

HYATT REGENCY GUAM

ENTRY TO THE HOTEL

- Hotel entry points have been minimized to conduct temperature checks for all guests and colleagues arriving to the hotel.

FRONT SERVICES

- Daily briefing to include reminders of protocols and wellness check of employees.
- Bell attendants PPE to include disposable gloves and facemasks as well as plastic barriers in vehicles used for guest transportation.
- Signs are publicly displayed throughout the entrance, and around the property depicting the wearing of a mask in public areas, the use of hand sanitizer, the practice of 6 ft. physical distancing and restriction of those who show signs and symptoms of COVID-19, along with other safety protocols.
- 6' markers in place at entrance and Front Desk.
- Bell attendant's protocol is to not accompany guest in elevator.
- Bell attendants facilitate guests and colleagues entering the facility via the use of a no contact thermal camera.
- Bell attendants to assist with Thermal Screenings and isolating/redirecting guest to appropriate Medical care with PPE when denied entrance to the property or venue.
- Bell equipment is sanitized after each use.

VALET

- Valet services are suspended at this time

FRONT DESK AND CONCIERGE

- Daily briefing to include reminders of protocols and wellness check of employees.
- Front Desk and Concierge PPE includes disposable gloves and facemasks.
- Employees use separate stations and have protective Plexiglas shield in place.
- Contactless pay options are provided.
- Sanitizing counters and guest supplies is completed after each guest encounter.
- Used Key Cards are separated and sanitized before restocking and issued with individual disposable key sleeves.
- Used pens are separated and sanitized before reusing.
- Business Center is suspended at this time.

HOUSEKEEPING

- Daily briefing to include reminders of protocols and wellness check of employees.
- Housekeeping PPE includes disposable gloves and facemasks.

- Public Areas are frequently disinfected by means of Hyatt established protocols. Washrooms, elevators, public area high touch furnishings, fixtures, railings, counters, desk surfaces and amenities to be sanitized minimum of every 2 hours.
- Individual Office Spaces are cleaned and sanitized by the individual whose office space it is assigned to.
- In-Room Collateral to be disposable or electronically displayed where possible.
- Guest Contact is minimized by cleaning only when guests are not present with particular attention to high touch surfaces.
- Housekeeping carts to be sanitized after each shift.
- Toiletry kit is added to in room amenity offering Personal Hand Sanitizer per room.
- Room recovery protocol (SOP) is in place that safely guides employees through recovering a guest room's sterile environment after a confirmed case of COVID19.
- Includes:
 - Contact with DPHSS
 - Coordination of Transportation of Guest
 - Securing the room
 - Sanitizing the room and other associated areas
 - Disposing of items
 - Laundering of linen
 - Contact Tracing

ROOM SERVICE

- Daily briefing to include reminders of protocols and wellness check of employees.
- Room Service PPE includes disposable gloves, face masks and optional face shields.
- Room Service and other delivery requested services, are in a Drop and Go manner: Single use disposable containers delivered with Contact-free delivery outside of room door and not requiring guest to sign the check. Employee announces delivery through the door, steps back, allows guest to confirm order at a distance. When finished, guest calls for pickup of items outside of the room.
- All service ware are sanitized after each use.
- Self-Serve Ice Machines have been suspended and signage placed for Ice to be ordered through guest service with "contact free" delivery.

RESTAURANTS

- Daily briefing to include reminders of protocols and wellness check of employees.
- Restaurant PPE includes disposable gloves, face masks and optional face shield.
- Occupancy based on latest Executive Order if applicable.
- All FSMS and ServeSafe protocols including gloves for BOH employees will be followed.
- All team members to change gloves or wash hands every 30 minutes.
- Sanitize each table to include chairs prior to opening, between seating's, and at time of closing.
- Sanitize high touch surfaces hourly and host stand every 15-20 minutes.
- Sanitize each re-useable guest contact item between each use (menus, check presenter, pen for credit cards, change tray, credit card machine).
- Offer contactless option of QR code menus or disposable single use menus.
- Sanitize hands between each monetary transaction. Suggest using credit cards and avoiding cash when possible.
- Hand sanitizer is available at each entrance and throughout restaurant.
- Thoroughly clean bathrooms no less than every 30 minutes.

- Shared snacks that stay on table between parties (nuts, etc.) have been suspended.
- No salad bars or self-serve buffets.
- 6' markers are placed at entrance and throughout restaurant.
- **During a further stage in PCOR 2 or PCOR 3** (as announced by Government)
 - Seating at moveable tables and bar stools: min 6 ft. between each party. Excludes private booths with min avg 40" (floor to divider top).
 - Lobbies and waiting areas, 6 ft. distance between parties.
 - Maximum 6 persons per party.
 - **Phase 1 (announced later in PCOR 2):** Max capacity up to 50% of stated fire department occupancy.
 - **Phase 2 (announced at a further stage in PCOR 2):** Max capacity up to 75% of stated fire department occupancy.
 - Restaurants with bars: No one seated or served at the bar. Table service only.
 - Outdoor seating encouraged. Reduced occupancy does not apply to outdoor seating areas but 6 ft. distance between each party remains.
- Suspend pulling out chairs or opening napkins for guests.
- Utensils are pre wrapped in a napkin to include individual sanitizing wipe.
- Temperature check all employees on arrival to hotel. 100.4F+ send home.
- Guest to wear masks walking through restaurant and may be removed while seated.
- **PCOR 3 (or later stage in PCOR 2 as announced by Government):** Bars with same sanitation criteria as above.

