

We look forward to welcoming you to Grand Hyatt San Antonio!

The safety and well-being of our guests and colleagues is our top priority. In light of COVID-19 we have implemented the following precautionary measures. Here are a few things to know about your upcoming stay with us.

PARKING:



Guests will have the option to self or valet park upon arrival to the hotel.

FACE COVERINGS:



Face coverings are no longer required indoors or outdoors for guests who are fully vaccinated. Face coverings are still required for non-vaccinated guests. While our smiles will be hidden, please know we are thrilled to welcome you.

SOCIAL DISTANCING:



During your stay please practice safe social distancing in public areas and event spaces.

HOTEL CHECK IN:



As a World of Hyatt Member, use the App to check into your guest room remotely and your phone becomes your key card. No need to stop by the front desk!

WORLD OF HYATT:



Not a member? Sign up today when you check-in and begin making your travel more rewarding. As a member, you will earn awards and free nights at 5 different Hyatt brands.

ELEVATORS:



Elevator button panels are disinfected at frequent intervals. We will be limiting travel in elevators to (4) guests per trip.

GUEST ROOMS:



Each guestroom has been thoroughly cleaned and disinfected with hospital-grade disinfectant. We ask that guests request housekeeping services as this will not be provided on a daily basis.

RESTAURANTS:



Perks Coffee Shop is open daily from 5am – 12am with a Barista on staff. Grab and go options are available 24 hours a day. Bar Rojo and Ruth Chris's Steakhouse is open daily from 4pm – 12am.



CASH FREE HOTEL:



The hotel is a cashless environment. Plan to use a credit card upon check-in and charge to your guest room or a card in our restaurants.