

## Extending change and cancellation policy for stays through July 31, 2021

**CHICAGO (June 3, 2020)** – Guided by its purpose to care for people so they can be their best, [Hyatt Hotels Corporation](#) (NYSE: H) today announced an extension to its cancellation policy that will provide further flexibility as guests start making travel decisions again.

With some limited exceptions, reservations booked July 1, 2020 and beyond – for any future arrival date through July 31, 2021 – can be cancelled at no charge up to 24 hours before scheduled arrival. This includes Advance Purchase Rate reservations. The exceptions are noted below.

“As we listen closely to our guests and members, we know that flexibility is more important than ever right now,” said Mark Hoplamazian, president and Chief Executive Officer, Hyatt. “In addition to offering a reimagined hotel experience that is focused on safety and wellbeing, we want to help our guests and members book with confidence as they start planning travel again and cannot wait to welcome them back soon.”

Reservations can be changed or cancelled on [hyatt.com](#) or via the World of Hyatt app (subject to the exceptions noted here and during the booking process). Please note that changes to existing reservations will be subject to availability and any rate differences.

### Hyatt’s Global Care & Cleanliness Commitment

As previously [announced](#), the most important element in opening the doors of Hyatt hotels is doing it safely. As such, we have introduced a multi-layered Global Care and Cleanliness Commitment which builds on Hyatt’s existing rigorous protocols and includes:

- Hyatt plans to introduce the **GBAC STAR™ accreditation system to all hotels worldwide**, a performance-based cleaning, disinfection and infectious disease prevention program through the Global Biorisk Advisory Council (GBAC). The accreditation includes detailed colleague training and regular internal and third-party auditing.
- Every Hyatt hotel will have at least one person on property trained as **Hygiene Manager** who will be responsible for their hotel adhering to new operational guidance and protocols,
- Hyatt continues to engage a **working group of trusted medical and industry advisors** to help think beyond cleanliness – and advance care across the holistic hotel experience.

Collaborating with medical experts affiliated with organizations like Georgetown University Medical Center, Johns Hopkins Department of Medicine and Johns Hopkins School of Public Health is helping Hyatt fine-tune reopening procedures – from mandatory trainings to cleanliness protocols and, very importantly, its colleague experience.

Throughout this recovery phase and beyond, Hyatt will continue to reimagine the holistic hotel experience to further enhance safety and wellbeing and critically examine the hotel journey – from pre-arrival, to guestrooms, lobbies and spas, restaurants and meetings space – bringing in the latest research, technology and innovation to bear.

For more information, please visit [hyatt.com/covid-19](#).

*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:

### Cancellation Policy Terms and Conditions

Hotels may adjust this cancellation policy during some high-demand periods (e.g., holidays or special events). When making reservations, guests are always encouraged to review the rate rules, which show the current cancellation and deposit policies for all properties and rates, to ensure they understand the cancellation and/or deposit rules for each reservation.

Reservations can be changed or cancelled on [hyatt.com](#) or via the World of Hyatt app (subject to the exceptions noted here and during the booking process). Please note that changes to existing reservations will be subject to availability and any rate differences.

With some very limited exceptions, existing reservations booked before July 1, 2020, for arrivals through July 31, 2021, can be cancelled at no charge up to 24 hours before your scheduled arrival. This includes Advance Purchase Rate reservations.

Reservations made after April 1, 2020 at [select Destination Residences](#) or under Special Event Rates, after June 3, 2020 at Hyatt Residence Club properties, and any other reservations made after June 30, 2020 that disclose a different cancellation or refund policy at the time of booking are excluded from this policy and subject to the cancellation or refund policy disclosed at the time of booking. Please visit the [Change and Cancellation Fee Waiver Exceptions](#) for a list of excluded properties.

**Please note:** These policies apply to reservations made through Hyatt directly. Guests who booked via online travel agents or other third parties are advised to contact their booking provider for information on their policies and for assistance. These policies do not apply to convention and group business due to the contractual nature of these reservations. Guests with reservations at a Hyatt Residence Club property who did not book through Hyatt channels should contact [Hyatt Residence Club](#).

## **Reservations with MGM, Small Luxury Hotels of the World, and Lindblad Expeditions**

Cancellation policies for MGM Resorts International, Small Luxury Hotels of the World, and Lindblad Expeditions may vary from Hyatt's policies and will be noted in the rate's Rate Rules section during booking.

