

## **Precautionary Measures in Response to COVID-19**

Guided by its purpose of care, Hyatt recently announced a multi-layered Global Care & Cleanliness Commitment to further enhance its operational guidance and resources. More information on Hyatt's commitment can be found [here](#). Some specific health and safety measures currently in place at our hotel include:

### Precautions taken in our Guestroom, Restaurants and Public Areas

- We enhance our stringent cleaning procedures in our guestroom and sanitize high-touch areas (i.e. light switches, door and furniture handles, TV remote controls, table tops) using a high-grade disinfectant
- We sanitize high touchpoints (i.e. door handles, elevators) in the public areas regularly. We also sanitize equipment such as tables and chairs at restaurants, key cards and pens at front desk after each guest use.
- We will ensure food safety through our HACCP certification, a globally recognized and independently audited food safety management system.
- Hand sanitation stations will be available in our hotel lobbies, each guest floor lift landing and other key locations around the hotel.
- Social distancing:
  - We will reduce the number of tables at our restaurants and lounges and keep at least 1 meter between tables to maintain social distancing. Outdoor terrace seats are also available.
  - We will keep pool deck chairs at least 3 meters apart from one another.
  - In order to avoid crowds, we may limit the number of guests and the time spent, at one time, at the restaurant or other hotel facilities.
  - Training equipment at the fitness center will be rearranged to maintain physical distancing.
  - Our colleagues will apply appropriate social distancing and we will add acrylic partitions at counters such as at the front desk.
  - Our front of the house colleagues will wear face masks and those who prepare meals and plate dishes will wear gloves as well.
  - In order to minimize person to person exposure, we will suspend some of our services such as buffet offering, guest room escort by our colleagues and valet parking. Menus and hotel information will be available digitally through a QR code.

### Initiatives for Our Colleagues

- Our colleagues require a body temperature checks upon arrival at work. They are advised to monitor their health and maintain good hygiene practices such as wearing mask, frequent handwashing and hand sanitization.
- Hand sanitation stations are available at key locations across the back of the house.
- Hygiene and wellbeing training will be provided on a regular basis.

### Requests to Guests

- A body temperature check for entry and wellbeing checks upon check-in.
- If guests have symptoms such as fever or cough, or are taking medicine including fever reducers or cough medicine, they are requested to contact the Front Desk for assistance to visit a medical institution.
- Guests are strongly encouraged to practice precautionary measures, including handwashing, hand sanitization and wearing a face mask, if they have symptoms of coughing or sneezing.
- In order to avoid crowds, we may limit the number of guests and the time spent, at one time, at the restaurant or other hotel facilities. Thank you for your understanding in advance.