

## Loyalty Program Members Support American Airlines and Hyatt as They Recognize Frontline Workers

**CHICAGO (May 8, 2020)** – In recognition of the extraordinary care they provide to their community [American Airlines](#) (NASDAQ: AAL) and [Hyatt Hotels Corporation](#) (NYSE: H) today announced American Airlines and Hyatt will award thousands of healthcare professionals from NYC Health + Hospitals/Elmhurst three-night complimentary vacations to help them recharge and reconnect with their loved ones, once they are able to take time for themselves.

American Airlines and Hyatt are coming together to show their appreciation to one of the hospitals hardest hit by COVID-19 in the U.S. From doctors, physician assistants and nurses to facilities and food service teams, the staff—more than 4,000—at NYC Health + Hospitals/Elmhurst will be treated to roundtrip flights on American Airlines to Hyatt hotels in select destinations across the U.S. and Caribbean.

“We are extremely grateful to Hyatt and American Airlines for this generous gift to our healthcare workers, who have been at the epicenter of the COVID-19 pandemic,” said Israel Rocha, Vice President of NYC Health + Hospitals and CEO of NYC Health + Hospitals/Elmhurst. “Our doctors, nurses, and other staff on the front lines of this unprecedented healthcare crisis really appreciate the outpouring of support from two of America’s major companies, and we look forward to taking advantage of these well-earned vacations in the near future.”

NYC Health + Hospitals/Elmhurst serves an area of nearly one million people in one of the most socio-economically diverse communities in the U.S. The hospital is among some of the hardest-hit in a city severely affected by COVID-19. In response to the crisis, the hospital quickly scaled to increase Intensive Care Units (ICU) capacity by 500%.

“At Hyatt, everything we do is fueled by our purpose of care and when opportunities like this present themselves we are inspired to act,” said Mark Hoplamazian, president and CEO, Hyatt. “We’ve heard from so many of our colleagues and members who simply want to do some good and find a way to share their gratitude for some of the heroes of this pandemic in one of the hardest-hit areas of New York. We are humbled by the healthcare workers’ dedication to saving lives. Now it’s our turn to take care of them like members of our own family, and we look forward to making their stays special when they are able to take a hard-earned break.”

“Every worker at Elmhurst has seen and experienced challenges many of us cannot imagine. They’ve given so much of themselves and chose to serve their community with care, compassion and equity for every patient,” said Robert Isom, President of American Airlines. “When they are able to take a break, we hope the time away will help them and their loved ones recharge and that they feel our deepest appreciation for their sacrifice and heroism.”

These honored guests will be treated later this year to priority airfare from American Airlines and hotel accommodations from Hyatt. These flights mark the largest total flight count ever provided to an organization by American. Once at their destination, these special guests will be able to unwind with wellbeing experiences, world-class food and beverage menus, outdoor activities and more like all guests at Hyatt hotels.

### Loyalty Programs’ Members May Also Contribute

Members of loyalty programs at both American and Hyatt have expressed an overwhelming desire to leverage their miles and points to support healthcare workers. World of Hyatt members can learn more and contribute points to help support Hyatt’s commitment to healthcare workers at [Hyatt.com/thankyou](https://www.hyatt.com/thankyou). American Airlines AAdvantage® members can learn more and donate miles at [aa.com](https://www.aa.com).

### Hyatt Welcomes Healthcare Workers as Family

NYC Health + Hospitals/Elmhurst staff will be the first of many that Hyatt hopes to welcome through its doors with overwhelming support and gratitude from the entire Hyatt family. For healthcare workers around the world who have risked their lives to show care to others and will soon be ready to travel again, Hyatt is extending a special offer:

Beginning today, Hyatt will be including global healthcare workers in its Hyatt Friends & Family Rate to support them in taking much-needed rest with their loved ones. Qualified healthcare workers can access the special rate at [Hyatt.com](https://www.hyatt.com) or via our [Global Contact Centers](#) by including the Special Offer Code THANKYOU and validating their professional status. They will be able to enjoy this special offer for stays through June 30, 2021. Terms below apply.

### Commitment to Community Support

These are the latest efforts by American and Hyatt to extend care for the well-being of its colleagues, guests and communities they serve.

As a result of COVID-19, Hyatt hotels have donated meals to local community members and food banks, the Hyatt Hotels Foundation developed a Hyatt Care Fund to provide financial relief to global colleagues, and Hyatt is offering healthcare workers and other essential workers discounted rates or complimentary accommodations nationwide. Most recently, Hyatt announced a Global Care & Cleanliness Commitment to focus on the safety and wellbeing of colleagues and guests in a COVID-19 world and beyond.

