



The Safety and Well-being of Our Guests is Our Top Priority

The Hyatt Lodge Oak Brook is committed to caring for our guests and colleagues, as your safety and well-being are always our top priority. We remain vigilant in following cleaning procedures and safety protocols to ensure that we are providing a safe and enjoyable environment.

We would like to share some of the health and safety precautions you can expect.

Guest Arrival Experience

- All guests are required to wear masks in public areas.
- Plexi shields with transaction portals limits contact at front desk for a more traditional check-in
- Social distancing signage and floor decals
- Bell carts, guestroom keys and credit card chip/pin reader are sanitized after each use
- All high-touch surface areas in hotel lobby are cleaned every two hours with approved high-grade disinfectant cleaning agent

Colleague and General Safety

- Daily health screening of colleagues to include temperature check
- Protective masks and gloves required of all colleagues
- Continuous colleague training on social distancing, PPE, proper disinfecting and hygiene

Guestrooms

- Guestrooms and suites have a resting period of 48 hours prior to being assigned to another guest, when business levels allow
- Contactless delivery of guest request items
- All in-room collateral removed and available on TV

Food and Beverage

- Dining spaces have been modified to allow for limited touch points and proper social distancing
- Acrylic shields with transaction portals at hostess area for ordering and pick up of take out orders
- All hard touch surfaces are cleaned frequently with high grade disinfectant
- Self service buffets have been eliminated at this time

Events

- Meeting space will be tailored to each event to ensure a quality experience and allow for social distancing
- Hand sanitizer and disinfectant wipes available throughout meeting and event space
- Modified banquet food and beverage experience
- All staff will wear protective masks and gloves

Activities and Amenities

- Lounge seating modified on pool deck to allow for appropriate social distancing
- Increased signage at the pool deck
- Fitness center equipment cleaned every two hours
- Increased signage in fitness center encouraging guests to clean equipment before and after each use

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