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## COVID-19 RESPONSE AND OPERATIONAL CHANGES

As we continue in our purpose of caring for all our guests and associates, a comprehensive guide about COVID-19 was shared with all Hyatt hotels globally, including Hyatt Regency Reston, that outlines how to protect against transmission of virus, preventative operational procedures, and operational procedures if the virus is confirmed among a colleague or guest, and more.

The following outlines proactive measures and practices in addition to our Hotel's previous policies and procedures, which are being implemented in response to the COVID-19 crisis. The following is not an exhaustive list and designed to provide guests and clients with what they can expect to experience during their stay.

### **Front Office Operations:**

- Check-in lines to allow for social distancing
- Allow guests to insert their credit cards into the credit card readers whenever possible.
- Sanitize all key cards before placing into keycard sleeve and handing to guests.
- Provide contactless check-in and mobile key through World of Hyatt App
- Disinfecting wipes/hand sanitizer must be available at each check-in station.
- Room keys to be returned into designated trays/boxes during the checkout.
- Staff to sanitize hands before beginning of each transaction.
- Staff to sanitize hands before handling guest luggage.
- Sanitize luggage carts after each use.

### **Housekeeping Service:**

- New procedures for striping beds and changing of linen/terry to reduce agitation and possible dispersing of airborne contaminants
- Room attendants to wear proper PPE and change gloves prior to entering each guest room.
- Practice proper hygiene and wash hands regularly.
- Utilize approved Ecolab cleaning products and follow the below cleaning and disinfecting guidelines.
- Follow appropriate contacting times for proper disinfection of surfaces.
- Implement contactless guest servicing of the room: should the guest be in the room, politely inform them that "we will return at a more convenient time."
- Implement new "Conserve Program" linen and terry change on fifth day of each stay.
- No housekeeping service options to be offered to the guest upon arrival, if they wish for AM, PM, or NO service during their stay
- Occupancy permitting allow check-out rooms to rest 48 hours prior to being assigned for service.

### **Fitness Center Operations:**

- Turn off or remove every other cardio machine to ensure proper social distancing.
- Provide masks and require guests to wear them or face covering during work outs.
- Allow 45 minutes maximum usage on cardio equipment due to availability of equipment.

- Signage to be visible with the following messaging:
  - Please disinfect equipment prior to use and after each use.

#### **Function Space, Meetings, and Events:**

- Social Distancing meeting room sets where possible:
- Increase the number of hand sanitizer stations in event venues and public spaces.
- Provide sanitizing wipes in event venues so commonly used surfaces can be self-cleaned.
- Increase signage about the importance and proper process of handwashing and the impact this practice plays in the health of others.
- Increase the frequency of cleaning and sanitizing of all high touch AV equipment (microphones, monitors, lecterns, remote controls, headsets, flipcharts, etc.)
- Increase the frequency of cleaning and sanitizing for all high touch event venue equipment (chairs, tables, linen, lecterns, trash receptacles, water stations, easels, amenity containers.)
- Heavily focus on sanitizing all surfaces during each event venue refresh.
- Make masks and gloves available depending on guests' preferences.
- Discontinue providing items which cannot easily be sanitized, such as pads and pens.
- Provide virtual meeting attendance options in partnership with AV.

#### **Events Food Service:**

- Replace Buffets with plated covered options, when possible.
- If providing buffet service, hotel colleagues must serve food from the buffet with gloved hands eliminating self-service.
- Utilize sneeze guards on all buffets.
- Offer plated or family-style service when possible.
- Servers, Bartenders, and Setup teams to wear disposable gloves during set up.
- Servers, Chefs, Buffet Attendants, and Bartenders must wear gloves.
- Place hand sanitizer stations at all entry points for rooms and buffets.
- Replace tabletop shared condiments with individually packaged items or hotel colleagues offer to serve with gloved hands.
- Eliminate snacks at the registration desk or move to high-quality pre-packaged snacks.
- Use rolled silverware presentation.
- Provide sanitizing wipes on each table where guests are seated.

The safety, healthy, and wellbeing of our colleagues and guests is our most important priority as we all work together through this challenging process. As the situation evolves, we will continue to review recommended measures that may be provided by the Commonwealth of Virginia and localized Fairfax County Health Authorities. We will make operational changes and consider additional precautionary measures, as necessary.

Sincerely,  
  
Tyson Warren  
General Manager