

COVID PREVENTION



THOMPSON
SEATTLE

At Thompson Seattle, health and safety is our top priority for our Guests and Team Members. We would like to share with you the methods we are committed to, to which we will dedicate time, patience and extreme thoughtfulness. As a part of the Hyatt family, we will be pairing these methods with Hyatt's Global Care & Cleanliness Commitment.

These efforts will further enhance Thompson Seattle's existing rigorous cleaning practices and will guide our Team Members so that our Guests are able to enjoy their stay with peace of mind. This multi-layered commitment is designed to go beyond cleanliness and includes a holistic approach to wellbeing. Key enhancements will include:

- Building on existing **exceptional cleanliness and facilities scores**; consistently in top 95th percentile as evaluated by Medallia NPS and ongoing monthly **Team Member training and support resources**.
- Appointing a **Director of Hygiene and Facilities** to oversee all methods and practices, thinking forward in this ever-changing environment and considering CDC and WHO guidelines.
- Accreditation by the **Global Biorisk Advisory Council (GBAC)** at all Hyatt hotels around the world.
- At the onset of the COVID-19 crisis, Hyatt assembled a cross-functional response team and engaged infectious diseases and occupational health experts to support efforts with COVID-19 research findings and information.

GENERAL METHODS

- State of the art **keyless and touchless mobile check in and check out** capability through the World of Hyatt app, available to all Guests. Guests will be able to pre-check into their room, the day of arrival. Our app will alert Guests as to when their room is ready and give them their room number. They can then bypass guest services altogether and use the app as a key to enter their clean and ready room.
- Over **40 touch-less sanitation stations** throughout the hotel; all entrances, elevators, guestroom floors, event spaces and public spaces and complimentary sani-wipes plus additional preventative protection available for guest use.
- **Social distancing guidelines will be posted** for Guests and Team Members to observe; including 6-foot floor markers and directional signage.
- Daily **Team Member temperature checks** will be performed upon entry into Hotel; **Team Members will be wearing personal protective equipment at all times** to include approved and hotel issued gloves and masks.
- Hourly public area, restroom and elevator sanitation with **EcoLab EPA-registered disinfectant**.
- **Use of an Electrostatic Sprayer** in all public spaces which kills viruses, bacteria and pathogens.
- **Public seating areas have been re-arranged** in observance of proper social distance.
- **Plexi-glass guards** have been installed at guest service desk, The Nest host stand and bar and Conversation bar.

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GENERAL METHODS CONTINUED

- Wireless credit card reader for **digital no-touch payment** at front desk, The Nest and Conversation which will be sanitized with UV wand after every use.
- Guest services front desk team will be **utilizing every other workstation to accommodate proper social distance.**
- Any Hotel, Conversation Restaurant or The Nest rooftop guest can **text our guest services team for any need through our property wide opt-in text platform.**
- No contact key drop for used guest keys.
- Go paperless: Guest folios will be provided by email.
- **Two Guests per elevator** to guest floors and The Nest rooftop.
- Elimination of items that are not easily sanitized from guestrooms and public spaces.
- **Guests will be asked to wear masks** at all times in accordance with Washington State Governance; we will provide masks to Guests upon requests.

GUEST ROOM EXPERIENCE

- **Enhanced pre-arrival sanitization** process completed with a sanitization seal on guest room doors, and honor bar fridge and offering drawer.
- Removal of high touch items; reading materials, drinking glasses, pens, notepads, paper goods.
- In-room dining menu posted on TV with “knock and drop” delivery.
- **Guestroom will remain vacant for at least 24 hours** upon check out before being cleaned.
- Stay-over housekeeping service upon request by guest; with sensitivity around need and timing for the safety of our Guests and Team Members.

RESTAURANT + BAR

- **Outdoor seating for single guests and parties up to 5** in accordance with Washington State Governance.
- **Furniture to be re-arranged** in line with social distancing guidelines; each guest will have a seat (no standing room available).
- Queue for The Nest patrons located outdoors in our protected courtyard.

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RESTAURANT + BAR CONTINUED

- **Mobile waitlist** through the resy app for Guests to wait comfortably in our outdoor spaces, or in their nearby home.
- Posted menus also **linked via QR code** for easy viewing from your phone.
- **Plexi-glass guards** at all bars, face to face areas and culinary stations.
- **Pre-packaged to-go snacks and dishes** limiting face to face interaction and unnecessary exposure.

FITNESS CENTER

- Due to Washington State governance and guidelines, our Fitness Center will be closed until further notice.

You can also read more about Hyatt's Global Care & Cleanliness Commitment at <https://www.hyatt.com/info/global-care-and-cleanliness-commitment>. This Global Care & Cleanliness Commitment is the latest evolution of Hyatt's purpose to care for people so they can be their best - now and in the future. We look forward to reopening our doors and providing the safe and clean environment our Guests and customers have expected from us.

**FOR MORE INFORMATION PLEASE CONTACT
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Dated August 18, 2020
Elements of operation are subject to change based
on governance and additional factors.