

Hyatt Newsroom

Hyatt responds to consumer demand with a collection of ten new products and services designed to reduce hassles and increase productivity on the road. Among the practical, service-oriented offerings, are **E-Concierge**, an online tool that will allow guests to plan their itinerary --dinner reservations, destination activities and special requests --weeks in advance of their stay and **Web Check-in**, which allows guests to check in at Hyatt.com from their home or office, guaranteeing their room of choice will be available upon arrival. Other amenities include **Fast Board**, which allows guests to print out boarding passes at a kiosk as they check out, and a state-of-the-art, 24-hour **Stay Fit Gym** at all Hyatt properties.

"These new Hyatt innovations focus on practical tools such as advance planning via E-Concierge and the ability to print out boarding passes at the hotel --features to make our guests' travel experience easier and hassle-free," explains Tom O'Toole, Senior Vice President, Strategy and Systems, Hyatt Hotels Corporation.

Overview Of Hyatt's New Suite Of Products And Services:

- **Hyatt E-Concierge**

Guests may plan and organize the perfect stay with destination activities such as golf and spa treatments, dinner reservations and special requests such as a champagne amenity in advance of their stay with E-Concierge. Available at Hyatt.com, the service is personalized when a Hyatt concierge at the property of choice sends the guest an electronic itinerary confirming plans up to a week before arrival. Guests may consider E-Concierge their personal assistant.

- **Fast Board**

A kiosk that allows travelers to print airline boarding passes in the hotel lobby before they depart to the airport. Installation in all domestic hotels is scheduled by June 1st.

- **Non-Smoking Room Guarantee**

Under the non-smoking guarantee, if the non-smoking room is not available upon check in, the guest will be given the choice of a \$100 Hyatt gift card or 5,000 Hyatt Gold Passport bonus points as compensation.

- **Hyatt Stay Fit Gym**

An upscale fitness program designed to energize and inspire quality workouts on the road. Includes: updated, contemporary fitness centers that are open 24 hours a day, seven days a week; state-of-the-art Life Fitness® equipment and fitness accessories (resistance bands and balls); fitness concierge that can provide forgotten or lost fitness apparel and fitness GPS systems for navigating around the property. Additionally, via a partnership with YogaAway™, Hyatt will offer in-room yoga classes (for purchase) through the OnCommand digital television system, as well as private and group classes with YogaAway™-certified instructors at select properties.

- **The Luxurious Hyatt Grand Bed™**

A pillow top Sealy mattress dressed with luxurious high thread-count sheets, down fluffy blanket, plush pillows and decorative, sleek designer touches-all geared towards fostering comfortable, quality sleep.

- **Hyatt Express Check-in Kiosk**

An efficient tool for quick check in and check out, the kiosk allows guests to bypass the front desk and get to their room faster with the simple swipe of a credit card. Guests may conveniently verify stay information, and obtain key cards and a room number with directions to their room. Additionally, with the touch of a screen, Hyatt Gold Passport® members verify account number and enter bonus numbers, and Diamond members may choose their welcome amenity. Check out is made easy with a comprehensive, easy-to-read receipt.

- **Hyatt Wherever WiFi™**

Hyatt guests will be able to experience premium wireless broadband Internet service in most guest rooms, lobbies and public areas at Hyatt's hotels and resorts. A partnership with T-Mobile® offers greater connections and speed for guests to get work done whenever, wherever they please.

New Offerings Exclusive To Hyatt's Gold Passport® Members:

- **Web Check-in**

Allows Hyatt's Gold Passport diamond and platinum members, via a website, to check-in to their hotel room before they arrive and then simply retrieve a key upon arrival. This guarantees the guest the ability to upgrade their room in advance,

as well as have packages or faxes waiting for them in their room upon arrival.

- **CLEAR™ membership**

Hyatt recently announced a limited time exclusive partnership with Verified Identity Pass, Inc. (“Verified ID”), becoming the first hotel chain to give its customers access to the service. CLEAR is the nation’s leading registered traveler program that enables members to receive expedited processing at airport security checkpoints. Hyatt will extend complimentary membership to its Gold Passport Diamond tier members.

- **Bed Guarantee**

The bed type guarantee is constructed exclusively for Hyatt Gold Passport Diamond and Platinum members, the two highest tiers in Hyatt’s frequent guest program, and ensures that if the reserved room with preferred bed type is not available upon check-in, the guest will be given 5,000 Hyatt Gold Passport bonus points to add to their account. 5,000 Hyatt Gold Passport points is equivalent to one free night at select Hyatt Hotels & Resorts worldwide.

For further information:

About Global Hyatt Corporation

There are 216 Hyatt branded hotels and resorts (over 90,000 rooms) in 44 countries around the world, operating under the Hyatt®, Hyatt Regency®, Grand Hyatt® and Park Hyatt® brands. Currently, there are an additional 30 Hyatt hotels and resorts under development, including 11 new hotels in China. Hyatt Corporation (domestic U.S., Canada and Caribbean hotels) and Hyatt International Corporation (international properties) are subsidiaries of Chicago-based Global Hyatt Corporation. Global Hyatt Corporation is also the owner of Hyatt Vacation Ownership, Inc. operators of the Hyatt Vacation Club (timeshare and fractional residential product), Hyatt Equities, L.L.C. (hotel ownership), Select Hotel Group

L.L.C. (which owns, operates and franchises AmeriSuites hotels, Hyatt Place and Summerfield Suites hotels) and U.S. Franchise Systems, Inc. (which franchises Hawthorn Suites, and Microtel Inns and Suites).

From the U.S. and Canada, reservations for any Hyatt hotel worldwide may be obtained by calling 1-800-233-1234 or logging onto www.hyatt.com.

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