



Park Hyatt Washington, D.C. has taken the following steps as we prioritize the wellness of our guests and staff. Our on site **Hygiene Manager** will be responsible for the daily implementation of our new operational guidance and protocols, some of which are included below:

FRONT DESK & GUEST SERVICE

- Floor markings, and other guiding equipment to aid in guest and colleagues in practicing social distancing.
- Gloves will be changed continuously between transactions
- No touch payment via [World of Hyatt application](#).
- Mobile key access available via [World of Hyatt application](#).
- Sanitized all key cards before placing them into keycard sleeves. Room keys should be returned to designated boxes during checkout.
- Disinfecting wipes/hand sanitizer will be available at each check-in station.
- Bellman will sanitize hands in front of guests before handling guest luggage.
- Sanitize luggage carts after each use.
- Provide sanitizing amenities to guests at the front desk, upon request.

HOUSEKEEPING

- Check-out rooms will rest 48 hours prior to being assigned for service, occupancy permitting.
- Housekeeping will use contactless guest servicing of guest rooms.
- Housekeeping will wear proper PPE. They will change gloves prior to entering each guest room. Change gloves again between bathroom and bedroom.
- Approved Ecolab cleaning products in accordance with CDC disinfecting guidelines.
- Linen and terry will only be changed at guest requests or when the room has checked-out.
- Contactless delivery of amenities.

FOOD & BEVERAGE SERVICE

- Buffets replaced with plated covered options, when possible.
- If providing buffet service, hotel colleagues will serve food from the buffet with gloved hands eliminating self-service.
- Utilize sneeze guards on all buffets.
- Contactless delivery of room service.
- Servers, Chefs, Bartenders, and Setup teams will wear disposable gloves.
- Replace tabletop shared condiments with individually packaged items or hotel colleagues will offer to serve with gloved hands.
- When practical, use high quality packaged items for all buffets and cash sales.
- Use rolled silverware presentation.
- Place hand sanitizer stations at all entry points for rooms and buffets.
- Provide sanitizing wipes on each table where guests are seated.

MEETING & PUBLIC SPACE

- Meeting center HVAC pressure adjusted to filter or replace all air in the meeting space every 15 minutes.
- Sanitize all high touch event venue equipment before the meeting starts and during refresh breaks. Linen refreshed as requested.
- Sanitize of all high touch AV equipment based on CDC disinfectant formula of 70% isopropyl alcohol and 30% water.
- Hand sanitizer stations in event venues and public spaces.
- Provide sanitizing wipes in event venues so guest personal items can be self-cleaned, based on their preference.
- Increase signage about the importance and proper process of handwashing and the impact this practice plays in the health of others.
- Make masks and gloves available, depending on guests' preferences.
- Discontinued providing items which cannot easily be sanitized, such as pads and pens.
- Provide virtual meeting attendance participation in partnership with AV.
- Provide standing space in the rear of the room for self-distancing.
- Customize seating arrangements available for best social distancing.
- Assist meeting contact with any specific concerns they have regarding their meeting requirements.

WHAT OUR OTHER CLIENTS HAVE SAID ABOUT US

"Everything went really smooth. We stayed at five different hotels during our trip and the process at Park Hyatt was the simplest and smoothest. Always quick replies."

*Fredrik Julihn
Project Manager, The Prime Group*

"Park Hyatt was incredibly responsive to our needs, both the ones communicated in advance and the last-minute, on-site ones, so it was a really great event experience."

*Sara Shockley
Investor Relations & Marketing,
Juggernaut Capital Partners*

[Hyatt Global Care & Cleanliness Commitment - Click here](#)

ADDITIONAL RESOURCES - Click below

Hotel Video

- [King Room](#) (336 sq. ft.)

- [Double Room](#) (336 sq. ft.)

Fact Sheet

- [Park Junior Suite](#) (544 sq. ft.)

- [Park Suite](#) (693 sq. ft.)

Floor Plan

- [Park Executive Suite](#) (940 sq. ft.)

- [Georgetown Suite](#) (1,022 sq. ft.)

Capacity Chart

- [Ambassador Suite](#) (1,138 sq. ft.)

- [Presidential Suite](#) (2,006 sq. ft.)

Hyatt Thrive: Community support

Chefs of Blue Duck Tavern preparing meals for Local First Responders. For more information about Hyatt Thrive [click here](#).

