We continue to closely monitor the COVID-19 situation, remain vigilant and follow procedures and protocols developed in consideration of guidance and information from various health organizations including the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), local authorities and other leading organizations and experts.

With an eye on the recovery phase of COVID-19, Hyatt Regency Cincinnati is proud to share Hyatt’s Global Care & Cleanliness Commitment. At this time, current efforts designed to ensure our colleagues and guests remain in a healthy, safe and comfortable environment include:

- Introducing physical distancing guidance in public areas across the hotel.
- Increased frequency of cleaning and disinfecting of high-touch surfaces and lobby areas, guestrooms, The Market, Red Roost Tavern, meeting and event spaces, recreational areas, public restrooms, fitness center, elevator buttons, and all team member areas.
- Proper hygiene practices for all team members, including frequent handwashing, use of alcohol-based hand sanitizer, reporting any cold-or flu-like symptoms and refraining from coming to work if feeling unwell.
- Team member daily temperature checks.
- Prominently placing hand sanitizer stations throughout hotel public areas.
- Assessing new approaches to meetings and events, seating configurations and food & beverage options.
THE SAFETY AND WELLBEING OF OUR GUESTS IS OUR TOP PRIORITY.

Hyatt has proudly announced the Global Care & Cleanliness Commitment, which focuses on the safety and wellbeing of colleagues and guests in a COVID-19 world and beyond.

• Operations teams will all wear proper PPE and practice proper hygiene set forth.
• Regular disinfecting of high touch public area surfaces, including but not limited to: guest elevator button panels, entry doors, stairway handrails, front of the house washrooms, credenzas and tables.

Guest Rooms specific disinfection to the following areas:
• Desks, counter tops, tables and chairs
• Phones, tablets, remotes, thermostats
• Cabinetry, pulls and hardware
• Doors and doorknobs
• Bathroom vanities, accessories, fixtures, hardware
• Windows, mirrors and frames
• Lights and lighting controls
• Closets, hangers and other amenities

Limited housekeeping service during guest stay:
• Contactless guest servicing of the room
• Room serviced every fourth day (informed at check in)
• Allow check-out rooms to rest twenty-four hours prior to being serviced, occupancy permitting