



The safety and wellbeing of our guests is our top priority.

As we welcome you back, you can rest assured that we are taking precautionary measures across Hyatt hotels in Asia Pacific in an effort to maintain a safe environment for guests, customers and colleagues. Here are some of the steps that your guests will see at Hyatt Regency Sydney, in an effort to provide a healthy environment:



CLEANING & SANITISATION

We are conducting regular cleaning and sanitisation of frequently touched surfaces and high-traffic areas such as elevators and elevator buttons, escalator handrails, and public restrooms. For gyms, our teams are stepping up the cleaning and sanitisation of surfaces and equipment.

Routine cleaning extends to the employee areas of the hotel such as employee restrooms and break rooms.



TEMPERATURE & WELLBEING CHECKS

Guests and colleagues will have a body temperature check at the hotel. During check-in, guests are asked if they are feeling well or showing any signs of illness, and anyone with a fever above 38 C or who is experiencing any symptoms will be advised to see a doctor immediately.



HAND HYGIENE

Good hand hygiene is one of the most important steps individuals can take to protect themselves. We have placed hand sanitiser dispensers throughout the hotels—at front desks, restaurants, event spaces, public restrooms and employee areas—to remind everyone of the importance of maintaining good hand hygiene.



MASKS & GLOVES

Our colleagues are well-equipped with masks and gloves, and the policies for utilising them depends on department responsibilities, tasks and local guidance. From front desk associates to housekeeping to kitchen staff, colleagues are trained on the importance of wearing appropriate protective gear and will be taking precautions in an effort to provide a safe environment for our guests.



HYGIENE PROTOCOLS

Our teams are implementing new precautionary measures starting from food preparation, to set-up and service. We have temporarily switched restaurants with a buffet offering to à-la-carte menus and made-to-order options, and we intend to switch back when additional hygiene and other measures are in place.



INTERNATIONAL STANDARDS

Our precautionary measures are developed in consideration of guidance and information shared by local health authorities and other leading organisations and experts. Across all relevant departments we are stepping up the frequency of inspections by independent third parties in reliance upon standards of hygiene and safety such as HACCP.

A global cross-functional COVID-19 response team is closely monitoring new information and regularly updates the guidance on appropriate processes and procedures for Hyatt hotels.

Contact one of our Associates to discuss your group's requirements and to learn more about how we can tailor your experience at the hotel to meet your business needs, safely and with confidence.
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*Hyatt Regency Sydney is not registered as a quarantine hotel.



Hyatt Regency Sydney is officially registered as a COVID safe business.