

GRAND | HYATT®

NEW YORK

WE ARE SO EXCITED TO WELCOME YOU TO OUR HOTEL SOON. BEFORE YOU CHECK-IN, TAKE A LOOK AT THESE FREQUENTLY ASKED QUESTIONS. IF YOU NEED ADDITIONAL ASSISTANCE, WE ARE AT YOUR SERVICE, SIMPLY EMAIL: NYCGH-GUEST.EXPERIENCE.MANAGERS@HYATT.COM

HOW CAN I CONFIRM MY RESERVATION?

Have questions about your booking, need to make changes? Please have your confirmation number on-hand and click here: <https://www.hyatt.com/hyatt/reservations/retrieveReservation.jsp>

WHAT IS THE BEST WAY TO GET FROM THE AIRPORT TO THE HOTEL?

We recommend using NYC taxis which are stationed in front of the airports.

Approximate cost from JFK to Grand Hyatt New York: \$63

Approximate from LaGuardia to Grand Hyatt New York: \$35

For more details information on fare prices click here: <http://bit.ly/2gC5bYD>

WHAT IS THE CHECK-IN/CHECK-OUT TIME?

Check-in time: 4:00 PM

Check-out time: 11:00 AM

CAN I CHECK-IN EARLY?

Due to high hotel occupancy and limited hotel availability, we cannot guarantee early check-ins. However, if your room is available for an early check-in (before 4:00 PM), we will gladly grant you access. Please visit the front desk on the day of your arrival to inquire if an early check-in is a possibility. We will do our utmost to get you in your room before the hotel's check-in time of 4:00 PM. If your room is not ready, the Bell Desk is happy to store your luggage for you while you explore the city. Once your room becomes available, we will call or text your phone to notify you.

CAN I CHECK-OUT LATE?

Due to high hotel occupancy and limited hotel availability, we cannot guarantee late check-outs. If you anticipate the need for a late check-out, we ask that you notify us in advance by emailing reservationsnycgh@hyatt.com. In the event that the Front Desk informs you it is an option to depart after the 11:00 AM check-out time, you may check-out by 2 PM at no extra cost. Checking out between 2:00 and 4:00 PM will cost \$100 additional, check-outs between 4:00 and 5:00 PM will incur an additional half-day rate charge, and finally, any guests checking-out after 5:00 PM will be charged an additional full-day rate. The hotel recommended option is to simply leave your bags with the Bell Desk for \$3 per bag at the 11:00 AM check-out time while you explore the city and amazing attractions nearby. To see a list of nearby activities - click here: bit.ly/NearbyNYCAAttractions.

HOW CAN I ARRANGE SOMETHING SPECIAL FOR MY HONEYMOON/ANNIVERSARY/FAMILY TRIP?

We are so happy you chose our hotel to help celebrate your special occasion. Making you and your loved ones feel appreciated and delighted is our specialty! Please send an email to the below address with the date of check-in, the name on the reservation, and what you would like to arrange. Menus and pricing are available upon request: NYCGH-Guest.Experience.Managers@hyatt.com.

CAN THE HOTEL HOLD A PACKAGE FOR ME? WHAT IS THE PRICE?

Yes, we are happy to receive and hold packages for you to be delivered upon your arrival. Please notify the Front Desk staff at check-in about any packages you need to pickup. Please note that we charge a variable convenience fee per package, per pound; pricing is included on the next page.

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SHIPPING PACKAGES TO THE HOTEL CONTINUED...

Please restrict package arrival time to 3 days before your date of check-in. Simply address the package to the hotel's address, with the name of the registered guest clearly labeled on the package.

Attn: REGISTERED GUEST NAME

Grand Hyatt New York

109 East 42nd Street
New York, NY 10017
213-883-1234

Pricing:

1-5lbs \$13 | 6-20lbs \$22 | 21-40lbs \$33 | 41-50lbs \$55 | 51+ lbs \$82

WHAT IS THE INTERNET FEE?

Guestroom WiFi is complimentary at our hotel. Login instructions will be provided at check-in. Also included for the duration of your stay is free access to the digital version of The New York Times and The Financial Times.

CAN I REQUEST A ROOM UPGRADE?

Room upgrades are handled by the Front Desk at check-in and are incrementally priced depending on the room type you would like to upgrade to. While we will do our best to upgrade your room from the room type that you originally booked, this request cannot be guaranteed, and is based on the availability of the hotel at time of check-in.

WHAT IS INCLUDED IN A GRAND CLUB ROOM? WILL I HAVE ACCESS TO THE LOUNGE?

