


To our valued partners:

As we continue in our purpose of caring for all our guests and associates, a comprehensive guide about COVID-19 was shared with all Hyatt hotels globally, including Hyatt Regency New Orleans, that outlines how to protect against transmission of virus, preventative operational procedures, operational procedures should the virus be confirmed among a colleague or guest, and much more.

The following document outlines proactive measures and practices, in addition to our Hotel's previous policies and procedures, which are being implemented in response to the COVID-19 crisis at Hyatt Regency New Orleans. This overview is simply designed to provide comfort to our guests and clients, setting general expectations for service throughout the property. Rest assured that the Hotel will undergo an extensive sanitization process prior to business resuming onsite.

The safety, health, and wellbeing of our colleagues and guests is our most important priority as we all work together through this challenging process. On behalf of the entire team at Hyatt Regency New Orleans, we appreciate your support and eagerly anticipate your return to our iconic property.



Michael O. Smith
General Manager





- Facility accreditation program on cleaning, disinfection, and infectious disease prevention
- Colleague certification, trainings and recertification process for hygiene and cleanliness
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces, guestrooms and shared spaces
- Implementation of enhanced food safety and hygiene protocols for restaurants, room service and group meetings and events
- Prominently placed hand sanitizer stations throughout hotel public and employee areas and entrances
- Protective masks and other equipment for hotel colleagues
- Social distancing guidance in public areas across hotel properties



GUEST ARRIVAL EXPERIENCE

- Enhanced valet parking protocol to align with updated operational guidelines
- All hotel guestroom keys are cleaned, sanitized and disinfected prior to every guest use
- Encourage use of World of Hyatt keyless guestroom entry on personal phones
- Plexiglas installed at hotel registration counters and point-of-sale machines moved to guest side of registration desk
- Guest luggage to be sanitized prior to placing them into guestrooms
- Apply social distance signage throughout the registration area with safe distance marking
- Reduce furniture in lobby and spread to achieve social distance guidelines
- Implement enhanced cleaning procedures based on GBAC guidelines



GUESTROOM PROTOCOL

- Prior to guest arrival, guest room will be deep cleaned, have electrostatic cleaning services applied and sealed prior to occupancy
- New procedures for stripping beds and changing of linen/terry to reduce agitation and possible dispersing of airborne contaminants
- Room attendants to wear proper PPE and change gloves prior to entering each guest room
- Utilize approved Ecolab cleaning products and follow the suggested cleaning and disinfecting guidelines
- Implement contactless guest servicing of the room; reschedule services when guests are present
- Implement new “Conserve Program” with linen and terry change on third day of each stay
- Associate entry into guestroom will be limited to requested cleaning and servicing
- Occupancy permitting, allow check-out rooms to rest 48 hours prior to being assigned for service

PUBLIC SPACES



- Reconfigure hotel furniture to meet social distancing guidelines
- Apply social distancing signage throughout property
- Increased and frequent cleaning of high touch point areas with EPA-approved COVID-19 deterrent products
- Use of electrostatic cleaning process in public spaces as recommended by GBAC
- Nightly deep cleaning of all public space
- Increase number of hand sanitizer stations throughout and incorporate into restroom facilities in addition to existing soap dispensers
- Reduce number of restroom stalls available and incorporate signage with revised maximum occupancy numbers within facilities
- Hotel strongly recommends all guests wear protective masks when occupying public spaces

FOOD & BEVERAGE SERVICE



- Implementation of enhanced food safety and hygiene protocols for restaurants, room service and banquet functions
- Electrostatic cleaning of all spaces as recommended by GBAC
- Increased and frequent cleaning of high touch point areas with EPA-approved COVID-19 deterrent products
- Recommended PPE equipment for associates – including face mask, gloves, frequent handwashing, and pre-shift temperature check
- Reconfigure outlet space to accommodate social distancing
- No buffet restaurant concepts
- Hand sanitizer stations at entrance of outlets
- Mask required to enter restaurant and may be removed once food and beverage delivered

FUNCTION SPACES



- Prior to group arrival, function space will be deep cleaned and have electrostatic cleaning services applied
- Meeting setup will comply with Hyatt Hotels post-COVID-19 recommendations
- All materials used to set room will be sanitized prior to entering the room
- Social distancing practices implemented throughout events where applicable
- Staff will wear protective PPE as required; gloves to be changed during service as needed
- Space will be cleaned and sanitized nightly
- Implementation of enhanced food safety and hygiene protocols for group meetings and events as recommended by GBAC



ASSOCIATE TRAINING & CARE

- Temperature checks conducted prior to access into the building
- Team member's footwear will be sanitized as they enter the building and before starting their shift
- Colleague certification, trainings and recertification process for hygiene and cleanliness based on GBAC standards
- Professionally cleaned and sanitized uniforms will be provided to associates prior to shift arrival and returned at the end of the shift to be professionally cleaned
- Employees will be required to increase frequency of hand washing pre, during and post shift
- Employees will be provided and required to wear protective facemasks from the time they enter the building until they depart
- Appropriate PPE will be provided based on position