



Hyatt Regency Bellevue
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Our Response to COVID-19

“The spread of COVID-19 has fundamentally changed the world as we knew it and when we are all ready to travel again, we want to make sure that every Hyatt colleague and guest feels confident that each aspect of our commitment is designed with their safety in mind, and that we’re putting their wellbeing first. Our Global Care & Cleanliness Commitment is the guide leading our purpose to care for our colleagues and guests, so that they can be their best now and in the future.” – Mark Hoplamazian (President & CEO).

As part of Hyatt’s Global Care & Cleanliness Commitment, Hyatt is implementing new standards and procedures. The multi-layered commitment includes an accreditation by the Global Biorisk Advisory Council, colleague training and support resources and a cross-functional working group of medical and industry experts to guide our actions against this pandemic.

For more information on Hyatt’s Global Care and Cleanliness Commitment visit:
<https://www.hyatt.com/info/global-care-and-cleanliness-commitment>

At Hyatt Regency Bellevue, the wellness and safety of our guests and staff remain of utmost importance through the duration of this pandemic. In the interest of our guests and colleagues, should anyone at our hotel exhibit symptoms of COVID-19, the hotel staff will safely relocate these individuals to a place where they may receive appropriate medical attention.



What are we doing to keep our hotel clean and sanitized?

Daily Electrostatic Cleaning

This process is highly efficient and sanitizes even the most difficult to reach areas.

The hotel team has always practiced detailed cleaning processes and will continue to do so using CDC approved disinfectants that are effective against viruses. We are increasing our public area staffing levels to focus on sanitation of the following areas:

- Door handles
- Elevator buttons
- Handrails
- Time clocks
- Restrooms
- Counter tops
- Light switches
- Phones
- Furniture
- All touchpoints

Additional cleanliness tactics implemented by the hotel:

- Educated staff to ensure usage of CDC approved peroxide chemical cleaner to continually wipe down all contact areas
- Prominently placed and increased hand sanitizer stations throughout the hotel’s entrances and public spaces and employee areas
- Purchased Personal Protective Equipment (PPE) for our team members to use while cleaning rooms and public spaces, as well as when serving our guests and event attendees
- Provide sanitizing wipes where guests are seated in event/meeting room spaces
- Added signage in the event public areas and restrooms to encourage hand washing

Social Distancing Measures

- Installation of glass partitions around the hotel
- Touchless check-in and check-out
- Public seating areas arranged for proper distancing
- Increased signage placed throughout the hotel to encourage social distancing

Guest rooms

- Promote use of mobile keyless entry.
- Hotel associates will not enter a guest's room during stay, and each room to remain vacant for at least 24 hours between guests
- Contactless room deliveries for guest requests
- Replaced high touch items such as drinking glasses and reading materials with single use compostable or recyclable products
- All hotel rooms HVAC systems are equip with UV-C technologies that is known to kill bacteria in the area and inactivate the SARS-Coronavirus. May also be effective in inactivating the SARS-CoV-2 virus, which is the virus that causes the Coronavirus Disease 2019 (COVID-19). Note that FDA has not yet finalized the approval of UVC lights to kill the SARS-CoV-2 virus.

Meetings and Events

- Revised meeting space diagrams to follow social distancing recommendations
- Promote use of the "Event Concierge" App to request items from the comfort of your meeting room
- Food and Beverage menus tailored to your occasion from business gatherings to weddings
- Provide a virtual meeting attendance option to supplement the in-person experience

Hygiene Manager

Designated Hygiene Manager responsible for ensuring the hotel adheres to new operational guidance and protocols, some of which include:

- GBAC STAR Facility Accreditation to showcase example of commitment to clean, safe and healthy environment for employees, customers and stakeholders
- Certification, trainings and recertification process for hygiene and cleanliness for colleagues
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces, guestrooms and shared spaces
- Implementation of enhanced food safety and hygiene protocols for restaurants, room service, and group meetings and events
- Exploring purification and sanitization device installation to enhance air quality

Colleague Experience

The following protocols are now in place to ensure the welfare of our associates:

- Require daily temperature checks before work
- Immunity boosting menu options in Colleague café
- Emphasize the importance of continually washing hands or using sanitizer when soap and water is unavailable to prevent the spread of germs
- Staggered break times as well as arrival and departure times
- Social distance seating implemented to back of house including in colleague café and convening spaces
- Added role-play style training for hosts to screen for COVID-19 symptoms at check-in
- Enhanced cleaning techniques for uniforms, locker rooms, and back of house dining areas



Clear panels at front desk to protect guest and associates



Rooms HVAC systems are equipped with UVC technologies to increase the sanitation level



Meeting Rooms set for a safe meeting