



KNOW BEFORE YOU GO | COVID-19 PROTOCOLS

We are committed to operating with safety first. One of our highest priorities for welcoming guests back to Wild Dunes is doing it safely, with you and your guests wellbeing in mind.

We have fine-tuned our COVID-era operating procedures, with the guidance of Hyatt's team focused on operations during the pandemic, including medical experts from Cleveland Clinic and other trusted industry advisors. These enhanced practices include cutting edge disinfection technology, colleague training, and the adoption of Hyatt's Global Care and Cleanliness Commitment.

Please be aware that housekeeping services have temporarily been suspended. However, any requests for fresh towels, additional coffee, and other commonly used items can be made by dialing "0" from your guest room phone or by texting 843-620-2162.

WHAT TO EXPECT FROM US:

- Wild Dunes Resort Colleagues are required to wear masks when indoors
- Sanitizer stations prominently placed throughout hotels
- More frequent cleaning of public spaces and guestroom surfaces
- GBAC STAR accreditation through the Global Biorisk Advisory Council, inclusive of detailed cleanliness training
- Enhanced food safety and hygiene protocols including training for every Wild Dunes colleague.
- Removal of certain high-touch items from guestrooms

Wild Dunes may adjust these protocols based on changes in government requirements and guidance at the time of your event.

Guided by Hyatt's purpose of care and experience delivering world-class hospitality for more than 60 years, our Global Care & Cleanliness Commitment further enhances existing operational guidance and resources around colleague and guest safety and peace of mind. To learn more, please visit <https://www.hyatt.com/info/global-care-and-cleanliness-commitment>.