



**HYATT**  
REGENCY®  
RESORT

Your Hyatt Regency Coconut Point Group  
Meeting & Event Experience

June 2020

# Resort Cleanliness Vision for Groups & Events

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

We continue to closely monitor the COVID-19 situation, remain vigilant and follow procedures and protocols developed in consideration of guidance and information 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 such, we would like to share some steps the Hyatt Regency Coconut Point has implemented to ensure the safety and enjoyment of our guests and colleagues.

# Preventive Measures - General

- Increased frequency of cleaning and disinfecting of high-touch surfaces and areas like lobbies, guestrooms, restaurants, meeting and event spaces, recreational areas, public restrooms, fitness centers, elevator buttons and all employee areas
- Temperature and wellbeing checks of all colleagues, reporting any cold- or flu-like symptoms and refraining from coming to work if feeling unwell
- Proper hygiene practices for colleagues, including frequent handwashing, use of alcohol-based hand sanitizer, protective masks and gloves worn by all hotel colleagues
- Prominently placing hand sanitizer stations throughout hotel public areas and entrances
- Social distancing signage and/or floor decals through public areas, including the lobby, restaurants, market, fitness center, pools and Lazy River waterpark

# Arrival Experience



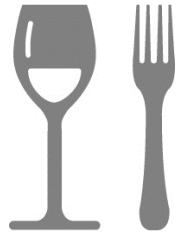
- Self-Parking is suggested, however Valet is available while meeting the currently cleanliness standards
- Mobile Check-In & Keyless entry is available through the World of Hyatt app for World of Hyatt members
- Plexiglas at the Front Desk with our colleagues in masks and gloves for guests at the desk for those needing a traditional arrival/check-in experience
- Rearranging furniture in public spaces, restaurants and pool decks to ensure free flowing foot traffic with ample walkways for social distancing
- Social distancing signage and/or floor decals throughout the lobby, restaurants, market, fitness center, spa, taxi stand, valet, etc.

# Guest Room



- Guest room amenities have been reimagined to limit touch points with single use items
- Optional room cleaning service during stay and requires the room to be vacant during service
- Increased frequency of cleaning in guest room affiliated areas (lobby, elevators, guest room corridors) – this cleaning will be done with hospital-grade disinfectants with further guidance from EcoLab
- Resort's new Hygiene Manager will ensure adherence to our new operational guidance & protocols.

# Restaurants



- Elimination of all Self Serve Buffet Menus
- Reduction of seating capacity to new Health Department limitations
- New menus will be provided for each new guest seating  
No longer reusing menus, now being printed on recyclable, single-use paper
- Greater distance between table settings to ensure wide walkways & ease of social distancing
- Touch Free hand sanitizing stations installed at all restaurants & lounges

# Recreational Activities



- Beach access is reduced to comply recommended social distancing on each boat to and from Big Hickory Island. Beach access will be available based reservations
- The boat will be sanitized between each trip with EcoLab recommended solution
- Lounge chairs are strategically placed on the pool decks to allow for proper social distancing between families or traveling parties.
- Social distancing signage and/or floor decals are placed throughout the pool areas and water slide stairs
- Rock Climbing wall will be closed
- Waterslide and Lazy River inner tube will be sanitized between guests with separated areas for sanitized and used tubes

# Events



- Event venue capacities are modified to allow proper social distancing
- Meeting room lay out will be individually tailored to each event in order to ensure best learning, quality experience, and distancing
- Protective masks and gloves will be available upon request for event attendees
- Prepackaged 'grab and go' style menus available
- Buffets served by attendants behind Plexiglas with PPE
- Staffed beverage stations serving coffee, soft drinks, etc.
- Ample outdoor venues to host a variety of functions with unique atmospheres while maintaining social distancing
- Sanitized individual silverware roll-ups, rolled by staff wearing the appropriate PPE or a prepackaged single use disposable silverware



# Events



- Plated meal covers will be removed by staff tableside to minimize exposure
- Pitchers of ice water have been replaced with bottle water at each place setting
- Additional floor markings available upon request for flow, informal or reception style events
- Increase social distancing available by livestreaming general sessions and breakout meetings to separate event rooms and remote attendees
- Variety of social distance team activities to include an estuary nature walk, yoga on the lawn, back water fishing tournament, kayaking tour, wave runner tour, golf tournaments, etc.

# Raptor Bay Golf Course



- All transactions will be by credit card or member charge. Operations will be cashless until further notice.
- If paying by credit card, the player will swipe his or her own credit card.
- A maximum of 10 persons (including staff) will be allowed in golf shop at any one time.
- Bag drop and club cleaning services has been suspended during this time.
- Players will load their own clubs on carts and then back into cars
- Staff members will sanitize bag drop area twice an hour
- All carts will be sanitized when returned after play and prior to restaging for next groups play
- Starters will maintain 6 foot radius from groups when organizing play off the first tee

# Raptor Bay Golf Course

(Cont.)



- All players will be advised to leave flagsticks in the hole.
- Flag sticks will be sanitized daily
- Bag stands and benches will be removed from the practice areas
- Driving range stations will be set up with 6 feet between each station
- All golf instruction will be suspended
- All cups and straws will be removed. Water stations will be removed and ice/water machines will be disconnected. Members and guests will be encouraged to bring their own pre-filled water bottles.