



Safety First, Wellbeing Always

THINGS TO KNOW BEFORE YOU GO

WHAT YOU CAN EXPECT FROM US



HEALTHY
TEAM
MEMBERS
DAILY WELLNESS
CHECKS



SAFE &
DISINFECTED
EPA-APPROVED
DISINFECTANTS
& ELECTROSTATIC
SPRAYING



SOCIAL
DISTANCING
RECONFIGURED
LAYOUTS



PROTECTIVE
EQUIPMENT
MASKS ON EVERY
TEAM MEMBER



FREQUENT
HAND
WASHING
HAND SANITIZER
LOCATED IN COMMON
AREAS

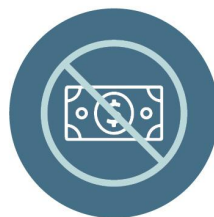
WHAT WE ASK OF YOU



PLAN AHEAD
WITH RESERVATIONS
AND ONLINE BOOKING



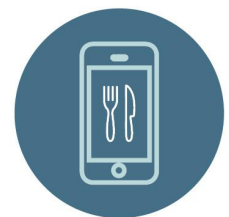
ALLOW SIX
FEET
BETWEEN OTHER
GUESTS AND DO NOT
CONGREGATE IN GROUPS



NO CASH
PAYMENTS
CREDIT CARDS, DEBIT
CARDS AND ROOM
CHARGES ONLY



WEAR A
MASK
WHEN INDOORS OR IN
A COMMON AREA



UTILIZE
ONLINE
ORDERING
TO ORDER YOUR
MEAL TO GO

We are in this together

Respect of Resort safety precautions is appreciated
& expected of both colleagues & guests.

Social Distancing & Masks Required

- Masks are required in all public spaces for the foreseeable future at Hyatt properties, and as required across the island by the City of Isle of Palms. While social distancing must be observed on golf courses, masks are not required while playing.
- 6' social distancing is required of guests & colleagues across the Resort & groups of 3+ may not gather unless from the household.
- Plexiglass shields have been installed in many areas to ensure safe social interaction.
- Many thoroughfares have been converted for one-way passage, with clearly marked Enter/Exit signs.
- Public space etiquette, including within elevators, includes capacity limitations. Signage is placed throughout indicating
- Many spaces have been carefully configured to limit gatherings. Flexibility in furniture configurations is not currently permitted.

Sanitation & Housekeeping

- We partnered with a third-party COVID-19 response team to develop & execute enhanced COVID-19 health/safety protocol, complementing comprehensive guidance from Hyatt's team focused on operations during the pandemic.
- All areas of the resort are being rigorously & frequently disinfected with EPA-approved disinfectants and cutting-edge electrostatic spray technology. Electrostatic disinfection technology disperses charged droplets that actively attract to surfaces and crevices for complete coverage, killing 99.9% of bacteria, including coronaviruses, within 5-seconds of deployment.
- Between stays, accommodations have a standard 48-hour rest period. Our colleagues wear full PPE when the unit is serviced.
- Mid-stay housekeeping services have been suspended to reduce contact between guests & colleagues.
- Contact-less payments only: No cash transactions; room charges, credit & debit payments only.

Colleague Preparedness

- Resort Colleagues undergo stringent COVID-19 training developed by Hyatt & a third party COVID-19 to ensure a thorough understanding of safety protocol.
- Ongoing intermittent COVID-19 testing is required of our colleagues.
- Temperature checks & pre-shift interviews are required of Resort colleagues each day.
- A Resort Hygiene team, led by a Hyatt-trained Hygiene Manager, has been implemented to ensure that safety protocol & training is properly executed.

Available Amenities

- Contact-free concierge service is available 24/7 by sending requests via text message to 843.620.2162.
- To ensure optimal social distancing across the Resort, some areas/amenities are temporarily unavailable or are operating with service limitations. For specific hours, please text "HOURS" to 843.620.2162.

Dining Safety

- Restaurants are re-opening in stages with limited services and hours.
- Resort restaurants are all Palmetto Priority Certified. This state-led program is a formal commitment made by South Carolina restaurateurs to provide a clean and safe environment for their staff and customers to demonstrate the extensive precautions that they are taking to prevent the spread of COVID-19.