



MIAMI AIRPORT - EAST

## HOTEL INFORMATION GUIDE

### **SAFETY FIRST, WELLBEING ALWAYS**

The safety and wellbeing of colleagues, guests and customers remains a top priority, and to further deliver on our purpose of care during the COVID-19 pandemic and beyond, *Hyatt Place Miami Airport East* hotel has taken measures to ensure colleague and guest safety and peace of mind. This includes cleanliness and disinfection procedures, social distancing protocols, associate training and various other policies. In addition to following recommendations from the Centers for Disease Control and Prevention (CDC) and local authorities, *Hyatt Place Miami Airport East* proudly upholds Hyatt's Global Care and Cleanliness Commitment. Please see below for the high standards we've implemented to ensure you are even more comfortable and protected during your stay (while still having a memorable experience!)

- ❖ *Hyatt Place Miami Airport East* is GBAC STAR™ certified (Global Biorisk Advisory Council)
- ❖ Designated Hygiene Manager on property who oversees all hotel operations and standards
- ❖ Comprehensive and required employee trainings regarding social distancing and hygiene practices including proper glove, mask and respiratory etiquette
- ❖ Disinfect all surfaces in public areas, as well as high touch employee work areas/surfaces hourly
- ❖ Disinfect pool and pool chairs, tables and chairs, etc. between each use
- ❖ Require and clearly post signage encouraging the recommended 6 feet of social distance in all hotel public areas, apart from guests who are traveling together
- ❖ Face coverings are required in all public areas besides in guest rooms and on the pool deck. If you don't have a mask don't worry, for your convenience there is a Personal Protection Equipment vending machine available with items available for purchase located on the 1<sup>st</sup> floor lobby level of hotel.
- ❖ Provide disposals in employee work areas and public spaces to safely discard used personal protective equipment
- ❖ Hand sanitizing stations readily available for colleagues in employee work areas and for guests in public areas including outdoor facilities, fitness center, elevators landings, lobby, restaurants and more.
- ❖ Responsibly limit capacities in public restrooms, fitness center and elevators to ensure proper social distance and abide by city protocols
- ❖ Signage posted throughout the hotel reminding guests of safety protocols.
- ❖ Require proper Personal Protection Equipment for associates, contractors and vendors including masks and gloves
- ❖ Conduct daily temperature check for all associates, contractors and vendors
- ❖ Implement 21 Point Inspection Procedure which ensures the disinfection of all hard and soft surfaces in guest rooms, with strict procedures in place to eliminate cross contamination
- ❖ Guest rooms will not be entered for at least 24 hours before to guest arrival, only after a trained housekeeping professional has safely and thoroughly prepared the room. Guest room door handles disinfected prior to check in.



## MIAMI AIRPORT - EAST

- ❖ Strict laundry protocols which include high temperature sanitization
- ❖ Daily cleaning and sanitizing of all equipment, daily deep cleaning and ensure social distancing signage is in place.
- ❖ Plexiglass dividers at front desk and restaurant hostess stands to ensure the safety of colleagues and guests
- ❖ Disinfect all room keys prior to distributing to guests
- ❖ Utilize single-use and digital collateral/menus throughout the hotel
- ❖ Availability of touchless check-in using the World of Hyatt app
- ❖ Contactless delivery of all food delivery orders and amenity requests
- ❖ Signage displayed in Fitness Center to promote 6 feet Social Distancing. Fully sanitizing equipment after each use. Took half of the machines out of service in order to promote social distancing as well as to limit maximum occupancy in Fitness Center. Towels have been removed and are provided to guests upon request.
- ❖ Signage displayed at entrance and throughout pool area promoting 6 feet social distancing and wearing masks in public spaces. Towels have been removed and are provided to guests upon request and placing used towels to be washed after use. As well as lowering the maximum occupancy for the pool to 50% and disinfecting pool area and pool chairs, tables, etc. periodically.
- ❖ Available seating has been limited/removed in order to enforce social distancing in the hotel gallery. Maximum occupancy has been lowered to follow local government and CDC guidelines. Providing single-use utensils, plates, etc.
- ❖ The hotel's front entrance is closed 24/7 and only accessible to current guests with the keycard provided at check in. If guest is arriving and does not have a keycard, then Front Desk can grant them access upon following verification procedures.

