

Hyatt Newsroom

The management team and hotel associates of Grand Hyatt Santiago wish to express their sincere condolences to the victims of the earthquake that occurred on Saturday, 27 February in the central and southern parts of Chile.

The safety and security of guests and associates is a top priority at Grand Hyatt Santiago. Over the past few days, a number of independent structural engineers have inspected the property and they have indicated that the hotel's structural integrity was not compromised as a result of the earthquake. Repairs are underway on minor damages including surface cracks, and broken furniture and fixtures.

We continue to house those hotel guests who were with us before the earthquake and are still unable to continue their travels.

For our guests who have reservations for arrivals beginning today through 21 March, 2010, Grand Hyatt Santiago will waive all cancellation and rebooking charges, and will work with each traveler to make future arrangements. Grand Hyatt Santiago will not take new reservations for stays occurring before 22 March 2010 so that the team can make minor repairs to the hotel. We may adjust this date as necessary.

As additional information becomes available, this site will be updated.

For further information:

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<https://stage.mediaroom.com/hyatt2/2010-03-05-STATEMENT-FROM-GRAND-HYATT-SANTIAGO-FOLLOWING-27-FEBRUARY-EARTHQUAKE-IN-CHILE>