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HYATT®

THE WORLD OF HYATT DIFFERENCE

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PARK HYATT®

M/RAVAL

GRAND
HYATT



HYATT

andaz.

HYATT
CENTRIC





Hyatt at a Glance

57

COUNTRIES

across

6

CONTINENTS

739

HOTELS

60

YEAR HISTORY

110,000

COLLEAGUES

ONE OF 25 COMPANIES
NAMED
WORLD'S BEST
MULTINATIONAL WORKPLACE



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Hyatt at a Glance

**13 premier brands
catering to the top tier
of every guest segment**

World of Hyatt's portfolio consists of 13 brands that each offer a unique interpretation of the foundational Hyatt purpose, delivering personalized care and unforgettable experiences in ways most relevant to your world.

LUXURY	WELLNESS	PREMIUM	LIFESTYLE	MODERN ESSENTIAL	ALL INCLUSIVE	VACATION OWNERSHIP
 40 properties 50–346 rooms 22 countries	 3 properties 70–118 rooms 1 country	 47 properties 249–1628 rooms 23 countries  HYATT REGENCY 183 properties 80–2,019 rooms 36 countries HYATT 18 properties 48–363 rooms 5 countries	 16 properties 122–401 rooms 7 countries HYATT CENTRIC 16 properties 70–487 rooms 4 countries  5 properties 44–363 rooms 3 countries	 HYATT PLACE 290 properties 79–426 rooms 16 countries  HYATT house 79 properties 100–200 rooms 3 countries	 HYATT ZILARA 2 properties 237–307 rooms 2 countries  HYATT ZIVA 4 properties 335–591 rooms 2 countries	 HYATT RESIDENCE CLUB 36 properties 1 country



Loyalty Program

A Broader Range Of Benefits At Every Level

MEMBER

- Free night after stays at 5 different Hyatt brands
- Resort Fees waived on free night awards
- Member Discount
(at participating properties)

DISCOVERIST

- 10% Bonus Points
- Receive a complimentary bottle of water daily
- Enjoy a preferred room at check-in *(subject to availability)*
- 2:00pm Late checkout *(upon request at participating properties)*

EXPLORIST

- 20% Bonus Points
(on all eligible purchases)
- 4 Club Lounge Access Awards
- Free night award in a category 1 – 4 after 30 qualifying nights or 50k Base Points in a calendar year
(award valid for 120 days from issuance)
- Enjoy an upgrade at check-in, excluding suites & Club rooms
(subject to availability)
- 2:00pm Late checkout
(upon request at participating properties, subject to availability)

GLOBALIST

- 30% Bonus Points
(on all eligible purchases)
- 4 Suite Upgrade Awards after 60 nights or 100k Base Points each calendar year
- Free night award in a category 1 – 7 after 60 qualifying nights or 100k Base Points in a calendar year
(award valid for 120 days from issuance)
- Club Lounge Access
- Enjoy an upgrade at check-in, up to standard suites
(subject to availability)
- Waived resort fees on nights paying an eligible rate
- Complimentary parking on award nights
(at participating properties that offer parking that can be charged to a guest's room)
- 2 complimentary United ClubSM passes
- 4:00pm Late checkout
(upon request at participating properties, subject to availability)

For a complete listing of World of Hyatt benefits by tier, visit worldofhyatt.com. Participation in the World of Hyatt program and the associated benefits are subject to the World of Hyatt Terms & Conditions (available at worldofhyatt.com/terms).