For more information on Hyatt's global cleanliness commitments, please visit [hyatt.com/info/global-care-and-cleanliness-commitment](https://www.hyatt.com/info/global-care-and-cleanliness-commitment). For resources regarding open attractions and city ordinances, head to [miamibeachfl.gov](https://www.miamibeachfl.gov).

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### **ABOUT OUR HOTEL**

Welcome to our Miami Airport hotel. Hyatt Place Miami Airport-East is in the middle of eccentric shopping, dining and entertainment. Everything you want in a south Florida hotel you get here, from free Wi-Fi and complimentary daily breakfast. Use our unbeatable location to reach Coral Gables, downtown, South Beach or Doral. Then rest assured when you come back to our cozy guestrooms, 24-hour Stay Fit® fitness center, swimming pool, 24/7 dining and 857 sq. ft. meeting room, you're in good hands.

### **HOTEL CONTACT INFORMATION**

3549 NW Le Jeune Road  
Miami, Florida, 33142  
Tel: +1 305 667 1003  
Fax: +1 305 667 0051  
Email: [hp.miami.airport.east@hyatt.com](mailto:hp.miami.airport.east@hyatt.com)  
Website: [HyattPlaceMiamiAirportEast.com](http://HyattPlaceMiamiAirportEast.com)

### **CONNECT WITH US ON SOCIAL MEDIA**

- Facebook - [HyattPlaceMiamiAirportEast](#)
- Instagram - [@hyattplacemiamiairporeast](#)
- Yelp - [HyattPlaceMiamiAirportEast](#)

### **ROOM COUNTS BY ROOM TYPE CATEGORIES**

- Total Queen-Queen Beds: 63
  - 411 Sq. Ft.
  - ADA compliant available
- Total One King Bed: 64
  - 411 Sq. Ft.
  - ADA compliant available
- Total room count: 135
- All guest rooms are non-smoking

### **GUEST REGISTRATION**

- Check in: 3:00 PM EST
- Check out: 12:00 PM EST
- Minimum Age Restriction: A person of the minimum age requirement must be present at check-in and become a registered guest in the room. Primary Guest must be at least 21 years old to check-in to the Hyatt Place Miami Airport East. ID must be shown at time of check-in.
- Only accepting credit or debit cards with a chip
- Credit Card Authorization Forms will only be accepted up until one day prior to arrival

### **COMPLIMENTARY SERVICES AT HOTEL**

- Breakfast is included for each guest from 6:30 AM - 10:00 AM.
- Complimentary Wi-Fi is available for guests all throughout the property.

### **HOTEL INCIDENTAL & AUTHORIZATION POLICY**

A \$50 incidental deposit per night will be authorized on all credit and debit cards at the time of check in to cover any incidental charges. The hotel reserves the right to authorize 1-night room & tax up to 72 hours prior to arrival.



MIAMI AIRPORT - EAST

### **CANCELLATION POLICY**

Standard cancellation policy is 24-hours prior to arrival to avoid a one-time charge of room and tax.

### **DINING**

- Restaurant is open from 10:00 A.M. to 11:00 P.M.
- 24-hour gallery market available in the lobby

### **DRY CLEANING**

- AM Service: Monday – Friday (pick up by 8:30 am, back by 7:00 pm)
- On Saturdays, Sundays and Holidays only express service is available.

### **ICE MACHINES & MICROWAVE**

- Ice machines are located on the 3<sup>rd</sup> and 5<sup>th</sup> floor
- Microwave available in the lobby

### **OUTDOOR POOL**

Enjoy the sea breezes of Miami at our outdoor pool and terrace area, featuring pool chairs, lounge chairs and umbrellas available for use. Our outdoor pool is located just off our 2nd floor lobby for our guests to enjoy. The fire pit area offers perfect ambiance for an ideal Miami evening.

