

CARE & CLEANLINESS

The Hyatt Regency Baltimore remains committed to caring for our guests, colleagues and customers, as your safety and wellbeing is always a top priority. While we've always been in the business of sanitation and cleanliness, it is now more important than ever. Our commitment as a hotel, indeed, as a company, is to remain vigilant and follow procedures and protocols as mandated or recommended by local jurisdictions, the World Health Organization (WHO), the US Centers for Disease Control (CDC), and other leading organizations and experts.

With that in mind, we would like to share some steps we have implemented to ensure the safety and enjoyment of our guests and colleagues.



PREVENTIVE MEASURES

- High-touch surfaces cleaned and disinfected using hospital-grade products on a two-hour rotation from 6am – 10pm. Including but not limited to:
 - Public entrance / exit door handles and push plates
 - Front Desk and Concierge surface tops
 - Escalator hand rails
 - Elevator landing call buttons, cab control buttons, and interior hand rails
 - Public restroom door handles and push plates
- Proper hygiene practices for colleagues including frequent handwashing, use of alcohol-based hand sanitizer, and protective masks and gloves worn by appropriate hotel colleagues.
- Prominently placed hand sanitizer stations throughout hotel public spaces and entrances.
- Physical distancing guidance as appropriate throughout hotel, including lobbies, bar and restaurant, fitness center, elevator landings, and event and meeting spaces.



ARRIVAL EXPERIENCE

- Mobile Check-In and Keyless Entry available through the World of Hyatt app for World of Hyatt members.
- Plexiglass shields at Front Desk with colleagues in masks and gloves for those preferring a traditional check-in experience.
- Rearranged furniture in public space to ensure free-flowing foot traffic with ample walkways to allow for physical distancing.
- Physical distancing guidance as appropriate throughout hotel, including lobbies, bar and restaurant, fitness center, elevator landings, and event and meeting spaces.



GUEST ROOM

- Guest room amenities have been reimagined to limit touch points with single-use items.
- Optional room cleaning service during stays. Room to be vacant during service.
- Increased frequency of cleaning in guest room adjacent areas (hallways, elevator landings, etc.) using hospital-grade disinfectants.



RESTAURANT & BAR

- Suspension of Self-Serve Buffets.
- Adjustments of seating capacity as mandated by State of Maryland and Baltimore City Health Department regulations.
- Implementation of single-use menus- printed on recyclable paper.
- Increased distance between tables to ensure wide walkways and ease of movement.
- Touch-free hand sanitizing stations installed at all food & beverage outlets.
- Appropriate PPE worn by culinary team during food preparation and all service colleagues during service.
- Re-sanitation of kitchens scheduled on a regular basis throughout the day.



EVENTS

- Meeting room layouts will be individually tailored to each group's needs to ensure best learning, quality of experience, and optimal physical distancing.
- Buffets served by attendants and protected with sneeze guards.
- Attendants to serve coffee from stations.
- Prepackaged, single-use disposable flatware utilized for pre-packed menus and on request.
- Plated meal covers removed by staff tableside.
- Pitchers of ice water replaced by water coolers.
- Ability to encourage distancing for breaks and receptions with the use of spacing reminders on floors near registration areas, information tables, and break stations upon request.