For the latest information and cancellation policies from our strategic alliances, please visit these helpful resources:

[MGM Resorts International](#)

[Small Luxury Hotels of the World](#)

[Lindblad Expeditions](#)

## **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).

## **Forward-Looking Statements**

*Forward-Looking Statements in this press release, which are not historical facts, are forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. Our actual results, performance or achievements may differ materially from those expressed or implied by these forward-looking statements. In some cases, you can identify forward-looking statements by the use of words such as "may," "could," "expect," "intend," "plan," "seek," "anticipate," "believe," "estimate," "predict," "potential," "continue," "likely," "will," "would" and variations of these terms and similar expressions, or the negative of these terms or similar expressions. Such forward-looking statements are necessarily based upon estimates and assumptions that, while considered reasonable by us and our management, are inherently uncertain. Factors that may cause actual results to differ materially from current expectations include, but are not limited to, the short- and longer-term effects of the COVID-19 pandemic, including on the demand for travel, transient and group business, and levels of consumer confidence; actions that governments, businesses, and individuals take in response to the COVID-19 pandemic or any future resurgence, including limiting or banning travel; the impact of the COVID-19 pandemic, and actions taken in response to the COVID-19 pandemic or any future resurgence, on global and regional economies, travel, and economic activity, including the duration and magnitude of its impact on unemployment rates and consumer discretionary spending; the ability of third-party owners, franchisees or hospitality venture partners to successfully navigate the impacts of the COVID-19 pandemic; the pace of recovery following the COVID-19 pandemic or any future resurgence; general economic uncertainty in key global markets and a worsening of global economic conditions or low levels of economic growth; the rate and the pace of economic recovery following economic downturns; levels of spending in business and leisure segments as well as consumer confidence; declines in occupancy and average daily rate; limited visibility with respect to future bookings; loss of key personnel; domestic and international political and geo-political conditions, including political or civil unrest or changes in trade policy; hostilities, or fear of hostilities, including future terrorist attacks, that affect travel; travel-related accidents; natural or man-made disasters such as earthquakes, tsunamis, tornadoes, hurricanes, floods, wildfires, oil spills, nuclear incidents, and global outbreaks of pandemics or contagious diseases or fear of such outbreaks, such as the COVID-19 pandemic; our ability to successfully achieve certain levels of operating profits at hotels that have performance tests or guarantees in favor of our third-party owners; the impact of hotel renovations and redevelopments; risks associated with our capital allocation plans and common stock repurchase program and quarterly dividend, including a reduction in or elimination of repurchase activity or dividend payments; the seasonal and cyclical nature of the real estate and hospitality businesses; changes in distribution arrangements, such as through internet travel intermediaries; changes in the tastes and preferences of our customers; relationships with colleagues and labor unions*

*and changes in labor laws; the financial condition of, and our relationships with, third-party property owners, franchisees, and hospitality venture partners; the possible inability of third-party owners, franchisees, or development partners to access capital necessary to fund current operations or implement our plans for growth; risks associated with potential acquisitions and dispositions and the introduction of new brand concepts; the timing of acquisitions and dispositions, and our ability to successfully integrate completed acquisitions with existing operations; failure to successfully complete proposed transactions (including the failure to satisfy closing conditions or obtain required approvals); our ability to successfully execute on our strategy to expand our management and franchising business while at the same time reducing our real estate asset base within targeted timeframes and at expected values; declines in the value of our real estate assets; unforeseen terminations of our management or franchise agreements; changes in federal, state, local, or foreign tax law; increases in interest rates and operating costs; foreign exchange rate fluctuations or currency restructurings; lack of acceptance of new brands or innovation; general volatility of the capital markets and our ability to access such markets; changes in the competitive environment in our industry, including as a result of industry consolidation, and the markets where we operate; our ability to successfully grow the World of Hyatt loyalty program; cyber incidents and information technology failures; outcomes of legal or administrative proceedings; violations of regulations or laws related to our franchising business; and other risks discussed in the Company's filings with the U.S. Securities and Exchange Commission ("SEC"), including our annual report on Form 10-K and our Current Report on Form 8-K filed on April 21, 2020, which filings are available from the SEC. These factors are not necessarily all of the important factors that could cause our actual results, performance or achievements to differ materially from those expressed in or implied by any of our forward-looking statements. We caution you not to place undue reliance on any forward-looking statements, which are made only as of the date of this press release. We undertake no obligation to update publicly any of these forward-looking statements to reflect actual results, new information or future events, changes in assumptions or changes in other factors affecting forward-looking statements, except to the extent required by applicable law. If we update one or more forward-looking statements, no inference should be drawn that we will make additional updates with respect to those or other forward-looking statements.*

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