



THOMPSON  
CHICAGO

## THE SAFETY AND WELLBEING OF OUR GUESTS IS OUR TOP PRIORITY.

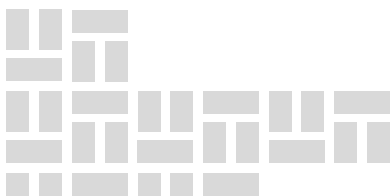
We continue to closely monitor the COVID-19 situation, remain vigilant and follow procedures and protocols developed in consideration of guidance and information from various health organizations including the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), local authorities and other leading organizations and experts.

With an eye on the recovery phase of COVID-19, Thompson Chicago continues to work with sanitization industry experts to identify enhanced cleaning and disinfecting procedures, and with further consultation, technology and equipment. At this time, current efforts designed to ensure our colleagues and guests remain in a healthy, safe and comfortable environment include:

- Introducing social distancing guidance in public areas across the hotel.
- Increased frequency of cleaning and disinfecting of high-touch surfaces and lobby areas, guestrooms, Nico Osteria, meeting and event spaces, recreational areas, public restrooms, fitness centers, elevator buttons, and all team member areas.
- Proper hygiene practices for all team members, including frequent handwashing, use of alcohol-based hand sanitizer, reporting any cold- or flu-like symptoms and refraining from coming to work if feeling unwell.
- Prominently placing hand sanitizer stations throughout hotel public areas.
- Assessing new approaches to meetings and events, seating configurations and food & beverage options.



Hyatt has proudly announced the **Global Care & Cleanliness Commitment**, which focuses on the safety and wellbeing of colleagues and guests in a COVID-19 world and beyond.



- Operations teams will all wear proper PPE and practice proper hygiene set forth.
- Disinfect high touch public area surfaces at least once per hour, including but not limited to: guest elevator button panels, entry doors, stairway handrails, front of the house washrooms, credenzas and tables.
- Heart of house areas disinfection at minimum once every two hours, including but not limited to: service elevators button panels, stairway handrails, all door handles and knobs, restrooms and lockers, and all other team member areas.

**Guest Rooms specific disinfection to the following areas:**

- Desks, counter tops, tables and chairs
- Phones, tablets, remotes, thermostats
- Cabinetry, pulls and hardware
- Doors and doorknobs
- Bathroom vanities, accessories, fixtures, hardware
- Windows, mirrors and frames
- Lights and lighting controls
- Closets, hangers and other amenities

**Limited housekeeping service during guest stay:**

- Contactless guest servicing of the room
- Room serviced every fourth day (informed at check in)
- Allow check-out rooms to rest twenty-four hours prior to being serviced, occupancy permitting
- Disinfected rooms to be sealed with a disinfection label (only the new guest staying in a room will break the seal)