Grand Club rooms provide an incredible value during your stay. Included is access to the 16th floor Grand Club lounge via your room key. In the lounge you'll enjoy daily continental breakfast, coffee, tea, water, soda, alcoholic beverages for a nominal fee, assorted whole fruit, cookies, evening hors d'oeuvres, and a nightly dessert assortment, plus access to the seasonal outdoor patio, your very own private concierge, and a work station complete with a computer and printer. To add Grand Club Lounge access to your reservation, please either book a Grand Club room or inform the front desk upon check-in that you would like to add Grand Club access to your reservation (the latter option is based upon availability of the hotel and cannot be guaranteed). Grand Club rooms cost \$100 (King room) / \$150 (Double room) additional per night. **World of Hyatt** perk alert! All loyalty members in the Globalist tier and all Courtesy Card holders have Grand Club access included complimentary in their stay.

DO YOU OFFER PARKING ON-SITE?

Yes! We do. We are one of the few hotels in the city to offer this service. Our valet parking costs \$60 (up to six hours) and \$70 for overnight parking. Please note that our hotel does not offer self-park options or in-and-out privileges.

BELOW IS A LIST OF ALL THE ITEMS WE HAVE ON-HAND IN CASE YOU REQUIRE THEM...

THESE ITEMS ARE NOT CURRENTLY IN THE ROOMS. IF YOU WOULD LIKE ANY OF THESE ITEMS DELIVERED TO YOU, PLEASE EMAIL: NYCGH-HOUSEKEEPING.MANAGERS.STATIC@HYATT.COM.

Roll-away Bed - \$35 per night (available for king bedded rooms only)

Coffee Maker

Baby Crib

Deodorant

Shaving cream

Shower cap

Toothbrush

Toothpaste

Robe

Slippers

Razor

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WHERE CAN I PURCHASE TICKETS TO A BROADWAY SHOW?

Our seasoned Concierge Team is delighted to assist with tickets for hard-to-get plays, sporting events and entertainment. Let us recommend the perfect show or event based on your interests or needs. Our team can furnish tickets to just about anything and everything in New York -- either in advance or up until the day of the performance. Just stop by the Concierge Desk in the Lobby or email:

NYCGH-GUEST.EXPERIENCE.MANAGERS@HYATT.COM.

WHAT ARE THE MOST POPULAR BROADWAY SHOWS?

Hamilton | Chicago | The Lion King | Wicked | The Book of Mormon | Aladdin | Kinky Boots | Beautiful: The Carole King Musical

HOW FAR IS TIMES SQUARE FROM GRAND HYATT NEW YORK?

Times Square is a short 15-minute walk from our hotel. Directions: When leaving the hotel, make a direct right and continue to walk on 42nd Street towards Broadway. You can also take the S or the #7 train from Grand Central Terminal, attached to our hotel - this method will take you 10 minutes and costs \$3 each way.

ARE THERE ANY HOTEL SPECIAL OFFERS ON DRINKS AND DINING I SHOULD KNOW ABOUT?

Yes! When you're on property with us - use our hotel hashtag #LivingGrandNYC in the caption of your public Twitter or Instagram posts to unlock incredible special offers available hotel-wide. Your account must be public to receive these offers. Tag us in your posts so we can follow along with your adventures by typing @GrandHyattNYC.

CAN YOU SEND ME RECOMMENDATIONS FOR MY TRIP TO NYC?

To see 101 things to do in New York City and start planning your Big Apple adventures today - click here: <https://www.timeout.com/newyork/things-to-do/101-things-to-do-in-new-york>.

WHAT IS THE BEST PIZZA IN THE AREA?

Patsy's Pizzeria | Location: 801 2nd Ave and 43rd St.

WHAT IS THE BEST LOCAL DINER IN THE AREA?

The Comfort Diner | Location: 214 E 45th St between 2/3 Ave.

WHAT IS THE BEST STEAKHOUSE IN THE AREA?

Benjamin's Steakhouse | Location: 52 E 41 St between Park/Madison.

POST CHECK-OUT, FREQUENTLY ASKED QUESTIONS:

CAN YOU SEND ME AN ITEMIZED LIST OF CHARGES FROM MY STAY?

We are so happy you stayed with us. If you need the receipt from your stay, please fill out the form at the link below with the necessary information; you will need the last 4 digits of the credit card you used at check-in: <http://bit.ly/1RJgnwM>.

I LEFT SOMETHING AT THE HOTEL. CAN YOU HELP ME FIND IT?

Oh no! We are so sorry you left something behind. We have a very useful form to help you locate your lost items. We will do everything in our power to find your item(s) and mail them back to you as quick as possible. Please click this link to start the discovery process. <https://www.ileftmystuff.com/lostForm.php?cid=35115>.

THANK YOU FOR CHOOSING GRAND HYATT. IF YOU HAVE ADDITIONAL QUESTIONS NOT LISTED HERE, PLEASE EMAIL: NYCGH-GUEST.EXPERIENCE.MANAGERS@HYATT.COM.