

Guest feedback drove new app and mobile site with simplified booking and more visual design

CHICAGO (August 20, 2014) – [Hyatt Hotels Corporation](#) (NYSE: H) today announced a new feature to Hyatt’s revamped mobile app that makes it easier for guests to get from their current location to their Hyatt hotel. Hyatt is the first hotel brand to integrate its mobile app with Uber, a technology platform that connects riders with transportation on-demand.

In the more than 100 cities around the world in which Uber operates and Hyatt hotels are located, an Uber button will now appear under the My Reservations section of the Hyatt app from the day of check-in to the end of the stay. It offers guests the option to use available Uber transportation options to go from their current location to their Hyatt hotel and provides an estimated wait time. The Hyatt app also presents available Uber transportation options and the estimated price of the trip for each option. When current Uber users select their choice, the Uber app will open with the destination address automatically preset to their Hyatt hotels’ address. First-time Uber users will benefit from a simplified sign up process and an Uber credit. Terms apply.

“We are constantly evolving our online and offline experiences by listening to guests and understanding their needs. Our guests seek seamlessness on the go, and their feedback drove our approach to Hyatt’s new mobile offerings,” said Ellen Lee, vice president of eCommerce for Hyatt. “The new designs are overall more intuitive, more visual and more functional. The new app integration with Uber is just one way we’re taking steps out of the process so guests don’t have to open multiple apps to find the hotel information and get there.”

This new Uber feature comes on the heels of a newly redesigned Hyatt mobile app (for [iOS](#) and [Android](#)) as well as a new mobile site, which both continue to offer [Hyatt’s Best Rate Guarantee](#). Driven by listening to guest feedback, Hyatt’s new app now makes it easier to book a stay, offer the ability to book with Hyatt Gold Passport points and provide in-app integration with [Apple’s Passbook feature](#).

Hyatt’s new mobile site rolled out earlier this year extends the experience in eight languages and adds new functionality, including more intuitive searching, booking with Hyatt Gold Passport points and the discounted My Elite Rate for Platinum and Diamond members, and support for Passbook.

The term “Hyatt” is used in this release for convenience to refer to Hyatt Hotels Corporation and/or one or more of its affiliates.

For further information:

About Hyatt Hotels Corporation

Hyatt Hotels Corporation, headquartered in Chicago, is a leading global hospitality company with a proud heritage of making guests feel more than welcome. Thousands of members of the Hyatt family strive to make a difference in the lives of the guests they encounter every day by providing authentic hospitality. The Company’s subsidiaries manage, franchise, own and develop hotels and resorts under the **Hyatt**®, **Park Hyatt**®, **Andaz**®, **Grand Hyatt**®, **Hyatt Regency**®, **Hyatt Place**®, **Hyatt House**®, **Hyatt Zilara**™ and **Hyatt Ziva**™ brand names and have locations on six continents. **Hyatt Residential Group, Inc.**, a **Hyatt Hotels Corporation** subsidiary, develops, operates, markets or licenses **Hyatt Residences**® and **Hyatt Residence Club**®. As of June 30, 2014, the Company’s worldwide portfolio consisted of 563 properties in 48 countries. For more information, please visit www.hyatt.com.

CONTACT:

Stephanie Sheppard
Hyatt Hotels & Resorts
+1 312 780 5399
stephanie.sheppard@hyatt.com

“We are constantly evolving our online and offline experiences by listening to guests and understanding their needs. Our guests seek seamlessness on the go, and their feedback drove our approach to Hyatt’s new mobile offerings,” said Ellen Lee, vice president of eCommerce for Hyatt. “The new designs are overall more intuitive, more visual and more functional. The new app integration with Uber is just one way we’re taking steps out of the process so guests don’t have to open multiple apps to find the hotel information and get there.” ”

