

# HYATT

# THE SEATTLE HYATT COLLECTION

## Global Care & Cleaning Commitment Meetings & Events



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# SAFETY FIRST, WELLBEING ALWAYS

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 will provide timely and relevant changes that have been made to best care for the health and safety of our guests and colleagues.

[CLICK HERE](#) for an update to our global commitment of care and cleanliness.

Teresa C Hope CMP, LES  
Area Director of Events



Teresa C. Hope CMP, LES  
Area Director of Events



John Pivar  
Area Executive Chef



Robert Clarke  
EAM-Area Director of  
Food & Beverage

# HYATT'S GLOBAL CARE & CLEANLINESS COMMITMENT

The safety and wellbeing of colleagues, guests and clients remains a top priority. Hyatt's multilayered commitment provides insight on policies and procedures that have been put in place at The Seattle Hyatt Collection, including:

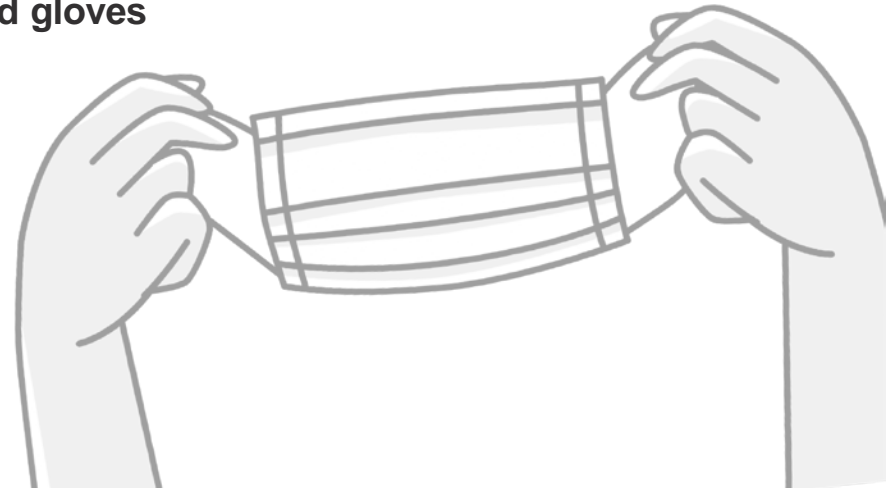
- Hotel compliance with a rigorous accreditation through GBAC STAR™  
GBAC STAR™ is a division of ISSA, worldwide cleaning association. This standard will expand our already thorough cleaning protocols to establish a safe, sanitary and healthy environment, all monitored by regular internal and third party auditing
- New colleague training and support resources, including a dedicated onsite Hygiene Manager  
This role is responsible for ensuring adherence to the latest cleanliness guidance and protocols both in guestrooms and meeting and event space
- A cross functional working group of medical experts and industry professionals will contribute to various aspects of the hotel experience

# HOTEL CLEANLINESS COMMITMENT

## ATTENDEE ARRIVAL EXPERIENCE

The following procedures have been put into place to ensure a safe and healthy environment for guests and colleagues:

- **Contactless arrival and departure experience features available through World of Hyatt mobile app, including:**
  - **Online check-in and check-out**
  - **Remote/touchless guestroom key**
  - **Digital retrieval of guestroom bill**
- **Colleagues are required to wear face coverings and gloves**  
Gloves will be changed after each delivery or service
- **Guests are required to wear face coverings in public areas and within events spaces, except when dining**



# HOTEL CLEANLINESS COMMITMENT

## GUESTROOMS

The following procedures have been put into place to ensure a safe and healthy environment for guests and colleagues:

- **Housekeeping colleagues are required to wear face coverings and disposable gloves**  
While in guestrooms and when coming within six feet of other colleagues
- **Disposable gloves changed, hands washed and new gloves worn after completing service of each room**
- **Housekeeping service schedules adjusted**  
Guest rooms will be serviced every five days, unless otherwise requested, to limit contact points with others in a guests' personal space
- **Allow check-out rooms to rest 48 hours prior to being assigned for service**, occupancy permitting
- **Contactless delivery of all requested housekeeping items**
- **Strict separation between handling clean and dirty items and cleaning supplies**  
At-risk items removed or sanitized prior to introducing new, sanitized items
- **Enhanced cleaning and sanitation of common contact surfaces in guestrooms**  
Including door handles, remote control units, cords, guestroom telephone and bathroom counters, tubs and toilets



# HOTEL CLEANLINESS COMMITMENT

## ELEVATORS AND PUBLIC AREAS

The following procedures have been put into place to ensure a safe and healthy environment for guests and colleagues:

