



**HYATT
REGENCY®**
McCORMICK PLACE

Our Commitment to Care & Cleanliness



The safety and well-being of our guests and colleagues is always a top priority. In light of COVID-19 and for precautionary measures:

DISINFECTING & CLEANING:

Increased frequency of cleaning and disinfecting of high touch areas throughout the lobby, guestrooms, restaurants, meeting/event space, recreational areas, public restrooms, elevator buttons and employee areas. Our onsite Hygiene Manager ensures we are adhering to all operational guidelines and protocols recommended by the CDC and local health authorities. Our lobby is equipped with four Rensair hospital-grade air purification systems which are 99.97% effective in removing airborne particles and pathogens, including the coronavirus. In addition, the Hotel utilizes an Electrostatic Cleaning machine to sanitize all public areas as well as the meeting space.



HYGIENE:

Colleagues will continue to practice proper hygiene procedures including frequent hand washing, use of alcohol based hand sanitizer, and additional PPE usage where applicable. There are also hand sanitizer stations placed throughout the hotel for all guests.



COLLEAGUE SAFETY & TEMPERATURE CHECKS:

Colleagues have completed trainings and certification for hygiene/cleanliness and PPE. Additionally, colleagues are screened for PPE usage (gloves, mask, eyewear, and hand sanitizer) upon arrival and departure. Temperature checks as well as shoe bottom sanitizing stations are also in place.



FACE MASKS:

Face masks are required for all guests throughout the public areas and meeting/event spaces. In addition, all colleagues are required to wear a face mask at all times while on property.



SOCIAL DISTANCING:

Social distancing is required in public areas as well as meeting space. There is also social distancing signage along with floor decals throughout the hotel, including elevators.



ARRIVAL EXPERIENCE:

Our front desk check in area has been prepped with Plexiglass to ensure safe distancing. World of Hyatt members also have the option for key-less entry by using their World of Hyatt app.



GUEST ELEVATORS:

Elevator button panels are disinfected at frequent intervals, and signage is posted to explain current procedures. Guests are encouraged to limit elevator use and when possible only enter the elevators with those in their own party. The hotel recommends a maximum of (4) guests per trip.



GUESTROOMS:

Each guestroom is cleaned with hospital-grade disinfectants in conjunction with Electrostatic Chemical Dispersion Units. For the safety of our guests and colleagues, we will not be providing housekeeping service daily, and will only service your guest room after your third night should you be staying four nights or more. Simply dial "0" for contactless room-delivery of any needs you may have during specific hours.



MEETINGS & EVENTS:

Meeting room layouts are tailored to each event in order to ensure distancing and a quality experience. Increased social distancing is also available by live streaming General Sessions and Breakouts to separate event rooms and remote attendees. This can be arranged through Encore.



Buffets are managed by attendants behind Plexiglass with PPE. Beverage stations are staffed and prepackaged 'grab and go' style menus will also be available. Individually wrapped plasticware will also be utilized.

RESTAURANTS:

Maximum capacity has been reduced to ensure local compliance. Self-serve buffets have been eliminated and dining tables have been rearranged to ensure social distancing. Our restaurants will also have mobile menus.



All restaurants are closed at the present moment. Restaurant availability and hours should be consulted with your Event Planning Manager.

FITNESS CENTER & POOL:

Our 24-hour StayFit™ gym has been reconfigured to allow for social distancing with hand sanitizer stations placed throughout. In addition, the Hotel utilizes an Electrostatic Cleaning machine to sanitize throughout the day and overnight. Our pool remains closed, availability and hours can be discussed with your Event Planning Manager.