Hours

10:00 AM – 10:00 PM

### **FITNESS CENTER**

You decide when to exercise in our fitness center. Cutting-edge cardio machines like treadmills and ellipticals are available at your discretion. Little details like built-in LCD screens make our equipment accessible to newcomers and convenient to experts. Connect to our free Wi-Fi for live music streamed to your headphones, tone particular muscles with free weights and jump into the outdoor pool for a quick cool down.

Hours

24/7

### **SPECIAL EVENTS**

Group meetings and events are just one way we continue to elevate your travel experience at the Hyatt Place Airport East hotel. With 857 square feet of event space, we are here to help you with your small group needs. Our Miami Airport hotel offers budget-friendly room blocks, so your group can enjoy stylish accommodations for a reasonable price that your guests will love.

Total Sleeping Rooms

135

Largest Space

857 square feet

[View Hotel Facility Guide](#)



## MIAMI AIRPORT - EAST

### GETTING HERE

Hyatt Place Miami Airport-East is located 3549 NW LeJeune Rd. The hotel is less than a mile from Miami International Airport, 8 miles from Port of Miami and 10 miles from South Beach.

### DIRECTIONS FROM HOTEL TO MIAMI INTERNATIONAL AIRPORT

Hotel is located at 3549 NW LeJeune Rd, Miami, FL 33142

1.3 mi. About 4 mins

- Head north toward S River Dr
- Follow S River Dr to NW 31st St
- Turn right onto NW 31st St
- Take Airport Expy W to Miad Cir

### AIRPORT AND TRANSPORTATION CENTERS

- Miami International Airport (MIA): 0.5 miles
- Miami Station (Amtrak): 11 miles
- Fort Lauderdale-Hollywood International Airport (FLL): 29 miles

### HOTEL PARKING

Our property offers self-parking. Self-Parking is permitted with valid parking decal from hotel.

- Daily overnight parking fee, per vehicle: \$10.00

### SHUTTLE TRANSPORTATION

Airport Shuttle service is currently suspended until further notice.

### PRIVATE TRANSPORTATION SERVICE

Key Transportation

Address: 199 NW 79th St., Miami, FL, 33150

Direct: 305.751.5005

Toll free: 1-877-539-5005

F: 786-364-7400

[www.key-transportation.com](http://www.key-transportation.com)

Email addresses: [reservations@key-transportation.com](mailto:reservations@key-transportation.com)

Hours of Operations: 24/7 – 365 days

### OTHER TRANSPORTATION

Ground Transportation and Flight at Miami International Airport

Visit MIA's website for Taxis, Ride App, Public Transportation and Car Rentals

- [Group Transportation](#)
- [Flight Information](#)

### PACKAGE RECEIVING POLICY

Package Fees:

- First five (5) packages under 10 pounds complimentary
- Additional packages are \$10.00 each

### LOST & FOUND

Left something at the hotel, please go to [ileftmystuff.com](http://ileftmystuff.com), select property code 60085 to submit your report for the lost item.



MIAMI AIRPORT - EAST

**GROCERY, CONVENIENCE STORES & POST OFFICE**

- Milams 8 minute drive
- Publix 8 minute drive
- United States Post Office Miami springs 8 minute drive

**PET-FRIENDLY**

Guest staying 1-6 nights: \$75 (non-refundable)

Guest staying 7-30 nights: \$175 (non-refundable)

Longer stay than 30 nights: consult fee with hotel.

Limit of two pets per room.

- Must weigh 50 lbs. or less
- Not allowed in the pool area
- Room will only be serviced every 3 days
- No pet-friendly amenities

**LOCAL ATTRACTIONS**

Wynwood – 6.3 MILES

PortMiami – 10.2 MILES

Little Havana – 3.1 MILES

South Beach – 10.6 MILES

Marlins Park – 4.7 MILES

American Airlines Arena – 7.5 MILES

Hard Rock Stadium – 16 MILES

Dolphin Mall – 10.8 MILES

Sawgrass Mall – 32 MILES

Lincoln Road Mall – 11 MILES

Miami Design District – 5.6 MILES

Jungle Island – 8 MILES

Miami Seaquarium – 11.1 MILES

Everglades National Park – 22.2 MILES

Zoo Miami – 20 MILES