

# HYATT REGENCY SCOTTSDALE RESORT & SPA

## Safety Guidelines

Hyatt Regency Scottsdale Resort & Spa is committed to caring for our guests, colleagues and customers, as your safety and well-being is always a top priority.

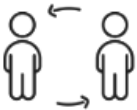
We continue to closely monitor the COVID-19 situation, remain vigilant, follow procedures and protocols developed in consideration from various health organizations including the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), local authorities and other leading organizations and experts.

As part of Hyatt's Global Care and Cleanliness Commitment below are some of the steps we are taking to ensure your health and well-being so you can enjoy your stay:



### DISINFECTING & CLEANING

Disinfecting of high-touch surfaces in areas such as lobbies, guestrooms, restaurants, meeting/event space, recreational areas, public restrooms, elevator buttons and employee areas. Our onsite hygiene team will be ensuring we are adhering to all operational guidelines and protocols.



### SOCIAL DISTANCING

Social distancing is encouraged in all public areas and meeting spaces. There are social distancing signs placed throughout the hotel and event space.



### HYGIENE

Colleagues are required to ensure proper hygiene practices including frequent hand washing, use of alcohol-based hand sanitizer, and gloves. There are hand sanitizer stations placed throughout the resort for all resort guests.



### RESTAURANTS

Indoor seating has been spaced out and outdoor seating is always offered for guests dining in the hotel. Digital menus are available for our outlets as well as disposable menus.



### FACE MASKS & TEMPERATURE

All hotel associates, regardless of vaccination status are required to wear facemasks. While indoors, and where social distancing is not available, guests are encouraged to wear facemasks.

Daily temperature checks are required at the start of each associates shift.

### MEETINGS & EVENTS

Where social distancing is not available in the event space, masks are encouraged but the requirement is at the discretion of the group while guests are seated or not actively eating or drinking. Buffets are available to add on attendants behind plexiglass for service, touchless beverage stations, and prepackaged 'grab and go' style menus will also be available. Sanitized individual silverware roll-ups will be prepared by staff wearing appropriate PPE.



### ARRIVAL EXPERIENCE

Valet parking and Self Parking are available for our resort guests. Check in via the front desk is available with hotel staff members fully masked, as well as the option for key-less entry by using your World Of Hyatt app for World of Hyatt members.



### GUESTROOM

Each guestroom will be cleaned with CDC approved disinfectants with further guidance from our partners at EcoLab. For the safety of our guests and colleagues, housekeeping service will be a light refresh daily, with full service cleaning on the 4th day of your stay. Simply dial "0" for contactless room-delivery of any needs you may have.



### RECREATIONAL AREAS

Pool lounge chairs have been strategically placed to allow for proper social distancing between families or travel parties. Spa Avania is open and implementing all cleanliness and socially distant protocols from the State of Arizona regulations.

