



# GLOBAL CARE & CLEANLINESS COMMITMENT

MEETINGS & EVENTS

GRAND | HYATT®

SAN DIEGO

# Table of Contents

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General Manager Welcome

Hyatt's Global Care & Cleanliness Commitment

Hotel Cleanliness Commitment

Attendee Arrival Experience

Guestrooms

Elevators and Public Areas

Meeting & Event Cleanliness Commitment

Meeting & Event Spaces

Room Set Up

Food & Beverage Cleanliness Commitment

Food Preparation

Banquet Service



A stylized, handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke.

**Daniel Kuperschmid**

Area Vice President and General Manager

*For more than 60 years, Hyatt has rooted its purpose in caring for people so they can be their best.*

Today, amid COVID-19, this purpose takes on an even deeper meaning. As we look forward to welcoming your attendees we want to provide timely and relevant changes that have been made to best care for the health and safety of our guests and colleagues.



# HYATT'S GLOBAL CARE & CLEANLINESS COMMITMENT

The safety and wellbeing of colleagues, guests and clients remains a top priority, Hyatt's following three part commitment provides insight on policies and procedures that have been put in place at Manchester Grand Hyatt San Diego:

Hyatt is proud to announce our **Global Care & Cleanliness Commitment** centered on:

- Hotel compliance with a rigorous accreditation through GBAC STAR™ (a division of ISSA, worldwide cleaning association)
  - This standard will expand our already thorough cleaning protocols to establish a safe, sanitary and healthy environment, all monitored by regular internal and third party auditing
- New colleague training and support resources, including the newly created role of dedicated onsite Hygiene Manager
  - This role is responsible for ensuring adherence to the latest cleanliness guidance and protocols both in guestrooms and meeting and event space
- A cross functional working group of medical experts and industry professionals that will contribute to various aspects of the hotel experience

For more information on Hyatt's three part commitment please visit:

<https://www.hyatt.com/info/global-care-and-cleanliness-commitment>



# HOTEL CLEANLINESS COMMITMENT

## Attendee Arrival Experience

The following procedures have been put into place to ensure a safe and healthy environment for guests and colleagues:

- Contactless arrival and departure experience available through World of Hyatt mobile app
  - Online check in and check out
  - Remote/touchless guestroom key provided through the app on smart mobile devices
- Require face coverings be worn by all colleagues, regardless of vaccination status
- Vaccinated guests are encouraged to wear face coverings in indoor public areas
- Unvaccinated guests are required to wear face coverings in indoor public areas
- Sanitation of bell carts after each delivery



# HOTEL CLEANLINESS COMMITMENT

## Guestrooms

The following procedures have been put into place to ensure a safe and healthy environment for guests and colleagues:

- Housekeeping colleagues are required to wear face coverings and disposable gloves any time they are in the guest space or within 6 feet of other colleagues
  - Disposable gloves will be changed, hands washed and new gloves worn after completing service of each room
- Occupied rooms will not receive nightly Housekeeping service, unless requested
- Contactless delivery of all requested housekeeping items
- Enhanced cleaning and sanitation of common contact surfaces in guestrooms including door handles, remote control units, cords for shades, blinds and television, guestroom telephone and bathroom counters, tubs and toilets



# HOTEL CLEANLINESS COMMITMENT

## Elevators and Public Areas

The following procedures have been put into place to ensure a safe and healthy environment for guests and colleagues:

- Enact social distancing in all common spaces as well as elevator capacity limits
- Increased frequent sanitation of high touch areas (doors, elevator buttons, etc.)
- All colleague and guest contact areas will be separated by a partition
- Hand sanitizing stations available in key areas throughout the hotel and meeting space
- Recommend face coverings be worn by vaccinated attendees in common and meeting spaces
- Require face coverings be worn by unvaccinated attendees in common and meeting spaces
- Increased and enhanced sanitation throughout the day
- Doors will be propped open when appropriate
- Sanitizing wipes available outside of all public restrooms

# RIDE SAFELY



Only 4 passengers at a time, please.



All riders are encouraged to wear face coverings over their mouth and nose.

