

SAFETY FIRST, WELLBEING ALWAYS

- Global Biorisk Advisory Council (GBAC) STAR™ Accreditation
- Less Contact, More Care through World of Hyatt app
 - Contactless check-in, checkout and hotel stay bill
 - Mobile Entry
 - Food and beverage mobile ordering
 - Request items to your room
 - In-room Chromecast
- Protective partitions added at high engagement areas:
 - Front desk, bell desk, towel hut, 24-hour Market and more
- Hand sanitizer stations and wipes prominently placed throughout hotel
- More frequent sanitization with hospital-grade disinfectants and increased overall cleaning
- Deep cleaning with the use of a fogger machine in all seating areas and other equipment throughout the hotel every day
- Enhanced food safety and hygiene protocols for restaurants, room service and banquets
- Masks worn by all hotel colleagues and guests, plus social distancing and wellbeing signage throughout the hotel
- Dedicated Hygiene & Wellbeing Leader on property responsible for adhering to new operational protocols and training
- Thermal camera used daily for employee temperature checks
- Adhering to guidelines by CDC, WHO and local authorities

[HYATT GLOBAL CARE & CLEANLINESS VIDEO](#)





HYATT™

CONTACTLESS CARE

We look forward to welcoming you back to Hyatt Regency Orlando. Providing a safe and clean environment for colleagues and guests is a top priority for us, and we always want guests to feel confident in the care we will provide. We are committed to upholding the highest standards of cleanliness and contactless care and are officially Global Biorisk Advisory Council (GBAC) Star accredited.

PLAN YOUR ARRIVAL



- Online check-in on [hyatt.com](https://www.hyatt.com) or via the World of Hyatt app
- Submit housekeeping preferences online
- Get all information about our global care and cleanliness commitment on [hyatt.com](https://www.hyatt.com)

RELAX DURING YOUR STAY



- Clean communication signage explains our extra hygiene measures
- Digital hotel guest information
- Mobile room entry

ENJOY SAFE SERVICES



- Submit guest requests via the World of Hyatt app
- Digital contact options via World of Hyatt app and Twitter @HyattConcierge
- Digital restaurant and room service menus
- Contactless delivery for in-room services

WHEN WE SAY GOODBYE



- Receive and view your bill online in PDF format for easy sharing and saving, no paper required
- Contactless payments at the front-desk

WANT TO COME AGAIN?



- Contactless rebooking via the World of Hyatt app and no need to revisit the front-desk to plan your next trip



HYATT
REGENCY®
ORLANDO

KNOW BEFORE YOU GO

HOTEL TOUR AT HYATT REGENCY ORLANDO

SAFETY FIRST, WELLBEING ALWAYS

Our purpose at Hyatt—to care for people so they can be their best—is guiding our decisions as we support you and your time with us.

We look forward to the opportunity to welcome you to our hotel. Our priority in doing so is with your safety and wellbeing in mind. Here are some of the precautionary measures in place:



ATTENDANCE

In advance of your visit, please provide your Sales Manager with a list of guest names attending the Hotel tour.



PARKING

If you are driving in, please feel free to park in one of the spaces located in the hotel's front drive.



FACE COVERINGS

Face masks are required for all guests and colleagues throughout the public areas and event spaces. If you need a mask, please let us know ahead of time and we will be happy to provide.



COLLEAGE SAFETY & WELLBEING

Colleagues have completed trainings and certification for hygiene/cleanliness and PPE. Additionally, colleagues are screened upon arrival and temperatures are taken.



SOCIAL DISTANCING

Social distancing guidance has been placed in public areas. During the tour and as we enter guestrooms and event space, we plan to practice safe physical distancing of 6 feet from one another.



SANITIZATION

Frequent sanitization of public spaces, guest rooms and high touch areas. Sanitizer stations prominently placed throughout the hotel.



ELEVATORS

Elevator button panels are disinfected at frequent intervals. We will be limiting travel in elevators to (4) guests per trip.



GUESTROOMS

Each guestroom is cleaned with hospital-grade disinfectants. Rooms shown on the tour will not have been occupied for a minimum of 48-hours prior. We ask that only (2) guests enter the guestroom at a time.



