



Security Information Fact Sheet

Our goal is to ensure that all guests have a safe and enjoyable stay at The Hyatt Regency Orlando. While specific Hyatt Regency Policies and Procedures are considered proprietary and confidential; we are pleased to provide the following information about our Security Department, some basic procedures and our goals

The Hotel has written, designed and rehearsed emergency response procedures for a variety of possible emergencies. Degrees of response on certain policies are dependent on and escalate or de-escalate based on the current NTAS threat level ***Readiness, Elevated or Imminent.***

General Security Information:

Security Dispatch (24/7)	Ext. 54084
Security Emergency	To reach Hotel Security 77 (or 911 for EMS and then 77)

To report lost property, please direct guests to ileftmystuff.com to file an inquiry. Use Customer ID (Hotel Code) #41353. They can also contact lost and found at ext. 55679.

Fire Alarm & Emergency Evacuation

The Hyatt Regency Orlando has a state of the art Fire Alarm System equipped with strobe lights and audible alarms on each floor, in each meeting room and in all public areas. There are individual smoke detectors in each guest room and manually activated pull stations are located throughout the hotel

In the event of alarm activation, security officers and building engineers respond to the area in question for immediate investigation.

- Guests are asked to listen to the announcements and follow any instruction given.
- Evacuation is conducted through the PA system using a second identifiable tone often described as a “Whooping” noise
- In the event of an evacuation, guests are instructed to go to the nearest stair well and exit the building or proceed to a safe indoor area.
- Elevators should not be used to evacuate
- The hotel rally point is the vacant lot nearest the Windermere Ballrooms and the Northeast corner of the building

HURRICANE

- In the event of severe weather such as a hurricane, the hotel will provide you with information in an ongoing basis
- During a power failure, the hotel has a back up generator for limited lighting, power and elevator operation and glow sticks will be provided to you
- If an evacuation of our guest room tower is necessary, guests are instructed via public address speakers and advised to proceed to the ballrooms on the convention level, by using either the guest elevators or stairwells.
- Hotel staff will assist with the evacuation and direct guests to the proper location.

If you have any questions please feel free to contact the security department or the sales and catering department.

Accessibility

The Hyatt Regency Orlando is a wheelchair accessible resort and spa located across from the Orange County Convention Center. The hotel is inclusive of all guests at any public entrance and includes more than 44 accessible guest rooms, 2 accessible outdoor swimming pools, spa and a steam room.

Medical Services

The Hyatt Regency Orlando hotel security officers are trained in CPR and basic first aid and can provide basic first aid such as bandages, ice packs, and antiseptic. This service can be reached at ext. 77.

There are AED in strategic locations throughout the Hotel and Convention Center in public space as well as back of House areas.

In the event of a life-threatening emergency, contact **911** immediately and when possible notify us the security dispatcher at **extension 77** or **Guest Request Operator, Extension 54444** we are able to provide a faster response time for local authorities and in most cases can provide the necessary life-saving response required.

The Hyatt Regency Orlando security department cannot dispense medication, however, should a guest need help in getting their prescription filled, the security department can assist with this request. Over the counter medication is available in our gift shop.

The Hyatt Regency Orlando does not have a doctor or nurse on staff; however, for a fee, The Medical Concierge, 888-648-5252, will come to the hotel upon guest request. They have doctors and nurses on call 24 hours a day. Other medical services are also available; please see the Concierge located on the Lobby Level, Extension 54090.