



KNOW BEFORE YOU GO | SAA

We look forward to welcoming you to Hyatt Regency Jacksonville Riverfront

Getting to the Hotel: [Map & Transportation Options](#)
Group Registration Location: <<insert location & floor here>>
First Group Function: <<insert event, location, & floor here>>
Overnight Self-Parking Rate: <<insert contracted rate>>

We are committed to caring for our guests and colleagues. Hyatt’s full Global Care & Cleanliness Commitment can be viewed [here](#). In light of COVID-19, we have implemented the following precautionary measures:

SELF PARKING is available in the Parking Garage, located on Newnan Street. Please enter the hotel through the Newnan Street entrance, Ground Level. Please let the Front Desk know should you need a self-serve Bell Cart. Contactless Check-in and Mobile Entry are available through the World of Hyatt App.



SOCIAL DISTANCING is recommended in public areas as well as event space. During your stay, practice safe social distancing by maintaining six feet from other guests and staff when possible.



GUEST ELEVATOR button panels are disinfected at frequent intervals. For social distancing in elevators, please limit to a maximum of four guests (or one household) per elevator.



GUEST ROOMS are cleaned with hospital-grade disinfectants in conjunction with Electrostatic Chemical Dispersion Units. To limit access to your guest room during your stay, Housekeeping will only service guest rooms after the third night in your stay. You may request items from Guest Services or opt-out of Housekeeping Services completely by alerting the Front Desk. In-room Chromecast, including the ability to use your phone as your TV remote control is available.



FACE COVERINGS are required for non-vaccinated guests and hotel staff within indoor public areas, as well as outdoors where social distancing is not feasible. Aligned with the CDC’s July 2021 guidance, Hyatt requests that fully vaccinated guests and colleagues wear face coverings in hotel indoor public areas. *If you should need a mask, we are happy to provide one.*



POOL & FITNESS CENTER are available for guests on the 19th floor. Please note that the pool can be closed without notice for inclement weather.



DINING options are available in the Hotel lobby. Visit MARKET, open 24-Hours. SHOR Seafood Grill is open daily from 6 AM to 12 PM, and TAVERN is open daily 5 PM to 12 AM. SHOR & TAVERN hours are subject to change.



<<<INSERT INFORMATION ON GROUP DINING EXPERIENCE IF APPLICABLE...>>>

HYGIENE & WELLBEING MANAGER, a new dedicated role, leads our safety measures, including colleague temperature checks and cleanliness certifications and trainings.



HAND WASHING, use of alcohol based hand sanitizer, and additional PPE usage for colleagues where applicable continues to be a priority. Hand sanitizer stations are placed throughout the hotel for all guests.

