



Dear Valued Customer,

Thank you for your inquiry regarding your concerns about COVID-19. Please know that Hyatt Regency Indianapolis is committed to caring for our guests, colleagues and customers, as your safety and wellbeing is always a top priority.

We continue to closely monitor the COVID-19 situation, remain vigilant, and follow recommended precautionary measures, protocols and guidelines from various health organizations including the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), and local authorities, in an effort to ensure our guests, colleagues and customers remain in a safe and healthy environment.

In January 2020, a comprehensive guide about COVID-19 was shared with all Hyatt hotels globally, including Hyatt Regency Indianapolis, that outlines what is COVID-19, how to protect against transmission of virus, operational procedures if the virus is confirmed among a colleague or guest, and more.

At this time, specific measures are in place at Hyatt Regency Indianapolis to help minimize potential risk to our associates, guests and meeting attendees. Some of the efforts currently in place include, but are not limited to the following:

- Colleague training and awareness.
- Any hotel staff showing symptoms of illness will not be permitted to work, regardless of their position or role in the hotel.
- Food preparation workers will strictly adhere to Hyatt's highest level of sanitary practices.
- All buffet and food stations will be staffed by gloved servers, preventing attendee contact with serving utensils. Alternatively, the hotel will be happy to adjust your meal from buffet style to a plated meal if preferable.
- Ecolab recommended products that have been identified as COVID-19 effective are being used in banquet rooms and guest rooms on a regular basis.
- Hand sanitizing stations will be placed outside meeting rooms, restrooms, in foyers and public areas.
- Personal Protective Equipment such as gloves and masks will be available upon request.
- In addition, if a guest or colleague exhibits symptoms of COVID-19, our hotel will safely relocate these individuals to a place where they may receive appropriate medical attention.



On a global scale, Hyatt has assembled a global cross-functional response team to monitor new information and promptly update company-wide guidance – and Hyatt has engaged an infectious diseases and health expert to support our efforts with COVID-19 research findings and information.

As the situation evolves, we will continue to follow recommended measures that are provided by the Indiana State Department of Health. We will make operational changes and consider additional precautionary measures, as necessary.

We hope these efforts will give you the peace of mind that the Hyatt Regency Indianapolis is fully committed to your safety and wellbeing. Should you have additional questions regarding this matter, do not hesitate to reach out.

Sincerely,

Kyle Hueston
General Manager
Hyatt Regency Indianapolis