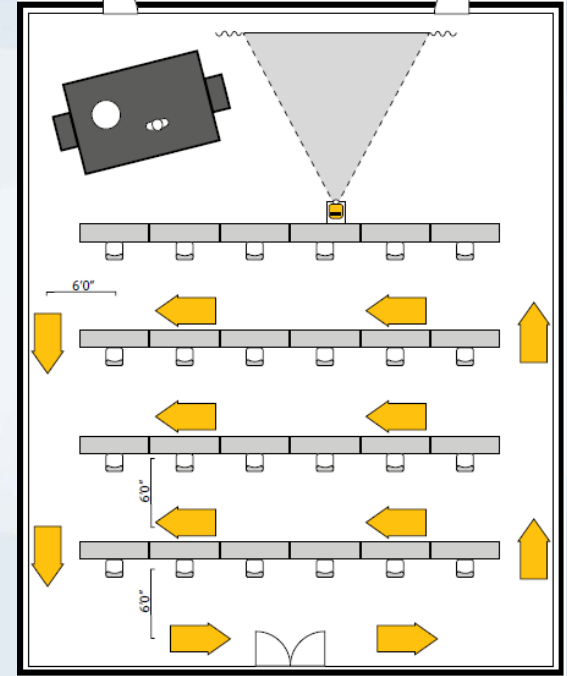
THANK YOU FOR UNDERSTANDING.

# MEETING & EVENT CLEANLINESS COMMITMENT

## Meeting & Event Spaces

The following procedures have been put into place to ensure a safe and healthy environment for guests and colleagues:

- All tables, chairs and equipment sanitized daily
- All tablecloths and linen laundered or sanitized daily
- Linen-less tables disinfected daily
- Hand sanitizing stations near all entrances
- Designated walkways and clearly marked doors for entrance and exit, propped open when possible and clearly labeled, in certain meeting rooms

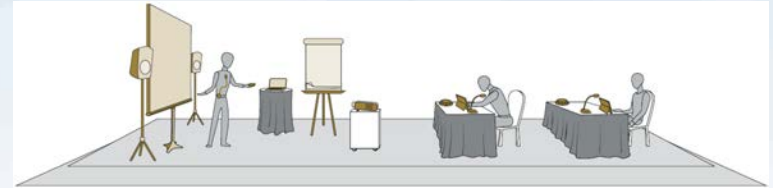




# MEETING & EVENT CLEANLINESS COMMITMENT

## Room Set Up

- Pads and Pens are available upon request to be set in the back of the room. Hotel will use touchless water dispensers with disposable glassware.
- Changes to room set ups will be enacted to practice social distancing (please note social distancing guidelines will continue to change and evolve based on direction from the CDC and State of California):



Set Up Style	*Suggested Distancing
Theater	Equivalent of one empty chair in between every chair
Classroom	Maximum of one to two guests per six foot table
U-Shape	Maximum of one to two guests per six foot table
Conference	Maximum of one to two guests per six foot table

Set Up Style	*Suggested Distancing
Banquet	Maximum of eight to ten guests per round
Crescent	Maximum of four guests per round
Reception	Ensure social distancing where appropriate

# FOOD & BEVERAGE CLEANLINESS COMMITMENT

## Food Preparation

The following procedures have been put into place to ensure a safe and healthy environment for guests and colleagues:

- Kitchens sanitized multiple times throughout the day
- Culinary colleagues are required to wear face coverings and disposable gloves
- Reduce the amount of shared items (platters and trays), when possible.
- All condiments (cream, sugar, ketchup, mustard, hot sauce, butter, salt and paper) will be self serviced unless otherwise requested. (Fees will may apply if not self serviced)



# FOOD & BEVERAGE CLEANLINESS COMMITMENT

## Banquet Service

- Servers and staff will wear face coverings
- Hand sanitizing stations available near each meeting room
- Plated service is preferred versus traditional buffet
- Will not preset water, iced tea or other beverages on tables
- Will not preset desserts, salads, appetizers or bread
- All dressings and sauces will be passed by an attendant
- When buffets are required, they will be set as one sided stations, with partitions and servers plating food for attendees (Fees may apply)
- All flatware will be rolled in a cloth napkin in advance
- Break stations will have disposable utensils available

## ***Our Commitment to You***

These new standards, guided by our purpose, will provide guests and colleagues with confidence and peace of mind when visiting Manchester Grand Hyatt San Diego.

We look forward to the opportunity to welcome you as we navigate this new era of travel together.







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SAN DIEGO

**Manchester Grand Hyatt San Diego**

1 Market Place, San Diego CA 92101

+1 619 232 1234

[manchestergand.hyatt.com](http://manchestergand.hyatt.com)