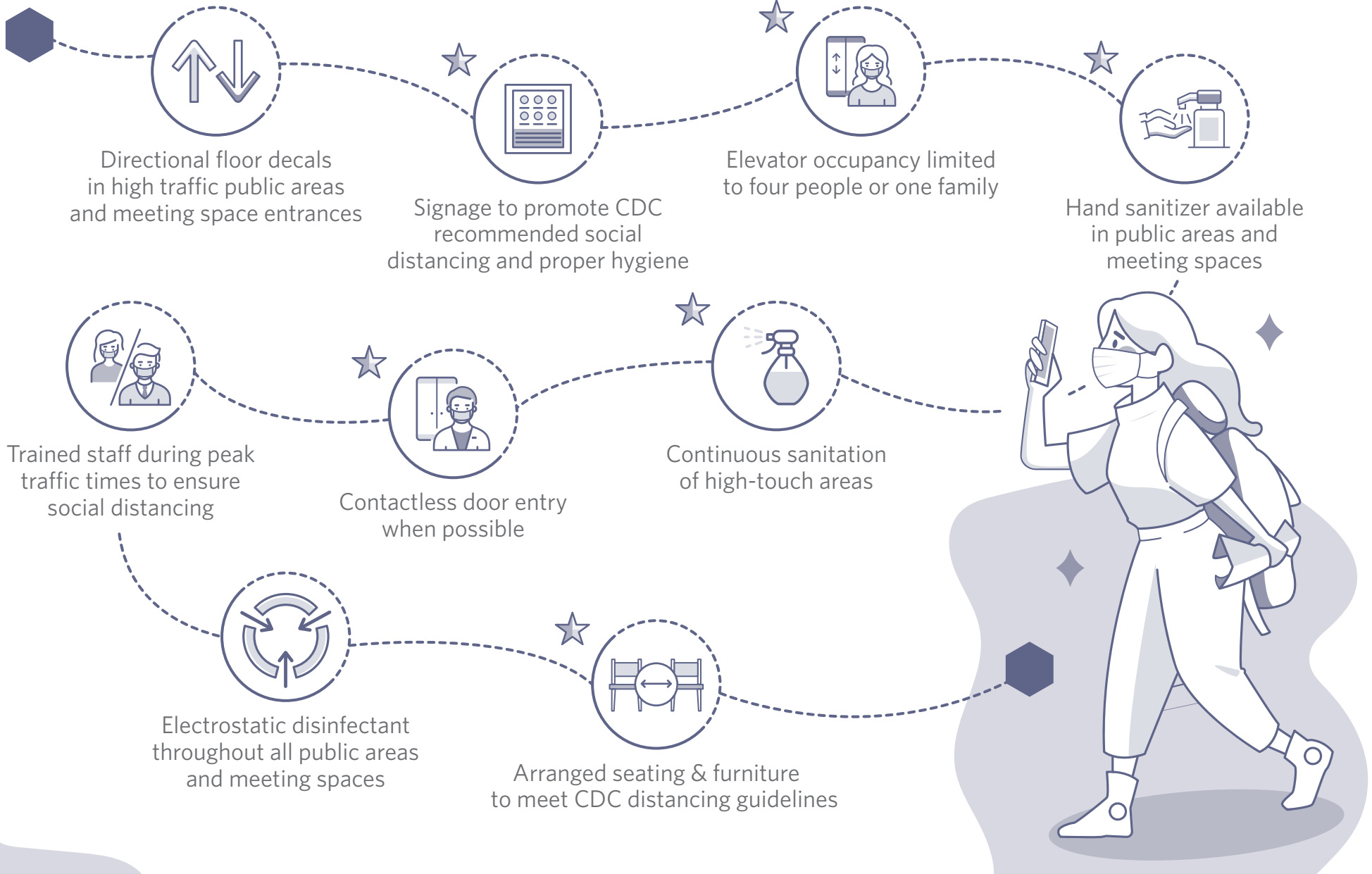


Control guestroom TV with your phone via StayConnect app



Daily welfare check of all non-serviced stayover rooms

When You're Ready to **LEAVE YOUR ROOM**





Hungry and Thirsty?
WE'VE GOT YOU COVERED



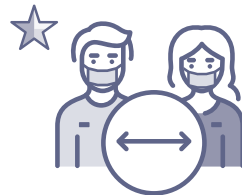
THE BASICS



All staff to wear proper PPE



All staff to be ServSafe COVID-19 certified



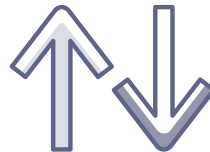
Staff to observe CDC social distancing guidelines



Increased hand washing between each guest interaction



Continuous sanitation of all high-touch areas



Floor decals & directional arrows to promote social distancing

DINING

- ★ • Tables spaced for social distancing
- ★ • Tables and chairs will be disinfected after each use
- ★ • Menus are available via QR code
- ★ • No condiments, silverware, flatware, glassware, or other traditional table top items on an unoccupied table
 - Condiments only upon request, and in single use packaging
 - Enhanced food safety measures taken from kitchen to table, covered plates until at table side
 - No cash accepted, only credit or room charges
- ★ • Contactless payment options available
 - Limited capacity to account for social distancing



BARS



Bar stools removed
from bar counter



No standing room to
maintain social-distancing

ROOM SERVICE



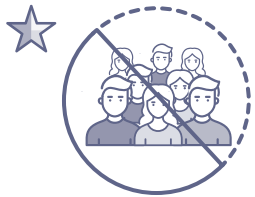
All food will be
packaged in single-use
disposable containers



Contactless delivery
for all orders

Stay Healthy **STAY ACTIVE**

STAYFIT GYM



Limited capacity to account for social distancing



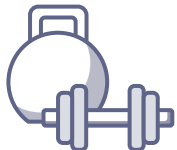
Complimentary access to Headspace meditation app



Guests to wear proper PPE at all times



Cleaning and disinfectant products available for use



In room fitness options available via guestroom TV

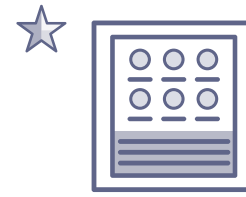


Equipment spaced to promote proper social distancing

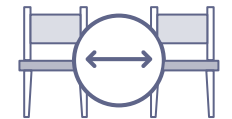
POOL



Limited capacity to account for social distancing



Signage encouraging proper hygiene and social distancing



Seating spaced to promote proper social distancing

