



**HYATT  
REGENCY®**

CRYSTAL CITY AT REAGAN  
NATIONAL AIRPORT



## HYATT REGENCY CRYSTAL CITY Group Meeting Experience

August 2021

# CARE & CLEANLINESS

The Hyatt Regency Crystal City remains committed to caring for our guests, colleagues and customers, as your safety and wellbeing is always a top priority. While we've always been in the business of sanitation and cleanliness, it is now more important than ever. Our commitment as a hotel, indeed, as a company, is to remain vigilant and follow procedures and protocols as mandated or recommended by local jurisdictions, the World Health Organization (WHO), the US Centers for Disease Control (CDC), and other leading organizations and experts.

With that in mind, we would like to share some steps we have implemented to ensure the safety and enjoyment of our guests and colleagues.



# PREVENTIVE MEASURES

- High-touch surfaces cleaned and disinfected using hospital-grade products on a two-hour rotation from 6am – 10pm. Including but not limited to:
  - Public entrance / exit door handles and push plates
  - Front Desk and Concierge surface tops
  - Escalator hand rails
  - Elevator landing call buttons, cab control buttons, and interior hand rails
  - Public restroom door handles and push plates
- Proper hygiene practices for colleagues including frequent handwashing, use of alcohol-based hand sanitizer, and protective masks and gloves worn by appropriate hotel colleagues.
- Prominently placed hand sanitizer stations throughout hotel public spaces and entrances.



# ARRIVAL EXPERIENCE

- Hotel Shuttle drivers to utilize gloves and masks in all instances. Shuttles sanitized after each trip.
- Mobile Check-In and Keyless Entry available through the World of Hyatt app for World of Hyatt members.
- Plexiglass shields at Front Desk with colleagues in masks and gloves for those preferring a traditional check-in experience.
- Rearranged furniture in public space to ensure free-flowing foot traffic with ample walkways to allow for physical distancing.



# GUEST ROOM

- Guest room amenities have been reimagined to limit touch points with single-use items.
- Optional room cleaning service during stays. Room to be vacant during service.
- Increased frequency of cleaning of guest room high-touch surfaces, including but not limited to:
  - Dressers & End Table Tops, Handles, and Pulls
  - TV and Remote Controls
  - In-Room Safe Control Pad
  - Bathroom Fixtures and Faucets
- Increased frequency of cleaning in guest room adjacent areas (hallways, elevator landings, etc.) using hospital-grade disinfectants.



# RESTAURANT & BAR

- Implementation of single-use menus- printed on recyclable paper.
- Touch-free hand sanitizing stations installed at all food & beverage outlets.
- Appropriate PPE worn by culinary team during food preparation and all service colleagues during service.
- Re-sanitation of kitchens scheduled on a regular basis throughout the day.



# EVENTS

- Meeting room layouts will be individually tailored to each group's needs to ensure best learning, quality of experience, and optimal physical distancing.
- Pre-packed 'grab and go' style menus available.
- Prepackaged, single-use disposable flatware utilized for pre-packed menus and on request.
- Pitchers of ice water replaced by water coolers.
- Ability to encourage distancing for breaks and receptions with the use of spacing reminders on floors near registration areas, information tables, and break stations upon request.

