Dear EMI Attendees,

The safety and wellbeing of our guests and colleagues is the top priority for Manchester Grand Hyatt San Diego.

We are closely monitoring the COVID-19 situation and following guidance issued by local authorities, the World Health Organization, and Centers for Disease Control and Prevention, which has deemed the immediate risk of this virus to the American public low at this time.

While there have been no confirmed cases of infection in San Diego, and no travel restrictions or local ordinances indicating imminent risk in San Diego, our hotel remains committed to utilizing appropriate precautionary measures.

Enhanced protocols have been implemented at the hotel, including greater frequency of cleaning high touch point areas such as elevator buttons, doorknobs, and public areas as well as increasing the number of hand sanitizing stations in high traffic areas and meeting spaces. Additionally, we are continuing to follow procedures for the deep cleaning of guestrooms and meeting spaces and are strongly encouraging all colleagues and guests to wash their hands frequently throughout the day.

In tandem with group meeting planners, the hotel is paying close attention to the origin of our guests and utilizing precautionary screening measures of guests upon arrival where necessary. To reiterate, while there have been no reported cases in the hotel or city, procedures and training have been implemented for our front desk, housekeeping and other colleagues to know what to look for and what steps to take should a guest exhibit signs of illness.

As this dynamic situation evolves, we will remain vigilant and follow the recommended procedures and protocols of local and national health authorities to ensure the health and safety of our guests and colleagues.

Sincerely,

John Yeadon
Hotel Manager