

Updated 18 March 2011 at 1:00 PM CT

We extend our deepest sympathies to those who have been impacted by the devastating 9.0 magnitude earthquake that occurred off the coast of Japan on Friday, March 11, 2011.

The safety and security of our guests and associates are top priorities. There have been no injuries to guests or associates at Hyatt hotels in Japan, and all the eight hotels are currently operational. In accordance with the Japanese government's announcement to conserve energy in Tokyo region, Park Hyatt Tokyo, Grand Hyatt Tokyo, and Hyatt Regency Tokyo have changed operation hours for some hotel facilities. For more information, please check Hotel News and Events pages of the respective hotel websites.

For guests who have reservations at any of the eight Hyatt hotels in Japan, including Hyatt Regency Tokyo, Grand Hyatt Tokyo, Park Hyatt Tokyo, Hyatt Regency Hakone Resort and Spa, Hyatt Regency Osaka, Grand Hyatt Fukuoka, Hyatt Regency Fukuoka, and Hyatt Regency Kyoto, Hyatt will waive all cancellation and rebooking charges through Thursday, March 31, and will work with each traveler to make future arrangements.

For information regarding reservations at Hyatt hotels in Japan, please contact the hotel, your nearest [Hyatt Worldwide Reservations Centre](#), or from the U.S. and Canada, call 1-800-323-7249.

We will continue to update this site with any additional developments.

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<https://stage.mediaroom.com/hyatt2/2011-03-18-Statement-on-Earthquake-in-Japan>