



**HYATT
REGENCY®**
McCORMICK PLACE

Our Commitment to Care & Cleanliness



The safety and well-being of our guests and colleagues is always a top priority. In light of COVID-19 and for precautionary measures:

DISINFECTING & CLEANING:

Increased frequency of cleaning and disinfecting of high touch areas throughout the lobby, guestrooms, restaurants, meeting/event space, recreational areas, public restrooms, elevator buttons and employee areas. Our onsite Hygiene Manager ensures we are adhering to all operational guidelines and protocols recommended by the CDC and local health authorities. Our lobby is equipped with four Rensair hospital-grade air purification systems which are 99.97% effective in removing airborne particles and pathogens, including the coronavirus. In addition, the Hotel utilizes an Electrostatic Cleaning machine to sanitize all public areas as well as the meeting space.



HYGIENE:

Colleagues will continue to practice proper hygiene procedures including frequent hand washing, use of alcohol based hand sanitizer, and additional PPE usage where applicable. There will also be hand sanitizer stations placed throughout the hotel for all guests.



COLLEAGUE SAFETY:

Colleagues have completed trainings and certification for hygiene/cleanliness and PPE. Additionally, colleagues are screened for PPE usage (gloves, mask, eyewear, and hand sanitizer) upon arrival and departure.



FACE MASKS:

Hyatt is following CDC and local health department guidance for mask wearing. Currently, masks are required for guests and employees, regardless of vaccination status



SOCIAL DISTANCING:

Social distancing is encouraged in public areas. There will also be social distancing signage and floor decals throughout the hotel, including elevators.



ARRIVAL EXPERIENCE:

Our front desk check in area has been prepped with Plexiglass to ensure safe distancing. World of Hyatt members will also have the option for key-less entry by using their World of Hyatt app.



GUEST ELEVATORS:

Elevator button panels are disinfected at frequent intervals, and signage will be posted to explain current procedures. Guests are encouraged to limit elevator use and when possible only enter the elevators with those in their own party. The hotel recommends a maximum of (4) guests per trip.



GUESTROOMS:

Each guestroom is cleaned with hospital-grade disinfectants in conjunction with Electrostatic Chemical Dispersion Units. For the safety of our guests and colleagues, we will not be providing housekeeping service daily, and will only service your guestroom after your third night should you be staying four nights or more. Simply dial "0" for contactless room-delivery of any needs you may have during specific hours.



MEETINGS & EVENTS:

Meeting room layouts are tailored to each event in order to ensure a quality experience. In addition, all event rooms will be equipped with hand sanitizer.

We offer a comprehensive set of technology solutions across every phase of your event to make it easy for you to create engaging and interactive in-person, as well as virtual, experiences. From meditation breaks to thoughtfully crafted, sustainably sourced menus, we'll leverage our well-being expertise for your event.



RESTAURANTS:

Self-serve buffets have been eliminated and dining tables have been rearranged to ensure social distancing. All restaurants hours are currently based on business levels. Restaurant availability and hours should be consulted with your Event Planning Manager.



FITNESS CENTER & POOL:

Our 24-hour StayFit™ gym has been reconfigured to allow for social distancing with hand sanitizer stations placed throughout. In addition, the Hotel utilizes an Electrostatic Cleaning machine to sanitize throughout the day and overnight. Availability and hours can be discussed with your Event Planning Manager.

