



SAFETY & WELLBEING GUIDELINES

ARRIVAL

- To ensure safety, valet parking is temporarily suspended, self-parking is available. The service is expected to resume in October 2020.
- Upon entering the hotel guests will have their temperature checked via the thermal body temperature scanner.
- A dedicated sanitization counter ensures that all luggage is sanitized before it enters the hotel.

CHECK-IN & CHECK-OUT

- Every room is sanitized before and after it has been used in line with Dubai Government guidelines.
- Guests are encouraged to check-in online, as well as using the mobile key entry through the World of Hyatt App.
- Contactless check-out is available.
- Physical keys are available on request and undergo UV light disinfection before use
- All invoices will be emailed at the time of check out
- Hand sanitizers, masks and gloves are available upon request

HOUSEKEEPING

- The frequency of cleaning and disinfection of all public washrooms and high-touch points have been increased throughout the hotel using hospital grade disinfectant and microfiber cloth.
- Hand sanitizing stations are available throughout the property.
- Guestrooms are cleaned only when guests are not present and room attendants wear PPE equipment.

- Rooms, villas and public areas are disinfected with a ULV fogging machine at night, using select chemicals approved by Dubai Municipality and EPA (Environmental Protection Agency) from the United States.
- Surfaces in the guestrooms are clutter free with the removal of extraneous items such as folders, tent cards, magazines, etc.
- High-touch surfaces such as remote controls, phones, door knobs light switches, and faucets are carefully cleaned and disinfected.

- After a room is cleaned a team leader will double-check the room with a black light to ensure surfaces are properly cleaned.
- All Housekeeping team members are trained for the new COVID 19 safety and hygiene techniques which are essential for disinfection in guestrooms and public areas.
- A dedicated, certified Hygiene and Wellbeing Manager is available to monitor all cleanliness processes based on Dubai Government guidelines.
- "On request items" (such as dental kit, toiletries, etc) are placed outside the room on the door handle in sanitized delivery bags to minimize physical contact.

POOL, SPA & GYM

- Pool, spa and gym operations have been reconfigured to adhere to Dubai Government guidelines.
- Please refer to our new "Terms of Use" policy displayed at the gym
- Every machine and gym equipment is sanitized before and after it has been utilized.

- In line with physical distancing guidelines, selected machines and gym equipment is out of service.
- Capacity of each area of the gym and pool facilities has been adjusted as per government regulation and is clearly highlighted for the guests. Our security team patrols the area regularly.
- Sanitizer dispenser and wipes are installed in each gym area.
- Masks and gloves are available for guest use.

FOOD & BEVERAGE

- Restaurants and bars are disinfected regularly with a ULV fogging machine at night, using select chemicals approved by Dubai Municipality and EPA (Environmental Protection Agency) from the United States.
- Seating layout is adjusted for social distancing as per the government regulation.
- Body temperature is checked upon arrival.
- Sanitizing stations are placed at the entrance of all the restaurants.
- Digital menus are accessible by QR codes.
- Smart Billing is available.
- Safety dividers are placed around open kitchens and service counters to ensure social distancing.
- Stringent food safety and hygiene measures are followed as per government regulation.

WELLBEING

- Exclusive Headspace meditation and mindfulness program is accessible for World of Hyatt members.