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## **MIRAVAL ARIZONA TO REOPEN THIS SUMMER**

July 30, 2020 – (TUCSON, AZ) – Miraval Arizona, the renowned wellness destination in Tucson, AZ that is celebrating its 25<sup>th</sup> anniversary this year, will reopen its doors on August 6, 2020. To protect the health and wellbeing of guests and colleagues, Miraval Arizona will introduce a series of new protocols in line with CDC and local guidelines, while continuing to offer signature wellness experiences for guests to recover and rejuvenate their body, mind and spirits.

As the health and wellbeing of guests and colleagues remains the highest priority, Miraval is collaborating with industry advisors to create new operational procedures to enhance the resort's thorough cleanliness standards. Through parent company Hyatt Hotels' partnership with the Global Biorisk Advisory Council (GBAC), Miraval Arizona will additionally follow the brand's Global Care & Cleanliness Commitment and implement stringent sanitization guidelines upon reopening. These guidelines will include:

- **Airport transfers:** Airport transfers for arrivals and departures will limit the number of guests per shuttle. Guests will be required to wear masks, and masks will be provided upon request. Disinfectant wipes will be accessible on all shuttle vans, and Miraval drivers will be wearing masks and gloves at all times. All shuttle vans will be cleaned and disinfected between each ride.
- **Arrival:** Guests will be asked to participate in pre-arrival planning including filling out Miraval's Risk & Release form and saving a copy of their itinerary, to limit touchpoints at check-in.
- **Common areas:** Throughout the resort, signage will be placed on the floor to act as physical distancing markers. Such markers are placed six feet apart from each other and will act to avoid crowding around areas where gatherings typically form, including the front desk and smoothie bars. Disinfectant wipe stations and hand sanitizer stations will be increased throughout the resort, and high-touch areas, including doorknobs, desk surfaces, bathrooms and chairs, will be cleaned at a higher frequency. Signage will be placed throughout the resort to indicate where social distancing is necessary. Face coverings are required when guests are moving around the hotel, both indoors and outdoors. Masks must be worn during spa treatments and all programs.
- **Dining:** Cactus Flower Restaurant and Coyote Moon Bar & Lounge will be open with reduced seating capacity and will offer ample outdoor dining space to allow for social distancing. Palm Court Café will also be open for grab and go service. Guests are required to wear masks inside the dining outlets, except while consuming food or beverages. There will be no buffet or family style dining during meal periods. Meals, snacks and smoothies will also be available for takeout.
- **Guestrooms:** Seals will be placed on guestroom doors to indicate accommodations that have been thoroughly cleaned and sanitized with hospital grade disinfectant. The seal will only break upon the door opening, ensuring confidence that the guestrooms remain a sanctuary and haven for guests. Certain high-touch items, including Room Guides, paper pads, pens and Do Not Disturb door hangers, will be removed and can be delivered upon request. Guests will not be required to wear facial coverings in their guestrooms.

- **Housekeeping:** To minimize exposure, guests must opt-in to receive daily housekeeping and turndown service which must be prearranged prior to their arrival. Rooms and surfaces will be sanitized with EPA approved disinfectants. Housekeeping staff will not enter guestrooms while guests are inside.
- **Life in Balance Spa:** The Life in Balance Spa at Miraval Arizona is slated to reopen on August 6, 2020 and will offer a modified menu of services designed to safeguard the health of both Miraval guests and spa therapists. During this period, guests are able to indulge in a selection of Miraval Arizona's most sought-after spa experiences including Shamana-Karma, Deep Desert Massage, Maunka Honey Manicure & Pedicure, Cara Vida Facial and more. Miraval Arizona will also offer signature spa services in the New Life Village featuring the most private and spacious outdoor treatment rooms.

In addition to implementing comprehensive cleanliness protocols to help guests and associates feel more comfortable, Miraval will also reimagine the resort experience to ensure guests have a holistic and rejuvenating wellness journey without sacrificing safety and wellbeing. Prior to their arrivals, guests will be asked to sign up in advance for all activities.:

- **Outdoor adventures:** Guests will continue to enjoy the spacious outdoors and tap into the power of nature through programming designed to expand consciousness and renew the inner self, such as hiking, challenge course activities, mountain biking and more. Challenge course activities will limit the number of participants to ensure physical distancing and may require masks and gloves.
- **Equine programming:** Miraval will again offer its slate of signature, award-winning equine experiences to help guests foster creativity, improve connections and confront inner obstacles. Guests at Miraval Arizona will travel to Purple Sage Ranch to experience transformative programs such as the Miraval Equine Experience, mindful horseback riding and Unforgettable Canvas. Transportation to and from the resort will follow the same stringent protocols as those for airport transfers.
- **Culinary experiences:** In addition to enjoying Miraval's healthful cuisine, guests will continue to partake in culinary experiences at the resort's Life in Balance Culinary Kitchen. Guests will expand their understanding of the relationship between wellness and food through interactive classes such as Mindful Eating and Plant-Based Cooking. All classes in the Life in Balance Culinary Kitchen will be limited to a certain number of participants, and guests are required to wear masks and gloves.
- **Yoga and fitness:** Miraval will resume offering yoga and fitness classes for guests to center their bodies and minds, such as Crystal Meditation and Manifestation Meditation. Certain yoga and fitness classes will be moved outdoors to comply with local and CDC guidelines. Classes will instate distancing markers to help guests remain at a safe distance. All equipment will be cleaned and disinfected before and after each class, and participants may be asked to wear masks and gloves during each class.
- **Body Mindfulness Center:** For the time being, the Body Mindfulness Center, which is home to the property's fitness center, will not be open. Alternatively, guests will have the chance to experience a selection of Miraval Arizona's renowned fitness programming outdoors set amongst the backdrop of the Sonoran Desert.



### **About Miraval**

[The Miraval](#) brand is a global leader in wellness resorts and spas. Opened in 1995, Miraval Arizona in Tucson, AZ, pioneered the destination wellness spa resort category with its comprehensive program of activities, experiences and personal treatments. *Miraval Life in Balance* spas opened in April 2016 at Monarch Beach Resort in Dana Point, CA, and in November 2017 at Park Hyatt St. Kitts Christophe Harbour. In February 2019, Miraval Austin opened as the brand's first wellness resort outside its flagship in Tucson. Miraval Berkshires, located in Lenox, MA, opened as the brand's first East Coast destination in July 2020.

### **About Hyatt Hotels Corporation**

Hyatt Hotels Corporation, headquartered in Chicago, is a leading global hospitality company with a portfolio of 20 premier brands. As of March 31, 2020, the Company's portfolio included more than 900 hotel, all-inclusive, and wellness resort properties in 65 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 employees, 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*®, *Alila*®, *Andaz*®, *The Unbound Collection by Hyatt*®, *Destination*®, *Hyatt Regency*®, *Hyatt*®, *Hyatt Ziva*™, *Hyatt Zilara*™, *Thompson Hotels*®, *Hyatt Centric*®, *Caption by Hyatt*, *Joie de Vivre*®, *Hyatt House*®, *Hyatt Place*®, *tommie*™, *Hyatt Residence Club*® and *Exhale*® brand names, and operates the World of Hyatt® loyalty program that provides distinct benefits and exclusive experiences to its valued members. For more information, please visit [www.hyatt.com](http://www.hyatt.com).