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 Julihan**
Project Manager, The Prime Group

"Park Hyatt was incredibly responsive to our needs, both on-site ones, so it was a really great event experience."

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

**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 Global Care & Cleanliness Commitment - Click here**

**Hyatt Thrive: Community support**

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