Hyatt Regency Orlando is committed to caring for our guests and colleagues, as your safety and wellbeing are always our top priority. Hyatt’s Global Care and Cleanliness Commitment includes our Global Biorisk Advisory Council (GBAC) STAR™ Accreditation that builds on our existing rigorous safety protocols. We remain vigilant to ensure we provide a safe and enjoyable environment.

Below are some of the health and safety precautions you can expect while staying with us.

ARRIVAL EXPERIENCE
- Mobile Check-In & Keyless entry is available through the World of Hyatt App
- Guests who are unvaccinated are required to wear face masks or coverings in hotel indoor public areas, as well as outdoors where social distancing is not feasible. Fully vaccinated guests are now requested to wear face masks or coverings in our hotel’s indoor public areas.
- Protective partitions limits contact for a traditional face-to-face check-in
- Social distancing signage and floor decals throughout public areas
- Deep cleaning with the use of a fogger machine in all seating areas and other equipment throughout the hotel every day
- More frequent sanitization with hospital-grade disinfectants and increased overall cleaning
- Hand sanitizer stations prominently placed throughout hotel, to include lobby, restaurant, event space, fitness center, and colleague work areas

COLLEAGUES & GENERAL SAFETY
- Daily health screening of colleagues to include Thermal Camera used daily for employee temperature checks
- Protective masks and gloves required of all colleagues
- Dedicated Hygiene & Wellbeing Leader on property responsible for adhering to new operational protocols and training
- Adhering to guidelines by CDC, WHO and local authorities

GUESTROOM
- Guestrooms and suites have a resting period of 24 hours prior to being assigned to another guest, when business levels allow
- Contactless delivery of guest request items and room service
- Google Chromecast is available
- Stayconnect® mobile app Available in all guest rooms, enables you to use your cell phone as your TV remote

Above information is subject to change
FOOD AND BEVERAGE

- Dining spaces have been modified to allow for limited touch points and proper social distancing
- Contactless in-room delivery and pick-up available
- Protective partitions with transaction portals for ordering and pick up of take out orders
- All hard touch surfaces are cleaned frequently with high grade disinfectant
- Touchless menu option available via QR code
- One-time use menus in full-service restaurants
- Self-service buffets have been eliminated at this time

EVENTS

- Meeting space will be tailored to each event to ensure a quality experience and allow for social distancing
- Hand sanitizer available throughout meeting and event space
- Modified banquet food and beverage experience
- All colleagues will wear protective masks and gloves
- Event space is treated prior to your event with high-grade disinfectant using an electrostatic sprayer

ACTIVITIES AND AMENITIES

- Lounge seating modified on pool deck to allow for appropriate social distancing
- Increased signage at the pool deck
- Fitness center equipment cleaned multiple times daily with fogger machine
- Increased signage in fitness center encouraging guests to clean equipment before and after each use

Above information is subject to change