



Dear Hotel Guest,

Welcome to the Hyatt Regency Austin! We are excited to host you! Feel free to reach out to us throughout your stay with any questions you might have. See details below regarding the current operation of the hotel:

Face Masks:

Hyatt Hotels and Resorts require that **face masks or coverings must be worn at all times when in all businesses.** This includes the public spaces, outdoor areas, and hallways of the hotel. When in the food and beverage outlets, masks are required when you are not seated at a table and when placing orders at the bar.

Safety:

We take the safety of our guests very seriously during the COVID – 19 Pandemic. We will be offering a light stayover service each day of your stay. If you wish to opt out of this service please contact the front desk at “50” or the operator at “0”. We assure you that all public areas and high touch points are disinfected multiple times throughout the day. Do not hesitate to reach out with any questions regarding our COVID – 19 procedures. Try our touchless TV remotes from the convenience of your smart phone. Upon check in, scan the QR code on your TV screen, download the *stayconnect* app, and enter the six digit code. Use your phone for contactless TV power, channel changing, and movie ordering. You can also connect Chromecast through your phone, tablet, or lap top by following the onscreen instructions.

Amenities:

Our pool and hot tub are open from 8AM-10PM daily. Our fitness center is open 24 hours located on the lobby level. Currently, we are running a “to go” food service from 7AM-9PM daily. To order your meal through your mobile device, please scan the QR code below or dial “0” from your room phone. Our lobby bar, Marker 10 is open in limited capacity throughout the week. M10 hours: *Sun* 12PM-10PM *Mon-Thurs* -4PM-10PM, *Fri/Sat*- 12PM-11PM. Starbucks is open *Sun-Thurs*- 6AM-5PM, *Fri/Sat*- 6AM-7PM

Questions or requests?? Simply text us at (512) 277-3477 .

We truly appreciate your loyalty! Enjoy Austin!

Stay safe,

Rob Dunklee
Director of Operations

