



PLAYA SAFE STAY UPDATE

PLAYA HOTELS & RESORTS

PLAYA SAFE STAY™

Playa Hotels & Resorts announced the Playa Safe Stay initiative on May 4, 2020. In direct response to the COVID-19 pandemic and elevated guest expectations, Playa Safe Stay focuses on preventive antiviral measures, reassuring guests with confidence that only Hyatt or Hilton can deliver and bringing key sectors of the travel industry together for solutions.

[VIEW THE PLAYA SAFE STAY FAQs](#)

HIGH EXPECTATIONS



WHAT TO EXPECT EVERY DAY



EMPLOYEE CARE & PERSONAL PROTECTIVE GEAR

Personal Protective gear is standard throughout the resort along with regular health screenings and temperature checks.

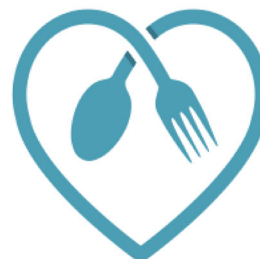


SOCIAL DISTANCE STANDARDS

Our associates and guests are observing safe distancing standards at all times.



METHODICAL TREATMENT & CLEANING



REDESIGNED SEATING AT DINING & ENTERTAINMENT VENUES

All of our dining venues, common areas, pool decks and any gathering areas have been re-imagined.



LOCAL SERVICES YOU CAN TRUST

All local partners (excursions, private transportation) are required to implement specific measures of cleanliness and antiviral prevention.

SOME SPECIFICS...



1
OF 6



REDUCED CONTACT ARRIVAL

Protective glass shields protect guest and associate interactions

PERSONAL PROTECTION EQUIPMENT (PPE)

HIGH-TOUCH SANITIZATION

LUGGAGE

TRANSPORTATION

CONTACTLESS FAREWELL



TRUST

FAMILIAR HOTEL BRANDS DELIVER CONFIDENCE

60% of travelers now put hotel brand familiarity as the most important factor for their next vacation



In a first for the hospitality business, **Hilton** will collaborate with **RB, maker of Lysol and Dettol**, and consult with **Mayo Clinic** to develop elevated processes and Team Member training to help Hilton guests enjoy an even cleaner and safer stay from check-in to check-out.

Hilton CleanStay with Lysol protection, as the program will be called in North America, will be a rigorous system that incorporates RB's trusted know-how and scientific approach to cleaning practices and product offerings. Experts from **Mayo Clinic's Infection Prevention and Control team** will advise and assist in enhancing **Hilton's** cleaning and disinfection protocols.

By using this site, you agree to our updated [Privacy Policy](#)

I Agree



Hyatt Hotels Corporation recently announced a new **Global Care & Cleanliness Commitment** that includes an accreditation process by the **Global Biorisk Advisory Council (GBAC)**, at all hotels around the world.

The commitment to **GBAC STAR Accreditation** builds on **Hyatt's** existing sanitation protocols to add enhanced staff training and support resources. **Hyatt** has also engaged a cross-functional working group of medical experts and industry professionals that will contribute to both guest and colleague health and safety.



BOOK NOW

Sanctuary

ALL-INCLUSIVE ADULT RESORT

CAP CANA



JEWEL RESORTS

Panama Jack
RESORTS
All-Inclusive. Re-imagined.™

As part of Playa Safe Stay, all Playa brands including **Panama Jack Resorts, Jewel Resorts and Sanctuary Cap Cana** have implemented new measures to increase safety and hygiene such as innovative cleaning standards and strict physical distance guidelines. In addition to protocols established by sister-brands Hyatt and Hilton, these brands have also adapted new cleaning and disinfection procedures, service methodology and safety protocols in line with the recommendations of leading industry experts, the World Health Organization and local governments. Guests can have peace of mind when choosing any Playa resort, knowing each one is strictly adhering to updated policies and procedures that meet the highest sanitary standards.



THE PLAYA DIFFERENCE

Playa's Formula for success, or **The Playa Difference**, is our long-term partnerships with some of the most respected, most trusted, global hotel brands Hyatt and Hilton.

When first-time guests are considering an all-inclusive resort stay, the choices are almost endless and can be intimidating. To complicate matters more, most of these choices are properties and brands with little to no familiarity.

With Hyatt and Hilton, our guests are assured new standards of cleanliness while enjoying Playa's unmatched experience of all-inclusive

By using this site, you agree to our updated [Privacy Policy](#)

I Agree



LOOK FOR THE PLAYA SAFE SEAL

PLAYA
SAFE KIDS

PLAYA
SAFE EATS

PLAYA
SAFE RIDE



PLAYA SAFE DRINKS



THE COMPANY :

- Our Brands
- Special Offers
- Travel Professionals
- Investor Relations

RESOURCES :

- Press Room

By using this site, you agree to our updated [Privacy Policy](#)

I Agree