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HYATT ZILARA
HYATT ZIVA
ALL INCLUSIVE RESORTS



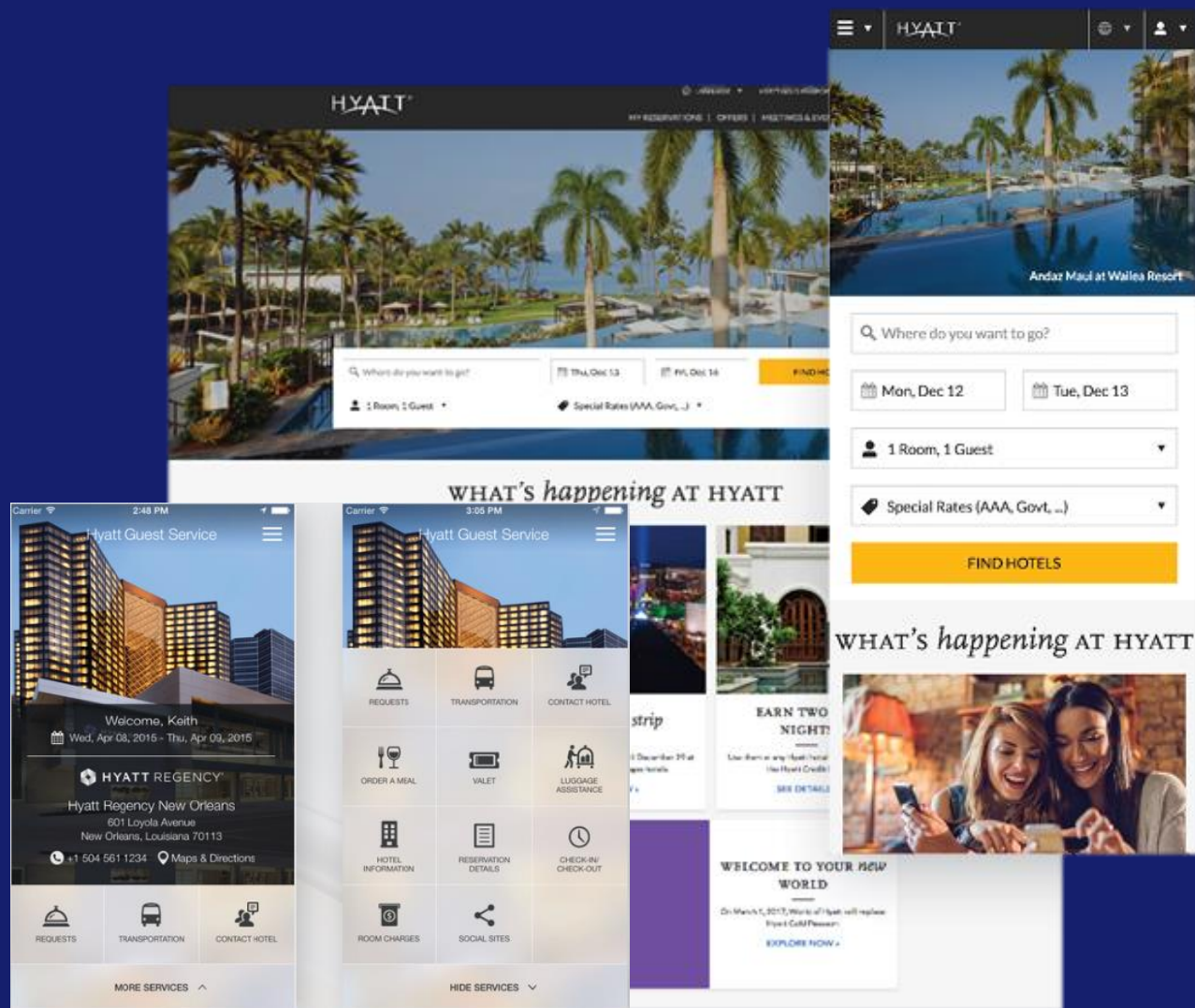
Best In-Class Digital Presence & Mobile App

A redesigned hyatt.com features a more engaging, on-brand and mobile-friendly experience. It also features robust new loyalty and meetings content.

A SELF-SERVICE TOOL FOR THE MODERN GUEST

Hyatt Hotels mobile app, it's a concierge in your pocket.

Guests can check in, order a meal, call a car and more, all from their iPhones or Android devices.



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Social Customer Care & Guest Photos

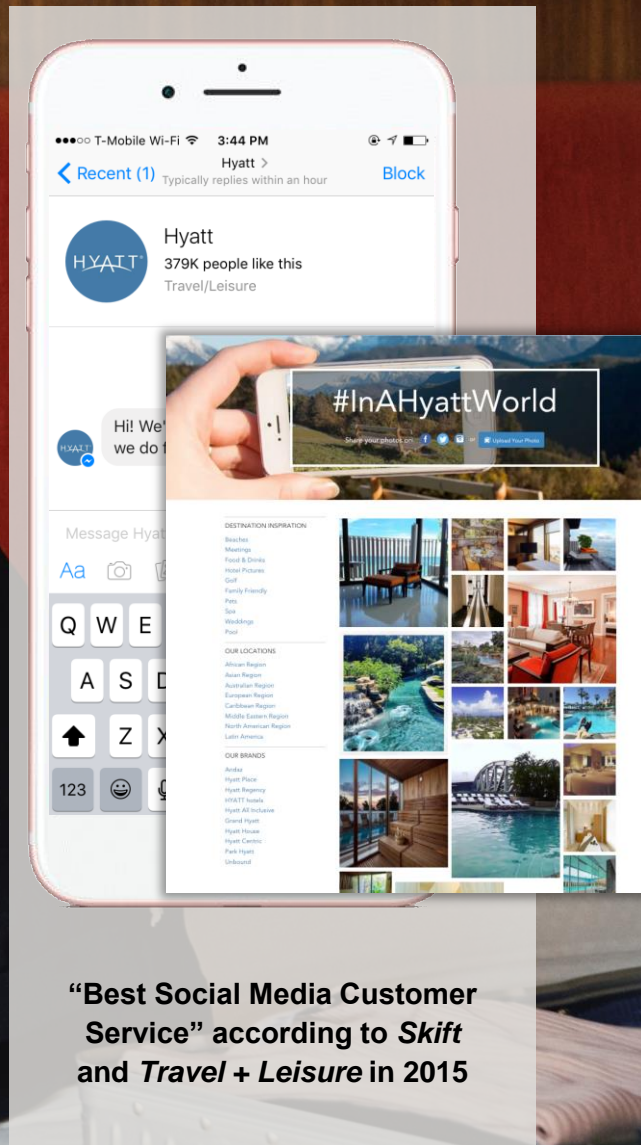
Elevating Service Through Social Media

Our customer care teams keep relationships strong and guests satisfied by using social media channels to stay connected before, during and after guests' stays.

