



Dear Harry,

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

We continue to closely monitor the COVID-19 situation, remain vigilant, and follow recommended precautionary measures, protocols and guidelines from various health organizations including the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), and local authorities, in an effort to ensure our guests, colleagues and customers remain in a safe and healthy environment.

In January 2020, a comprehensive guide about COVID-19 was shared with all Hyatt hotels globally, including Hyatt Regency Atlanta, that outlines what is COVID-19, how to protect against transmission of virus, operational procedures if the virus is confirmed among a colleague or guest, and more.

At this time, specific measures in place at Hyatt Regency Atlanta include:

- Placing hand sanitizers in various public areas within the hotel
- Routinely cleaning and disinfecting public area surfaces every 2 hours, including thorough disinfecting of bathrooms in public spaces
- Implementing additional cleaning and sanitizing of high-touch surfaces in Guest Rooms, including door handles, work surfaces, bathrooms, etc.
- Checking guests' well-being during the check-in/registration process

In addition, in the interest of all guests and colleagues, if a guest or colleague exhibits symptoms of COVID-19, it remains a high priority for our hotel to safely relocate these individuals to a place where they may receive appropriate medical attention.

As the situation evolves, we will continue to follow recommended measures that may be provided by health authorities. We will make operational changes and consider additional precautionary measures, as necessary.

On a global scale, Hyatt has assembled a global cross-functional response team to monitor new information and promptly update company-wide guidance – and Hyatt has also engaged an infectious diseases and health expert to support our efforts with COVID-19 research findings and information.

Since the COVID-19 situation is rapidly evolving, we recommend that all guests consult their local authorities to understand the latest travel restrictions before they commence their travel.

Sincerely,

A handwritten signature in black ink, appearing to read "Peter McMahon". The signature is fluid and cursive, with a large initial "P" and a long horizontal stroke at the end.

Peter McMahon
General Manager
Hyatt Regency Atlanta