

WITH  
CONFIDENCE



Hyatt Regency San Antonio  
123 Losoya Street  
San Antonio, TX 78205





# Cleanliness Vision



## OUR COMMITMENT TO YOU.

Hyatt Regency San Antonio committed to caring for our guests, colleagues and customers, as your safety and wellbeing is always a top priority. We continue to closely monitor the COVID-19 situation, remain vigilant and follow procedures and protocols developed in consideration of guidance and information from various health organizations including the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), local authorities and other leading organizations and experts.

## GLOBAL CARE AND CLEANLINESS COMMITMENT.

Hyatt remains committed to providing safe and clean environments and to upholding the highest standards of cleanliness at all hotels globally.

Guided by Hyatt's purpose of care and experience delivering world-class hospitality for more than 60 years, our Global Care & Cleanliness Commitment further enhances existing operational guidance and resources around colleague and guest safety and peace of mind.

This multilayered commitment will build on Hyatt's existing rigorous protocols and include an accreditation process by the Global BioRisk Advisory Council (GBAC) at all Hyatt hotels around the world, colleague training and support resources, and a cross-functional working group of medical experts and industry professionals that will contribute to various aspects of the hotel experience.

<https://www.hyatt.com/info/global-care-and-cleanliness-commitment>

## HOTEL LEVEL SANITIZATION SPECIALIST.

As part of Hyatt's **Global Care & Cleanliness Commitment**, by September 2020, every Hyatt hotel will have at least one person on property trained as Hygiene Manager, who will be responsible for their hotel adhering to new operational guidance and protocols.

Please note this information will be continuously updated as restrictions/guidelines change to ensure we are providing the required maximum safety for our guests and colleagues



- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces and areas such as lobby, guestrooms, restaurant, meeting and event spaces, public restrooms, fitness center, elevator buttons, all employee areas, and more.
- Implementation of enhanced food safety and hygiene protocols for restaurants and group meetings and events
- Hand sanitizer dispensers shall be placed in high traffic areas – lobby areas, employee entrance, reception areas, restaurant entrance, event space, elevator landings, pool and fitness center
- Social distancing guidance in public areas across hotel properties
- Temperature and wellbeing checks of all colleagues, reporting any cold or flu-like symptoms and refraining from coming to work if feeling unwell
- Proper hygiene practices for colleagues, including frequent handwashing and use of alcohol-based hand sanitizer
- Social distancing signage and/or floor decals through public areas, including the lobby, restaurant, fitness center and event space





- Guests will be asked to self park, as valet services will not be available unless special assistance is required
- We highly encourage guest's to sign up for World of Hyatt prior to making your reservation to allow for online check in and check out via our MOBILE key feature to reduce human / direct contact
- Guest check in lines will allow for social distancing
- Floor markings indicating where guest's should stand
- Sanitization of all key cards before placing into keycard sleeve
- Disinfecting wipes and hand sanitizer to be available at all check in stations
- All hosts to wear face masks, gloves and other protective equipment for all transactions
- Appropriate signage will be prominently displayed throughout the property, outlining current physical social distancing practices
- Restaurant, bar and lobby furniture will have reduced seating capacities to comply with social distancing standards
- Cleaning and sanitizing common areas and surfaces regularly by colleagues certified in safe cleaning practices
- Elevators usage will be kept to a maximum of (4) four guests per elevator.



# Guest Room Experience

- Guests will be assigned a room that has been thoroughly cleaned and disinfected with industry-leading products, with particular attention paid to high-touch items
- Our hotel uses cleaning products and protocols which meet EPA guidelines for use against the virus that causes COVID-19 and are effective against viruses, bacteria and other airborne and blood-borne pathogens
- Guest's will be able to opt-in for housekeeping services for a stay more than 4 nights.
- Housekeeping will not enter guest room during your stay unless requested and only when guests are not present.
- Fresh towels and amenities will be available upon request and will be dropped off at your door in a contactless form
- Housekeeping Staff will wear appropriate PPE while cleaning guestrooms
- For guest room maintenance requests, please allow for proper social distancing if service be required

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- Reduction of seating capacity to new Health Department limitations
- Greater distance between table settings to ensure wide walkways and ease of social distancing
- Tables sizes will follow the current state regulations
- New menus will be provided for each new guest seating - printed on recyclable, single-use paper
- Touch-Free hand sanitizing stations to be placed at the entrance and exit of the restaurant
- Pre-packaged, individually wrapped 'grab & go' items will be available through MKT Place

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## EVENT SPACE AND PUBLIC AREAS:

- Appropriate signage will be prominently displayed throughout to remind attendees of social distancing and hand washing best practices
- Additional space to be provided in rear of room for self-distancing
- Allow for more time in your agenda to allow attendees getting from event venues, entering and exiting of meeting space, refreshing rooms and meal functions
- Meeting space doors to remain open from the start of event, during meal functions and at the conclusion on the event to avoid frequent opening and closing by guests.
- Hand sanitizer stations will be placed at the entry points of meeting rooms
- Increase the frequency of cleaning and sanitizing all high touch points including equipment
- Implement new social distancing standards and recommendations
  - Classroom set - 1 to 2 people per 6ft
  - Theater style seating – 3ft between each chair
  - U shape – 1 to 2 people per 6ft
  - Conference – 1 to 2 people per 6ft
  - Banquet rounds – set a maximum of 5 guests per round
  - Reception – all tables to be set 6ft apart, 2 chairs per cocktail table
- We will discontinue providing items that cannot easily be sanitized such as pads and pens.
- Community water station will be available upon Meeting Planner request and use of personal water bottles will be discouraged.
- Limited meeting room changes to allow for attendees to be in their same, safe space throughout the day.
- Speakers to rotate throughout event venues vs. the attendees.
- Guests and attendees are strongly encouraged to wear PPE





## **BANQUET MENU PLANNING AND EVENT DETAILS:**

- Servers, bartender and setup team to wear disposable gloves and masks during setup and tear down of events
- Event venue capacities are modified to allow proper social distancing and appropriate flow between guests. Hotel may designate someone at the entrance and exit of your meeting space to encourage one way flow.
- We will refrain from handshaking or other physical contact with guests and colleagues
- Sanitized individual rolled silverware conducted by staff wearing appropriate PPE or use of prepackaged single-use disposable silverware
- Hotel colleagues must serve food from any buffet or station wearing gloves and appropriate PPE to eliminate self-service
- Implemented a deep cleaning and sanitization plan for high touched areas
- Tables will be set no more than 6 people per 6ft round
- Pre-packaged 'grab and go' style menus available, limiting the amount of self service options
- Plated meal covers will be removed by staff tableside to minimize exposure
- Staffed beverage stations for serving of coffee, soft drinks, and water
- We highly encourage the use of our digital resources - Event Concierge App and Group Bill as enhanced communication limiting contactless interactions
- Our guests and attendees are strongly encouraged to wear PPE
- Strict separation between handling clean and dirty items and cleaning supplies