



# HYATT REGENCY®

COCONUT POINT RESORT & SPA

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### 2020 SAFETY GUIDELINES

Hyatt Regency Coconut Point is committed to caring for our guests, colleagues and customers, as your safety and well-being is always a top priority.

We continue to closely monitor the COVID-19 situation, remain vigilant, follow procedures and protocols developed in consideration 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.

As part of Hyatt's Global Care and Cleanliness Commitment below are some of the steps we are taking to ensure your health and well-being so you can enjoy your Coconut Point Experience:

### DISINFECTING & CLEANING



Disinfecting of high-touch surfaces in areas such as lobbies, guestrooms, restaurants, meeting/event space recreational areas, public restrooms, elevator buttons and employee areas. Our onsite Hygiene Manager team will be ensuring we are adhering to all operational guidelines and protocols.

### SOCIAL DISTANCING



Social distancing will be required in all public areas and meeting space. There will also be social distancing signage and floor decals displayed throughout the resort.

### HYGIENE



Colleagues will be required to ensure proper hygiene practices including frequent hand washing, use of alcohol-based hand sanitizer, and gloves. There will also be hand sanitizer stations placed throughout the resort for all resort guests.

### RESTAURANTS



Maximum capacity has been reduced to ensure local compliance. Self serve buffets have been eliminated, menus will now be discarded after each guest, and dining tables have been rearranged to ensure social distancing.

### MEETINGS & EVENTS



Event capacities have been modified to allow proper social distancing. Meeting room layouts will be tailored to each event in order to ensure distancing and a quality experience. Buffets will be managed by attendants behind Plexiglas with PPE, Beverage stations will be staffed and prepackaged 'grab and go' style menus will also be available. Sanitized individual silverware roll-ups will be prepared by staff wearing appropriate PPE. Increased social distancing is also available with PSAV's MeetSAFE program that incorporates multi-room broadcast communication and multi-room/multi-venue networked communication. These designs will incorporate physical distancing measures that align with local government regulations.

### TEMPERATURE CHECKS

Temperature checks will be conducted on all colleagues entering the resort.



### ARRIVAL EXPERIENCE

Self parking is suggested, however Valet is available for resort guests. Our front desk check in area has been prepped with safety glass to ensure safe distancing. You will also have the option for key-less entry by using your World Of Hyatt app for World of Hyatt members.



### FACE MASKS

Face masks are encouraged by all guests throughout the public areas of the resort, including meeting/event space. All colleagues are required to wear a face mask while on property at all times.



### GUESTROOM

Each guestroom will be cleaned with CDC approved disinfectants with further guidance from our partners at EcoLab. For the safety of our guests and colleagues, we will not be entering guest rooms at any time during your stay. Simply dial "0" for contactless room-delivery of any needs you may have.



### RECREATIONAL AREAS

Pool lounge chairs have been strategically placed to allow for proper social distancing between families or travel parties. Social distancing signage and floor decals have also been placed throughout the pool areas. Beach access has been reduced and reservations are required. Our boat, travelling to and from the beach, will also be sanitized before and after each trip. Raptor Bay Golf Course has additional sanitation procedures in place including disinfecting golf carts and rented golf clubs after each use, staggered tee times to ensure social distancing and touchless payment.

