

March 11, 2020

Thank you for your inquiry, and please know Grand Hyatt New York is committed to caring for our guests, colleagues and customers, as your safety and wellbeing is 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 Grand Hyatt New York, 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 Grand Hyatt New York include additional cleaning in public areas, the restaurant, meeting spaces, guestrooms, and fitness centers, as well as comprehensive and strict hygiene protocol for all hotel employees.

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.

Since the COVID-19 situation is rapidly evolving, we recommend that all guests consult their local authorities to understand the latest travel restrictions before they commence their travel.

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

Warm Regards,

Bev

Beverly Leibowitz

Associate Director of Events

Grand Hyatt New York