



Hyatt Regency New Orleans
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March 2, 2020

Hyatt Regency New Orleans 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 New Orleans, 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 in place at Hyatt Regency New Orleans include additional and/or more frequent cleaning of public areas, restaurants, meeting space, and guestrooms. The hotel has purchased and installed hand sanitizer stations for guestroom floors, public space, and back of house areas. We have educated our staff on precautionary measures and how to protect themselves and our guests. In addition, in the interest of all guests and colleagues, if a guest or colleague exhibits symptoms of COVID-19, it remains a high priority for our hotel to 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 also 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 may be provided by the Louisiana Department of Health. We will make operational changes and consider additional precautionary measures, as necessary.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael O. Smith".

Michael O. Smith
General Manager