SECONDARY RECOMMENDATIONS

- Automatic doors or host/dedicated staff to assist in opening doors.
- Different staff to deliver food than those clearing plates.
- POS machines, one person per machine. Separate cashier for cash handling.
- Offer credit card payment options where the staff do not handle the guest credit card and/or offer tissues so guests can avoid touching the machine or the pen.
- Automatic release Lysol disinfectant for bathrooms.
- Dedicated seating area for those at-risk with greater than 6 ft. distance.
- BOH kitchen staff may be within 6 ft. if required but extra care should be taken.
- Digital menus on personal devices.

EMPLOYEE BREAK AND DINING AREAS

- Daily briefing to include reminders of protocols and wellness check of employees.
- Employee Restaurant PPE to include disposable gloves and facemasks.
- Maximum permissible occupancy posted at entrance.
- Employee restaurant to be set up with six feet distance between seating.
- Employees are staggered and scheduled in to take breaks to meet restaurant social distancing protocols. All FSMS and ServeSafe protocols are followed.
- Sanitize each table to include chairs prior to opening, between seatings, and at time of closing.
- Disposable utensils are used and wrapped in a napkin.
- Signs are displayed indicating that hands must be washed prior to dining.
- Hand sanitizer is provided upon entry.
- No salad bars or self-serve buffets.

- During a further stage in PCOR 2 or PCOR 3 (as announced by Government) Seating at moveable tables and bar stools: min 6 ft. between each party.
- Associates are all Temperature checked upon their arrival to work all employees on arrival. 100.4F+ will be sent home.
- Associate masks may be removed while seated.
- All drink dispensers closed at this time.
- Water dispenser available: Requires a new cup with each usage to avoid cross contamination.
- Disposable cups only, for one time fill.

FITNESS CENTER

- Fitness Center accessible to in house guests only.
- Equipment has been blocked off to create 6' separation.
- Hand Sanitizing Station provided upon entry.
- Masks are required to enter the Stay Fit facility and should be worn when moving around fitness center.
- Limited occupancy based on Executive Order as applicable and posted through capacity signage at the entrance.
- Sanitizing Stations provide for guest to pre and post wipe down equipment they have utilized, with signage in place to notify them of this.
- Social Distancing and Cleanliness signage displayed throughout facility.
- Public Area Attendant sanitizes high touch areas every hour when no guest present.
- ULV Fogging works by compressing disinfectants through a specially designed nozzle, producing a fine cold mist or aerosol. Fog Mist Solutions used is an EPA Registered disinfectant following EPA guidelines.
- Daily fogging will take place during the quiet hours with no guests present.

ENGINEERING

- Daily briefing to include reminders of protocols and wellness check of employees.
- Engineering team PPE to include disposable gloves and facemasks.
- Sanitize all surfaces after repairs and maintenance. Sanitize all equipment, work surfaces and storage after use.
- Guest Contact is minimized by entering guestroom only when guests are not present

SWIMMING POOL

- Daily briefing to include reminders of protocols and wellness check of employees.
- Resort team PPE to include disposable gloves and facemasks and also have protective Plexiglas shield in place.
- Pool Seating has been spaced 6 ft. apart.
- Seating is sanitized after each use.
- High touch areas such as hand rails to stairs leading into the pool and around the facility is sanitized every hour.
- Life jackets are sanitized after each use.
- Used towels are return to laundry bin by guest.

- Signage is displayed throughout the facility to maintain 6' physical distance, wear a mask and should they feel or show signs and symptoms of COVID-19 to report to a member of staff.

SECURITY

- Daily briefing to include reminders of protocols and wellness check of employees.
- Security team PPE to include disposable gloves and facemasks.
- Security will assist with Room recovery protocol (SOP) that safely guides employees through recovering a guest room's sterile environment after a confirmed case of COVID19.
- Security will assist in the securing of the room of COVID-19 positive guest.
- Manager On Duty (MOD) will assist with trace activities to include contacts and locations that COVID-19 positive guest came in contact with.
- MOD and Human Resources (HR) will assist local authorities in providing such information and assist with contact tracing and DPHSS/CDC protocols.
- Security Officers will assist with enforcing physical social distancing guidelines, such as guest queuing areas and common areas.
- Security patrols of entrance, exit points and common areas have been increased.