#INAHYATTWORLD

Hyatt delivers real photos from actual guests through social.hyatt.com and each individual property's website, providing an unfiltered, in-the-moment view of Hyatt properties and our different brand experiences.

This helps guests explore and become familiar with a property without even setting foot on it—laying the groundwork for an exceptional Hyatt experience before the trip begins.



“Best Social Media Customer Service” according to *Skift* and *Travel + Leisure* in 2015



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Travel Advisor Programs and Offerings

ADDED INCENTIVES FOR TRAVEL ADVISORS

From special tools to added incentives, Hyatt rewards and supports travel advisors with a robust selection of services and offers.

- The travel agent portal, hyatttravelagents.com, is a dedicated site designed with an advisor's workflow in mind
- Special rates and savings for travel advisors
 - Up to 50% off the prevailing daily rate
- The Entertainment Set, a customized service package for booking entertainment groups
- All Hyatt brands bookable under the HY Chain Code

HYATT GAMES

Meet and Mingle with hotels from around the globe and Explore what's new with Hyatt, our hotels and what we have to offer.

- Fun evening educational receptions
- Hosted by hotels from around the globe
- Hyatt brand awareness and Hyatt news
- Hosted in 30+ cities, including international destinations
- Hors d'oeuvres and refreshments served



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Wi-Fi & Enhancing the Guest Experience

FREE WI-FI FOR ALL

Standard with every Hyatt stay worldwide, our guests enjoy free Wi-Fi in all guestrooms and social spaces, regardless of booking method or member status.

Complimentary upgrades to premium bandwidth are available to elite World of Hyatt members where applicable.

See worldofhyatt.com for full details

We are always listening and evolving to meet our guests' needs and to exceed their expectations. Following an extensive guest listening exercise, we have rolled out a few new features based on individual guest preferences:

- Guest Request card
- Smart Menu offerings
- Upgraded bath amenities
- Hyatt Has It program

Our guests are our top priority. We are proud to listen to and learn from our guests in order to ensure they enjoy a comfortable, consistent and memorable stay.



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Awards and Special Recognition in 2017

Company awards

**50 Best Workplaces for
Giving Back**

FORTUNE

**100 Best Companies to
Work For®**

FORTUNE

**2017 best Place to Work
for LGBT Equality**

Human Rights Campaign

**100 Best Companies to
Work For®**

Great Place to Work



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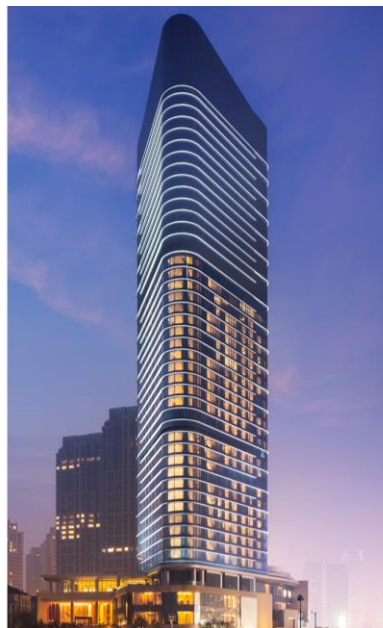
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Thank you for your continued support & partnership!

Remember Hyatt is always available to be booked using the ABC rate code in the GDS under the HY Chain Code, or in ezBOOKbyABC.com under the ABC/GDS Inventory

Cristina Coelho, *Global Sales Director*
T: 754.210.3146, E: Cristina.Coelho@Hyatt.com
Based in Fort Lauderdale, FL

Hyatt.com

The term “Hyatt” is used herein for convenience to refer to Hyatt Hotels Corporation and/or one or more of its affiliates.

Forward-Looking Statements

Certain statements and assumptions in this document contain or are based upon “forward-looking” information and are being made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. When we use the words “will,” “may,” “anticipate,” “estimate,” “should,” “expect,” “believe,” “intend,” or similar expressions, we intend to identify forward-looking statements. Such statements are subject to numerous assumptions and uncertainties, many of which are outside of Hyatt’s control, which could cause actual results to differ materially from those expressed in or implied by the content of this document. Forward-looking statements made in this document are made only as of the date of their initial publication and Hyatt does not undertake an obligation to publicly update any of these forward-looking statements as actual events unfold.

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>>Take the Quiz Now!<<