A note from Mark Hoplamazian, President & CEO.

I am reaching out on behalf of the entire Hyatt family to assure you that in times of uncertainty surrounding travel, your safety and wellbeing remain our highest priority.

We understand that you may be experiencing stress given the rapidly changing information on travel restrictions and cancelled or postponed public events. We want you to know that we are monitoring the coronavirus (COVID-19) situation closely, keeping those who are affected in our hearts, and are listening carefully to the questions and concerns we receive from guests such as yourself.

Inspired by Hyatt's purpose – we care for people so they can be their best – I would like to share a few updates that might help as you consider your next visit.

Confident in our care

Providing safe and clean environments for our guests and colleagues is always a top priority for Hyatt hotels globally – even more so today. We remain committed to upholding the highest standards of cleanliness, and want you to feel at ease when you visit Hyatt hotels, knowing you'll experience the quality you expect from the Hyatt brand.

The below precautionary and response measures are helping us continue to provide a safe and clean environment:

- Comprehensive COVID-19 guidance is in place at Hyatt hotels globally, detailing how to protect against transmission of the virus (including implementing hand sanitizer stations and frequent cleaning of high-touch areas), and procedures in case there is a suspected or confirmed case among our guests or colleagues.
- Cross-functional, global response teams, including infectious diseases and occupational health experts, provide guidance to our hotels and help address specific needs and situations when needed

We will continue monitoring the coronavirus (COVID-19) updates, and will respond based on the advice of governments, public health authorities, and medical professionals.

Flexible in your travel plans

We believe in responsible and safe travel while staying vigilant and following the recommended procedures and protocols by the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), and local authorities.

Hyatt hotels continue to welcome business and leisure travelers with our established operational excellence and commitment to care.

As a reminder, to provide additional flexibility to our guests with travel plans in countries with severe travel restrictions, Hyatt is waiving cancellation fees for stays through March 31, 2020 for the following:

- Guests residing in Greater China, South Korea, Japan and Italy with reservations at Hyatt hotels globally.
- Guests with reservations at Hyatt hotels in Greater China, South Korea, Japan and Italy

Guests who booked via online travel agents or other third parties are advised to contact their booking provider for information on their policies and for assistance.

We understand the need for increased flexibility with travel planning right now. To help guests, World of Hyatt is now extending **special exceptions for all Advance Purchase Rate non-refundable reservations made directly with Hyatt on or before March 8, 2020 for travel through June 2020.** If interested, guests holding these fully prepaid reservations who have decided not to travel may opt to receive 10,000 World of Hyatt Bonus Points compensation in lieu of their stay to use toward future travel at any of our 900+ hotels across 17 brands globally. For full details and to make arrangements, guests can call one of our Global Contact Centers or email us at worldofhyatt@hyatt.com. Guests must contact us at least 48 hours before their stay to elect this (World of Hyatt Explorists and Globalists must contact us at least 24 hours before their stay dates to elect this). For interested non-members, colleagues will be able to quickly assist with enrolling the guest into World of Hyatt and creating a World of Hyatt account to deposit the points.

Committed to inclusion and respect

While travel – our shared passion – may temporarily be challenged, at Hyatt we believe in its enduring power to connect us and move us closer to our vision: a world of understanding and care. At all times, we remain grounded in our purpose and focused on our values of inclusion and respect. COVID-19 does not distinguish between nationality, race or geographic origin, and Hyatt's steadfast commitment to inclusion and care guides our actions, at our properties and in our communities.

Thank you for your support and your loyalty. We will keep you updated through this dynamic situation and can't wait to welcome you at one of our hotels soon.

My best,



MARK HOPLAMAZIAN
President & CEO

HYATT®