American Airlines is committed to caring for people on life's journey and remains dedicated to addressing the needs of different communities affected by the coronavirus (COVID-19) pandemic. In cooperation with its generous customers, American has raised more than \$3 million to support the [American Red Cross](#) and its volunteers who are on the frontlines of the COVID-19 pandemic. [Supply kits](#) have been provided to The Mount Sinai Hospital in New York City; Dana-Farber Cancer Institute in Boston; and St. Jude Children's Research Hospital in Memphis, Tennessee, to support medical professionals on the frontlines. American provided [care packages](#) to military bases to be shared with troops who are quarantined after returning from deployment. As a result of excess inventory due to a reduced flying schedule, American has contributed more than 100 tons of food to [food banks](#) across the country. American team members at multiple locations, including Miami International Airport (MIA), Frankfurt am Main Airport (FRA) and Detroit Metropolitan Airport (DTW), are [sewing masks](#) for their coworkers and members of the community. The airline also worked with the U.S. Department of State to operate 88 [repatriation flights](#) to bring more than 8,000 U.S. citizens home from abroad. American collected \$1.2 million through UNICEF's Change for Good program in 2019 and recently allocated \$460,000 of those funds to support COVID-19 relief efforts in Latin America. American continues to operate [cargo-only](#) flights, transporting necessary supplies, including personal protective equipment, to the frontlines of the COVID-19 effort.

*The term "Hyatt" is used in this release for convenience to refer to Hyatt Hotels Corporation or one or more of its affiliates and/or the World of Hyatt program.*

For further information:

## **Hyatt Friends & Family Rate for Healthcare Workers**

### *Terms & Conditions*

To qualify for the Hyatt Friends & Family rate for healthcare workers, you must be a healthcare worker and request special offer code THANKYOU at the time of reservation. Stays must be booked in advance for travel completed by June 30, 2021. You will be required to provide certain information about your position in healthcare to complete your reservation, and verification of employment will be requested at check-in. Hyatt reserves the right to convert your stay to the then current Hyatt Standard Rate if you are unable to provide verification at check-in. This offer may only be used for a maximum of 7 nights per stay and up to 3 rooms per stay. This is an Ineligible Rate in the World of Hyatt program, and stays booked under the Hyatt Friends & Family rate are not eligible for points or other benefits in the World of Hyatt program. Discount only applies to room rate and does not apply to taxes, fees, incidental expenses, gratuities, service charges or any other charges. Reservations using this offer are not transferable. A credit card is required to complete reservation. Reservations are subject to availability and must be canceled at least 24 hours in advance to avoid a one-night room and tax fee. Promotional blackout periods may apply due to seasonal periods or special events, and normal arrival/departure restrictions apply. Hyatt reserves the right to alter or withdraw this offer at any time without notice. Void where prohibited. Hyatt® and related marks are trademarks of Hyatt Corporation or its affiliates. ©2020 Hyatt Corporation. All rights reserved.

## **About NYC Health + Hospitals/Elmhurst**

NYC Health + Hospitals/Elmhurst is a major provider of hospital and ambulatory care services in the borough of Queens. The 545-bed hospital is a Level 1 Trauma Center, an Emergency Heart Care Station, and a 911-Receiving Hospital. It is a premiere health care organization for key specialties, including surgery, cardiology, women's health, pediatrics, rehabilitation medicine, renal services, and mental health services. Last year, the hospital's robust primary and specialty care practices handled nearly 700,000 ambulatory care visits and its emergency medicine teams responded to more than 130,000 emergency room encounters.

## **About NYC Health + Hospitals**

NYC Health + Hospitals is the largest public health care system in the nation, serving more than a million New Yorkers annually in more than 70 patient care locations across the city's five boroughs. A robust network of outpatient, neighborhood-based primary and specialty care centers anchors care coordination with the system's trauma centers, nursing homes, post-acute care centers, home care agency, and MetroPlus health plan—all supported by 11 essential hospitals. Its diverse workforce of more than 42,000 employees is uniquely focused on empowering New Yorkers, without exception, to live the healthiest life possible. For more information, visit [www.nychealthandhospitals.org](http://www.nychealthandhospitals.org) and stay connected on Facebook at <https://www.facebook.com/NYCHHealthSystem> or Twitter at @NYCHHealthSystem.

## **About Hyatt Hotels Corporation**

Hyatt Hotels Corporation, headquartered in Chicago, is a leading global hospitality company with a portfolio of 20 premier brands. As of March 31, 2020, the Company's portfolio included more than 900 hotel, all-inclusive, and wellness resort properties in 65 countries across six continents. The Company's purpose to care for people so they can be their best informs its business decisions and growth strategy and is intended to attract and retain top employees, build relationships with guests and create value for shareholders. The Company's subsidiaries develop, own, operate, manage, franchise, license or provide services to hotels, resorts, branded residences, vacation ownership properties, and fitness and spa locations, including under the **Park Hyatt®**, **Miraval®**, **Grand Hyatt®**, **Alila®**, **Andaz®**, **The Unbound Collection by Hyatt®**, **Destination®**, **Hyatt Regency®**, **Hyatt®**, **Hyatt Ziva™**, **Hyatt Zilara™**, **Thompson Hotels®**, **Hyatt Centric®**, **Caption by Hyatt**, **Joie de Vivre®**, **Hyatt House®**, **Hyatt Place®**, **tommie™**, **Hyatt Residence Club®** and **Exhale®** brand names, and operates the World of Hyatt® loyalty program that provides distinct benefits and exclusive experiences to its valued members. For more information, please visit [www.hyatt.com](http://www.hyatt.com).

### About American Airlines

American's purpose is to care for people on life's journey. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL and the company's stock is included in the S&P 500. Learn more about what's happening at American by visiting [news.aa.com](http://news.aa.com) and connect with American on Twitter [@AmericanAir](https://twitter.com/AmericanAir) and at [Facebook.com/AmericanAirlines](https://facebook.com/AmericanAirlines).


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