Hyatt Newsroom

Commitment to wellbeing brings elevated amenities and services to colleagues and guests

CHICAGO (December 12, 2018) – Hyatt Hotels Corporation (NYSE: H) today announced Hyatt's first annual Global Day of Gratitude as part of Hyatt's commitment to caring for the wellbeing of its colleagues, guests and customers. On December 12, 2018, every guest checking into a Hyatt-branded hotel and every Hyatt colleague around the globe is provided a postcard to send to someone for whom they are grateful. The custom-designed "Gratitude Grams" will be handed to guests upon check-in today, and, if the guest returns it to the hotel, Hyatt will cover the postage.

"We believe wellbeing is the ultimate expression of our purpose – to care for people so they can be their best," said Mia Kyricos, who joined in August as Hyatt's first global head of wellbeing, tasked with driving Hyatt's internal and external wellbeing strategy forward. "By placing wellbeing at the heart of our business model, we promise to lead the hospitality industry in caring for the wellbeing of our colleagues and guests alike."

Hyatt is prioritizing its efforts to invest in this area by focusing on three landmarks of wellbeing:

- **FEEL**: How you feel, or your emotional and mental wellbeing;
- **FUEL**: How you fuel your body through things like food, nutrition and sleep; and
- **FUNCTION**: How you physically move and function at work, in life and at play.

"At Hyatt, we know that gratitude is proven to positively impact how we feel about ourselves and the world around us," continued Mia Kyricos. "We are excited to unite our colleagues and guests during this Global Day of Gratitude in a single act of kindness, while also taking another important step toward becoming caretakers of wellbeing across Hyatt, and realizing our vision of a world of understanding and care."

Moving forward, Hyatt plans to bring its landmarks of wellbeing to life via guest-centric strategic collaborations, which will include products and services designed to positively impact how colleagues, guests and customers feel, fuel and function in and outside of hotel stays.

Notable Hyatt Wellbeing Initiatives to Date

- Multi-million dollar investment to pilot and implement products, programs and services to positively impact the wellbeing of colleagues around the globe.
- Invested in the growth of the Miraval and Exhale wellbeing brands, including renovations of existing resorts and studios, as well as the opening of new Miraval resorts in Austin, Texas (expected to open in January 2019) and Lenox, Mass. (expected to open in fall 2019).
- Provided additional bonus points for spend on fitness on the newly launched World of Hyatt credit card.
- Evolved the future guest experience at Hyatt Place hotels to include on-demand Exhale video content, exclusive Exhale privileges and rates, enhanced fitness and wellbeing environments and collaborations with wellbeing applications.
- Curated exclusive World of Hyatt member experiences designed to benefit the mind, body and spirit on Hyatt's *FIND* experiences platform.
- Continue building on the long-standing *Food. Thoughtfully Sourced. Carefully Served.* global food philosophy, which is designed to offer food options that are good for Hyatt guests, good for the community and good for the planet.

For more information, please visit hyatt.com.

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:

About Hyatt Hotels Corporation

Hyatt Hotels Corporation, headquartered in Chicago, is a leading global hospitality company with a portfolio of 14 premier brands. As of September 30, 2018, the Company's portfolio included more than 750 properties in more than 55 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 colleagues, 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®, Hyatt Regency®, Hyatt®, Andaz®, Hyatt Centric®, The Unbound Collection by Hyatt®, Hyatt Place®, Hyatt House®, Hyatt Ziva™, Hyatt Zilara™***, ***Hyatt Residence Club®*** and ***Exhale®*** brand names. On November 30, 2018, the Company expanded its hotel and resort portfolio with the inclusion of 74 properties operating under the Alila®, Destination®, Joie de Vivre®, Thompson Hotels® and tommie™ brands. For more information, please visit *www.hyatt.com*

Forward-Looking Statement

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. These statements include, but are not limited to, statements related to the Company's outlook, estimated Adjusted EBITDA contribution of the transaction, estimated integration-related costs of the transaction, plans, objectives, goals, expectations, beliefs, business strategies, future events, business conditions, business trends and expectations, and involve known and unknown risks that are difficult to predict. As a result, 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, among others, the risks discussed in the Company's filings with the SEC, including our annual report on Form 10-K and subsequent reports, which filings are available from the SEC. 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 do not undertake or assume any 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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