

Precautionary Measures and Operational Changes for Banquets and Events in Response to COVID-19

Thank you for your ongoing support and patronage of Grand Hyatt Tokyo.

Following Hyatt's new Global Care & Cleanliness Commitment, we have resumed operations with some temporary changes while maintaining our extensive precautionary measures. We will continue to install hand sanitizers throughout the building, disinfect public areas including all restaurants and bars, and have our associates wear face masks and gloves as well as undergo a temperature check as they enter the facility. We would also like to ask our guests for their cooperation as we conduct temperature checks and kindly remind them of the importance of personal hygiene, including the use of face masks inside the hotel.

As additional preventative measures, we have made the below restrictions and operational changes for banquets and events. We apologize for any inconvenience that this may cause and appreciate your understanding and cooperation.

- We will encourage coursed sit-down dining instead of buffet-style dining.
- We will implement social distancing by confirming the maximum number of guests we are safely able to accommodate in each banquet space and propose an appropriate layout accordingly.
- Guests whose body temperature is above 37.5 degrees will not be permitted to enter.
- All participants must wear masks (except when eating and drinking).
- Each elevator may be used by up to four guests at a time.
- To ensure a safe and enjoyable dining experience, we have acquired ISO 22000:2018, an international standard for food safety management.
- Public areas such as elevators, escalators, doorknobs and restrooms are being disinfected every hour.
- The air conditioning and circulation in the banquet room always takes in 100% of its air from outside.

Please note that the above information may change once we resume operations and are able to assess the situation further. We thank you in advance for your kind understanding.

Please feel free to contact the sales team (or person in charge) at Grand Hyatt Tokyo +81-3-4333-8886 if you have any questions or concerns.

We remain committed to providing our guests with the highest level of service possible and we look forward to welcoming you back to the hotel. Thank you once again for your continued support and understanding.