- **Enact social distancing in all common spaces**
- **Increased frequent sanitation of high touch areas** (doors, elevator buttons, restrooms, etc.)
- **Guest partitions installed at the Front desk and Markets & More**
- **Adjusted elevator and escalator passenger capacity limits**  
With social distancing signage placed for guidance
- **Hand sanitizing stations available in key areas throughout the hotel and meeting space**
- **Doors will be propped open when appropriate**
- **Continued enhanced deep cleaning of restrooms, with an added focus on high touch areas** (door handles, towel dispensers, faucets, toilets, toilet paper dispensers)
- **We ask all guests, colleagues, and vendors to complete a self-wellness check prior to arrival**  
We will be conducting temperature checks on all colleagues and vendors prior to entering the hotel



# MEETINGS & EVENTS CLEANLINESS COMMITMENT

## MEETING & EVENT SPACES

The following procedures have been put into place to ensure a safe and healthy environment for guests and colleagues:

- **All tablecloths and linen laundered daily**
- **Tables without linens disinfected daily**
- **Podiums, speaker tables and AV equipment sanitized between sessions**
- **Frequent sanitation of high touch items including tables, chairs, door knobs and handles**
- **Hand sanitizing stations near all entrances**
- **Designated walkways within meeting and clearly marked doors for entrance and exit, propped open when possible and clearly labeled**
- **Hotel and Group to work together in customizing entrance and egress plans**

*For example:*

Staggering event start/end times to limit interaction

Designating routes between meetings, meals and breakouts

For events with multiple sessions, plan for speakers to rotate between rooms while attendees remain in one room



# MEETINGS & EVENTS CLEANLINESS COMMITMENT

## ROOM SET UP

- **The following items will no longer be provided or set up in meeting rooms or foyer areas:**  
Pens, pads of paper, table candy, water glasses and vessels, pitchers or containers of water
- **Customized hybrid meeting solutions**
- **Hotel and Group will work together on determining modified meeting room setups to enable safe social distancing**

*For example:*

Theatre - chairs placed 3-6' apart

Classroom / U-Shape / Conference - maximum of 1-2 guests per six foot table

Conference - maximum of 1-2 guests per six foot table

Banquet - maximum of 4-6 guests per six foot round  
Crescent - maximum of 3-4 guests per round  
Reception - tables set to a minimum of six feet apart



*\*Please note social distancing guidelines will continue to change and evolve based on direction from the CDC and State of Washington*

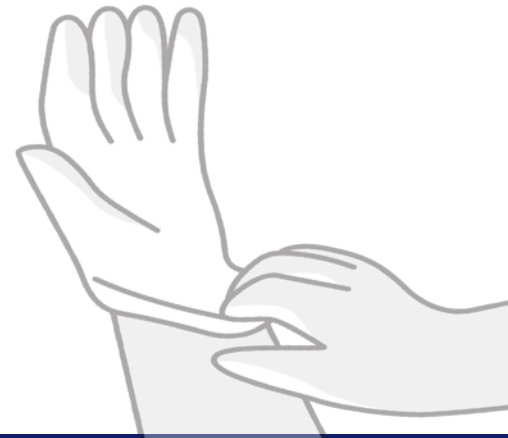


# FOOD & BEVERAGE CLEANLINESS COMMITMENT

## FOOD & BEVERAGE PREPARATION

The following procedures have been put into place to ensure a safe and healthy environment for guests and colleagues:

- **Continued enhanced cleaning and sanitization of kitchens over and above state health code**
- **Culinary colleagues required to wear face coverings and disposable gloves**
- **Eliminate shared items (platters and trays) to reduce the number of touch points by individuals**
- **Food to remain covered when presented to guest whenever possible**
- **Condiments will be served in personal containers whenever possible**  
(cream, sugar, ketchup, mustard, hot sauce, butter, salt and pepper)



# FOOD & BEVERAGE CLEANLINESS COMMITMENT

## BANQUET SERVICE

- **Servers required to wear face coverings and disposable gloves**
- **Modified banquet menus in place to meet new standards and minimize potential contact**  
Including “Market-style” with food provided in disposable or covered containers
- **Buffet concepts will be reimagined to meet new standards**  
Plated service will be the preferred service style. When buffets are required, they will be setup to enable safe social distancing and servers will be present.
- **Food and drink will not be preset on tables**  
Including beverages, desserts, salads, appetizers and bread
- **Hot beverage stations will be serviced by an attendant when possible**
- **Cold beverages and condiments will be served in single-use portions**
- **All flatware will be rolled in a cloth napkin in advance**
- **Break stations will have disposable utensils available**



## OUR COMMITMENT TO YOU

These new standards, guided by our purpose of care, will provide guests and colleagues with confidence and peace of mind when visiting The Seattle Hyatt Collection

We look forward to the opportunity to welcome you as we navigate this new era of travel together.

# THE SEATTLE HYATT COLLECTION



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