



HYATT REGENCY®

ORLANDO





Confident in Our Care

Providing safe and clean environments for our guests and colleagues is always a top priority for Hyatt hotels globally. We remain committed to upholding the highest standards of cleanliness and want you to feel at ease when you visit, knowing you'll experience the quality you expect from the Hyatt brand.

Hyatt has proudly announced the **Global Care & Cleanliness Commitment**, which focuses on the safety and wellbeing of colleagues and guests in a COVID-19 world and beyond. The commitment includes plans for hotel-level health and sanitization accreditation and hygiene specialists, as well as a working group of trusted medical and industry advisors. Visit [Global Care & Cleanliness Commitment](#) to learn more about the steps Hyatt is taking to further enhance our existing rigorous protocols.

In addition, comprehensive COVID-19 guidance is in place at Hyatt hotels globally, detailing how to protect against transmission of the virus (including implementing hand sanitizer stations and frequent cleaning of high-touch areas), and procedures in case there is a suspected or confirmed case among our guests or colleagues.

We believe in responsible and safe travel while staying vigilant and following procedures and protocols developed in consideration of guidance and information shared by the [World Health Organization](#) (WHO), [Centers for Disease Control and Prevention](#) (CDC), and other leading organizations and experts.

HYATT REGENCY ORLANDO PROPERTY UPDATES

General

- Creation of “Hygiene Manager” to implement and oversee efforts on property
- Continuous colleague training on PPE, social distancing, hygiene, and proper disinfecting
- Colleague training and steps to take in the event of a confirmed COVID-19 case
- Uniform cleaning for colleagues
- Color-coded disposal stations for PPE for colleagues
- Hand sanitizers available in public areas
- Vendor partners adhere to hotel standards

Security & Safety Considerations

- Access control to building
- Implement updated emergency protocols
- Maintain close contact with local Health authorities.
- Daily temperature checks of all employees, and vendors

Human Resources

- Ensure colleague training
- Daily distribution of PPE for colleagues
- Monitoring colleague health and wellbeing

Housekeeping / Public Areas

- Continuous sanitizing of high-touch areas
- Specialty training for room attendants
- Contactless room servicing and guest request deliveries
- Implementation of “conserve program” to ensure limited touch-points in guest rooms
- Implement rest period for sleeping rooms before cleaning and re-assigning

Laundry

- Continuous equipment disinfecting, including hampers, carts and changing of filters
- Implementation of safety procedures and linen handling protocols



Front Office

- Safety shields at check-in stations
- Visual social distancing points for guests at check-in as well as hosts at check-in stations
- Focus on touchless check-in opportunities (guest swipes / taps own credit card, keyless entry, etc.)
- Continuous training on proper sanitation of all touch areas for guests and colleagues including key cards, pens, etc

Bell Stand

- Implementing sanitizing standards for luggage handling, storage, and luggage cart cleaning
- Continuous training on proper sanitation of all touch areas for guests and colleagues

Spa & Fitness

- Spa operations will resume based on local government directives
- Fitness Center will be available based on social distancing
 - Occupancy levels will be monitored
 - Limited use of equipment due to social distancing
 - Sanitation of all equipment and hard surfaces.
- Pools are checked and treated
- Pool chairs are provided with social distancing in mind

Engineering

- Continuous equipment disinfecting, and sanitizing of any work areas
- Contactless execution of any guest requests in sleeping rooms



Food & Beverage / Culinary

- Continuous training on proper sanitation of all touch areas for guests and colleagues
- Credit card and cash handling guidelines
- Cleaning and sanitizing of ice machines, kitchen systems, filters, etc.
- Implementation of service guidelines (i.e. plate covers, rolled silverware, serving and clearing, etc.)
- Adjust seating plans in restaurants
- Mark lanes in Market to allow for social distancing
- Room Service will deliver single-use to-go ware in disposable shopping bag
 - Orders are dropped outside guestroom door, and guest is notified via phone

Events

- Continuous safety and sanitation training and facility reorientation
- Cleaning of chair frames, AV equipment, air wall closets and any other potential surfaces
- Designate doors to be propped open during events to allow touchless entry and exit of event space
- Event space will be set to allow for social spacing between seats as well as rows
- No Meeting room rotations for breakout meetings (new group of guests in already used meeting room) to allow for proper sanitation
- Guests are asked to keep the same seat for the duration of the day
- Sanitized pens are given to each guest for the day
- Linen is changed at the end of each day
- Ample time scheduled to allow for a heavy focus on all surface sanitation during refreshes
- Phase 1 Food service will feature all packaged menu selections
- Phase 2 Food Service might feature items prepared at action stations and handed by gloved colleague directly to guest avoiding touch
- Phase 3 Food Service might feature plated service.
 - If buffet service is requested, sneeze guards will be in place, and colleagues will serve food





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