

PALACIO DUHAU
PARK HYATT BUENOS AIRES™
LUXURY is PERSONAL



Global Care & Cleanliness Commitment

Safety first, wellbeing always: Our pledge

I hope you, your family and loved ones are staying healthy and well. Our priority for welcoming guests, customers, and colleagues back is doing it with your safety and wellbeing in mind.

Mark Hoplamazian
PRESIDENT AND CHIEF EXECUTIVE OFFICER
HYATT HOTELS CORPORATION

Being a purpose driven company during these disruptive times made us re -think how to better care for our guests to be their best in their future stays. Whilst the Hotel is currently with suspended operations, our teams are working to redefine our experiences to better cater for your needs with a paramount priority on securing a safe, protected, healthy haven in Buenos Aires. We are looking forward to welcoming you again very soon.

Guillaume Paupy
GENERAL MANAGER
PALACIO DUHAU - PARK HYATT BUENOS AIRES

Our purpose at Hyatt—to care for people so they can be their best—is guiding our decisions as we support you and your time with us. Hyatt's Global Care & Cleanliness Commitment builds on our existing rigorous safety and cleanliness protocols and includes:



Cleveland Clinic

CONSULT:
Working group of
trusted medical and
industry advisors



ACCREDIT:
Cleanliness
accreditation
at all hotels



IMPLEMENT:
Dedicated Hygiene
& Wellbeing Leader
at each hotel



Cleanliness and safety: Caring for our guests and colleagues

Additional measures are being taken in an effort to ensure the peace of mind and safety of you and our colleagues.*



GUESTROOMS & SUITES

- Enhanced amenities including fitness equipment and spa kits delivered to your room*
- Removal of certain high-touch items from guestrooms
- Colleagues required to wear personal protection equipment in all areas of hotel
- Rigorous cleaning with hospital-grade disinfectants



LOBBY

- Guests strongly encouraged to wear personal protective equipment in all public areas
- Sanitizer stations prominently placed throughout hotel
- Colleagues required to wear personal protection equipment in all areas of hotel
- Spacing measures and signage



PUBLIC SPACES

- Spacing measures and signage
- Capacity guidelines at elevators and all public spaces
- Enhanced food safety protocols
- Increased frequency of sanitizing public spaces with electrostatic sprayers*
- Rigorous cleaning with hospital-grade disinfectants
- Plexiglass partitions at high engagement areas*



HEART OF THE HOUSE

- Colleague wellness and temperature checks, according to local guidance
- Colleagues required to wear personal protection equipment in all areas of hotel

* Use varies by hotel



Contactless experience

New and enhanced digital amenities in the World of Hyatt app can put you in control of how you connect with us.★

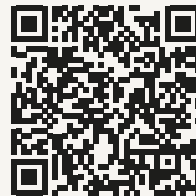
MOBILE ENTRY




1. Download the App World of Hyatt Hotels & Resorts available on:

APP STORE



GOOGLE PLAY



-  2. Enable Hyatt Mobile Entry (one time).
In the Settings section, enable Mobile Entry.
-  3. Realize the Check-in. A push notification will be sent to your smartphone when the room is ready.
-  4. Head to your room and unlock the door with your phone. Tap the key icon on the app screen. This will begin the unlocking process by sending a signal to the lock.



Wellbeing where you are

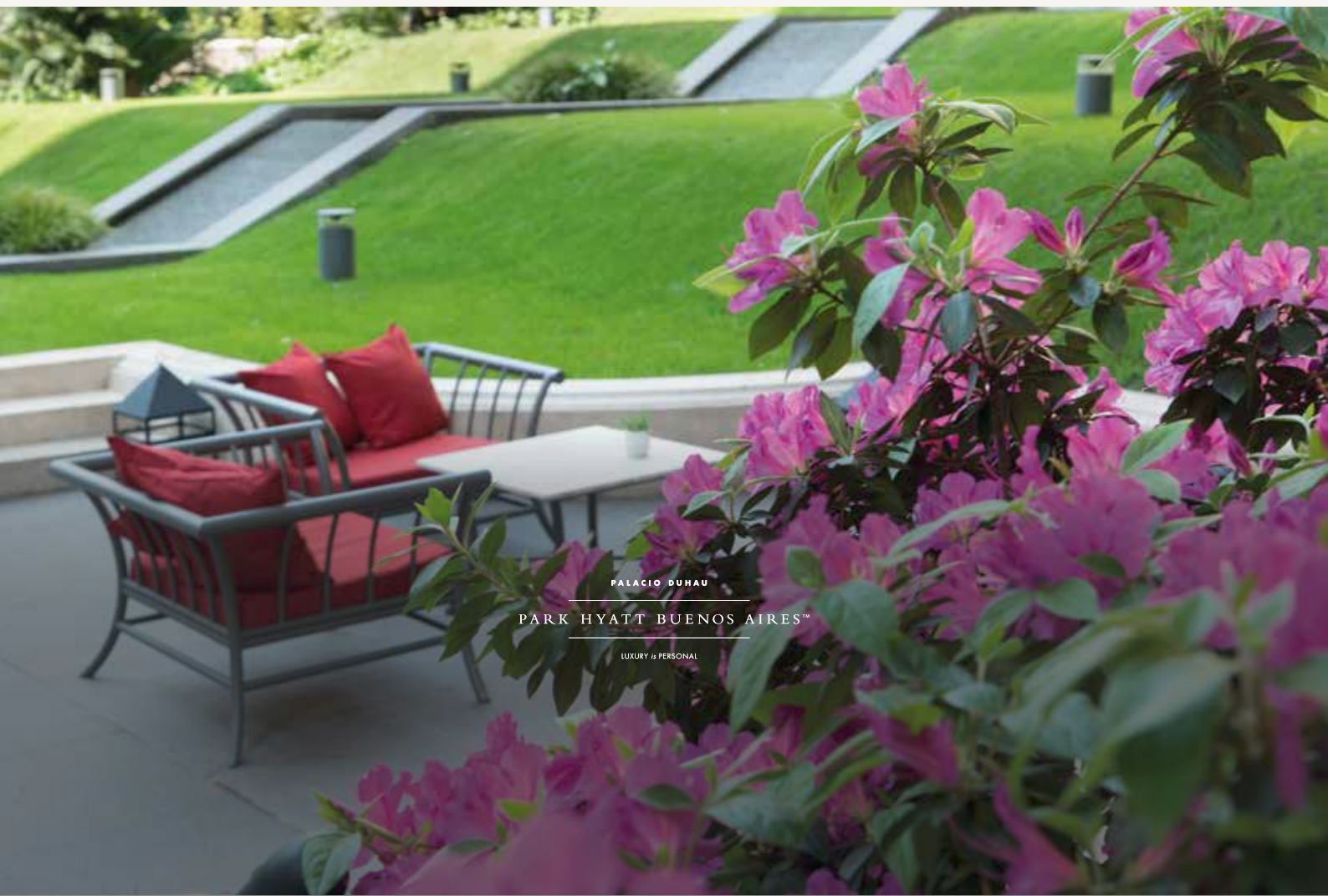
Our commitment also focuses on a more holistic sense of wellbeing including digital experiences designed to help you feel, fuel and function from the comfort and convenience of your guestroom, home or transit in-between.



Curated meditations from Headspace in the World of Hyatt app



Virtually connect with Hyatt colleagues until we can be together again en [hyatt.com/together](https://www.hyatt.com/together)



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