COLLATERAL

In an effort to minimize contact, your Sales Manager will email you any necessary documents prior to the hotel tour.



HYATT REGENCY®

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CONTACTLESS CARE

Your stay can be more convenient and contactless than ever—all available through the World of Hyatt app for World of Hyatt members. Not a member? Sign up today at the front desk or online!

- Digital check-in and checkout
- Digital key for your room or suite
- In-room requests and room service orders
- All guest rooms and suites feature Stayconnect, an app that allows guests to use their smartphones as TV remotes.



HYATT
REGENCY
ORLANDO

WHEREVER YOU GO,
PRACTICE THE 3 W'S TO
STAY SAFE DURING THE
COVID-19 PANDEMIC



WASH HANDS



WEAR MASK



WATCH DISTANCE



Required by
Orange County

THANK YOU FOR
UNDERSTANDING.

YOUR STAY

HOUSEKEEPING: At this time, we appreciate our guests may prefer the opportunity to limit potential contact points with others in their space, therefore Hyatt Regency Orlando is adjusting standard daily guestroom housekeeping services. If you need any additional amenities throughout your stay, please let our front desk team know at extension 54434.

DINING OPTIONS:



MARKET

24-hours
Tower 1, Lobby Level
Grab & Go Items
IN-ROOM DELIVERY MENU,
Channel 2



COCONUTS POOLSIDE BAR & GRILL*

Jan. 1st – Jan. 2nd
11am – Sunset
Tower 2, GROTTO POOL
**Open weather permitting.*



ROCKS

Dec. 30th – Dec. 31st
4pm – 1am
Tower 2, Lobby Level



B-LINE DINER

Jan. 1st – Jan. 2nd
6am – 12pm
Tower 1, Lobby Level



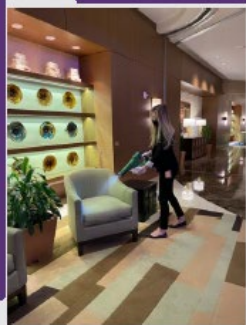
FIORRENZO STEAKHOUSE

Dec. 30th – Dec. 31st
6 pm – 10 pm
Tower 1, Lobby Level



DECEMBER 3RD

HYGIENE & WELLBEING WEEKLY



"The staff was great. Wish people were actually made to wear a mask. Most were not and it made me uncomfortable."

We need to ensure we are remaining consistent with reminding all of our guests in a polite.

How comfortable are you approaching a guest and reminding them of our face covering policies?

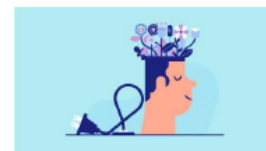
GUEST FEEDBACK/KUDOS

We came here for the National Pageant of our daughter & stayed for a week, This place is extremely clean, very well maintained & all the safety protocols are carefully observed, excellent & safe place to stay. Would highly recommend.

Very nice facility great covid protection nice

The Covid-19 guidelines made us feel safe and secure.

Covid prepared hotel
Extremely helpful staff



QUICK TIPS TO BOOST YOUR WELLBEING

1. Choose hope. Hope isn't the same thing as optimism. Hope is believing the future will be better than the present, and working to make it so. Pick a goal you are excited about, and write down two things you can do to make it happen.
2. Take your sweat session outside. The great outdoors and exercise have something in common—both improve your mood and reduce stress. Now you can reap all the benefits to your mental and physical well-being by working out in nature.
3. Write a To-Do list that boosts your productivity. Overwhelmed by your To-Do list? Break down bigger projects into steps that feel the opposite of overwhelming. Don't stop until your list turns into a "gladly do" list.
4. Name your mood to improve it. Just by saying "I'm worried" or "I'm anxious" to friends or family can dissipate those negative emotions according to researchers. Share away.
5. Cultivate compassion. Acknowledge your mistakes and remind yourself that mistakes are something you share with every other human on the planet. When you are compassionate with yourself, you can be more compassionate toward others.

