

February 28, 2020

Dear valued customer,

As you are likely aware, the novel coronavirus – now officially called COVID-19 – outbreak in various locations around the world has presented new concerns related to traveling.

Hyatt remains committed to caring for our guests, customers and colleagues – and even more during this rapidly evolving situation – as your safety and wellbeing is a top priority. We greatly appreciate our relationship and want to take this moment to share some specific measures Hyatt hotels globally are doing in light of this situation.

Hyatt has been closely monitoring updates and recommendations from various health organizations including the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC) and local authorities. We have shared a comprehensive guide about COVID-19 with all Hyatt hotels globally as well as guidelines on how best to operate given the situation. All hotels globally have been instructed to remain vigilant and utilize appropriate precautionary measures based on our recommendations and those of the international and local authorities in an effort to protect the health of guests, customers and colleagues.

Hyatt hotels globally continue to follow the latest COVID-19 guidance based on their local authorities and individual situations. While all Hyatt hotels are monitoring the situation in an effort to care for their guests, customers, and colleagues, the specific actions taken by each hotel vary based on its guests, facilities and other factors. These include specific screening measures, as well as additional cleaning measures in public areas, restaurants, meeting spaces, guestrooms, spa, and fitness centers. In addition, in the interest of all guests, including any potentially infected guests, and colleagues, if a guest exhibits symptoms or is potentially infected, it remains a high priority for all Hyatt hotels to safely relocate these individuals to a place where they may receive appropriate medical attention.

Hyatt has also assembled a global cross-functional response team to monitor new information and promptly update our guidance. We are also working to further engage infectious diseases and health experts to support us with COVID-19 research findings and information. As this situation evolves, we will continue to evaluate and make operational changes as needed.

As of today, Hawaii has no confirmed cases of the COVID-19. At the Hyatt Regency Waikiki, the safety and wellbeing of our guests and colleagues is always a top priority. In light of the recent cases of COVID-19, we are monitoring the situation closely. We will follow the recommended preventative procedures and protocols of our local health authorities to ensure that all hotel practices meet the latest COVID-19 guidance.

Further, the Hyatt Regency Waikiki has received a comprehensive guide regarding COVID-19 that outlines what COVID-19 is, how to protect against transmission of virus and more. This includes thorough cleaning and inspections of all rooms and public areas, use of high grade cleaning supplies designed to eliminate bacteria and germs and offering hand sanitizers to both guests and colleagues throughout the hotel.

Thank you for your understanding and collaboration during the time. Mahalo!