



January 6, 2022

Dear Valued Guest,

First and foremost, on behalf of all of us at Hyatt Regency Greenville, we hope that you, your family, and your loved ones are safe and healthy.

During these times we know health and safety are paramount and on everyone's mind. That's why it's important we communicate the extraordinary steps we are taking for both our valued Associates and Guests to provide a safe and productive hotel environment. In working closely with state government guidelines, as well as the Hyatt brand COVID-19 safety program, we have established a thorough and detailed 'Connecting Safely' Program.

Part 1 - Taking Care of our Associates, so they can take care of you.

All of our Associates must complete a mandatory and comprehensive training program. Some components include:

- Daily Associate screening process
- Social distancing
- Sanitizing stations
- Guest room cleaning procedures
- Food and beverage handling and cleaning procedures
- Public space cleaning procedures

Part 2 - Taking Care of our Guests, so you can be safe and productive.

We have instituted many new methods, systems and procedures throughout the hotel to operate safely regarding COVID-19. Some examples are:

- Masks required in public areas
- Enhanced sanitizing process for all surfaces in the guest room using only EPA certified cleaning products
- Maintain recommended square footage per person guidelines throughout the hotel
- Availability of individually wrapped food offerings where applicable
- Use of rolled or wrapped silverware on tables
- Sanitizing stations located liberally throughout the hotel

With these measures and many others, we are confident we can provide a safe and healthy environment for our Guests and Associates.

Now, more than ever, we appreciate your business and partnership. If you have additional questions or concerns, please reach out to us immediately. We are eager to answer any questions you may have.

Stay safe and remember - working together we will all get through this challenging time.

All the best,



Dirk Bengel
General Manager



Jenny Morris
Director of Sales