Grand Hyatt San Antonio is committed to caring for our guests, colleagues and customers, as your safety and wellbeing is a top priority.

We continue to closely monitor the COVID-19 situation, remain vigilant, and follow recommended precautionary measures, protocols and guidelines from various health organizations including the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), and local authorities, in an effort to ensure our guests, colleagues and customers remain in a safe and healthy environment.

A comprehensive guide about COVID-19 was shared with all Hyatt hotels globally, including Grand Hyatt San Antonio, that outlines what is COVID-19, how to protect against transmission of virus, operational procedures if the virus is confirmed among a colleague or guest, and more.

At this time, specific measures in place at Grand Hyatt San Antonio include:

- Placing hand sanitizers in various public restrooms
- Routinely cleaning and disinfecting surfaces every 3 hours, including thorough disinfecting of bathrooms in public spaces
- Utilization of proper EPA approved cleaning products in our public spaces and guestrooms
- Checking guest’s wellbeing during the check-in process
- Clean and disinfect frequently touched objects and surfaces
- Reinforcing proper hand hygiene with all of our associates

In addition, in the interest of all guests and colleagues, if a guest or colleague exhibits symptoms of COVID-19, it remains a high priority for our hotel to safely relocate these individuals to a place where they may receive appropriate medical attention.

As the situation evolves, we will continue to follow recommended measures that may be provided by our local health authorities. We will make operational changes and consider additional precautionary measures, as necessary.

On a global scale, Hyatt has assembled a global cross-functional response team to monitor new information and promptly update company-wide guidance – and Hyatt has also engaged an infectious diseases and health expert to support our efforts with COVID-19 research findings and information.

Since the COVID-19 situation is rapidly evolving, we recommend that all guests consult their local authorities to understand the latest travel restrictions before they commence their travel.