



## Grand Hyatt San Antonio Goes to the Dogs Pet Friendly Policy Promotes Volunteer Tourism

*“We understand that pets are part of the family and GHSA is committed to making our four-legged guests as comfortable as our two-legged ones.”*

*--Scott Lane, Director of Sales and Marketing*

Grand Hyatt San Antonio is setting tongues and tails wagging by laying out the welcome mat for guests of the four-footed variety and encouraging those of the two-legged persuasion to get involved and make a difference in the life of some local animals. It is all part of GHSA’s new partnership with the Humane Society of San Antonio, a program designed to promote volunteer tourism to GHSA guests.

“Grand Hyatt San Antonio is pioneering volunteer tourism in San Antonio as part of our commitment to the city,” says GHSA Managing Director and animal activist Tom Netting. “We will provide the people who come to the Alamo City with the opportunity to make a difference in our community by educating them on how to prevent animal cruelty and the benefits of loving an animal.”

### **Give ‘em Something to Bark About**

According to the Travel Industry Association of America, there are 62 million dog owners in the United States and 29 million of those who travel with their dogs in tow. That is why downtown’s premier luxury hotel is welcoming its four footed guests with the same enthusiasm usually reserved for two-footed patrons—and these canine customers will not be “ruffing” it! Treats, bowls and doggie bags await the pampered pooch upon check-in and additional pet items can be purchased 24 hours a day at Perks, GHSA’s in-house gift shop. The concierge will provide a listing of walking trails and dog parks for the pet that wants to get out and see the sites, and a list of recommended pet sitters for the pup that prefers to stay indoors. Nearby pet stores and veterinary care will also be available through the concierge.

### **Volunteer Tourism**

GHSA is pioneering the local effort to promote volunteer tourism in our city by partnering with the Humane Society of San Antonio. Through the partnership, hotel guests will have the opportunity to participate in one of many areas in which the San Antonio Humane Society needs assistance.

Families want more meaningful vacations and what could be more meaningful than working together to make a difference in the life of an animal that has been abandoned, abused or neglected? Volunteering at the San Antonio Humane Society is also a wonderful way for the family considering adopting a pet to make sure that they are ready for the responsibility.

GHSA encourages you to make your vacation count by participating in the Volunteer Tourism program.

“We recognize that, for many people, pets are family and they don’t want to leave them behind when they travel,” says Director of Sales and Marketing Scott Lane. “We have set the bar high in our commitment to our level of service to our guests and this is just one more way that we meet and exceed their expectations.”

The GHSA pet-friendly rooms will be grouped in one area of the hotel designated by special “Do Not Disturb” signs that indicate a pet is on the premises. A non-refundable deposit will be required in order to allow the hotel to deep-clean the rooms once the animal and his family have gone, and all four-footed friends must weigh less than 50 pounds.

“We will handle any accident or noise complaints just as we do with any other guest in the hotel,” assures Lane.

### **Walking the Dog**

Aside from making it easy for families with pets to travel, GHSA’s pet-friendly program will offer those guests ample opportunities to take part in the newest vacation craze: volunteer tourism.

“Families want their vacations to mean something,” explains Lane. “They want to do something as a family that makes a difference in the world and creates meaningful memories.”

Through a program called Destination Humane, GHSA will offer ways for guests who want to make a difference in our community to do so by visiting the Humane Society of San Antonio and volunteering. Playing with and walking the dogs, socializing with the cats, cleaning the cages, assisting with receiving and bathing the animals or helping with administrative duties are all important areas in which the animal shelter needs volunteers.

“We are so pleased to be able to partner with GHSA in this mission,” says Kathryn Bice, Executive Director, San Antonio Humane Society. “Not only has the company adapted a pet-friendly policy, they are leaders in the industry of providing guests with volunteer tourism opportunities.”

The San Antonio Humane Society is THE destination for visiting, socializing with dogs and cats, and the opportunity to be educated in pet responsibility and safety. “Destination Humane is a wonderful program for the entire family to participate in and learn about humane treatment of

### **Destination Humane A Grand Partnership Package**

Grand Hyatt San Antonio partners with the Humane Society of San Antonio to offer guests a unique volunteer tourism opportunity. Through Destination Humane, hotel guests can volunteer their time to make a positive difference in an animal's life. There is a \$10 per person fee payable to Humane Society as a donation. Children under 12 are FREE. The Humane Society will include a t-shirt and a certificate with a photo of your favorite shelter animal.

Package includes 20% off our standard rate, breakfast for two and a welcome amenity. Grand Hyatt San Antonio will also donate \$25 per stay to the Humane Society of San Antonio. Guests can call the concierge at the Grand Hyatt San Antonio to make your reservation at the Humane Society at 210.224.1234.

animals,” says Cathy McCoy, Public Relations and Outreach Director for the Humane Society of San Antonio.

Of course any guest that wishes to leave with more than a plastic replica of the Alamo can adopt their own live four-footed souvenir through the Humane Society of San Antonio. What better reminder of San Antonio than a brand new dog or puppy?

### **A Faithful Friendship**

In addition to promoting volunteer tourism opportunities, GHSA will show its support of its new partner through various other promotional opportunities. First, GHSA will underwrite the Humane Society of San Antonio’s Benevon event, to cover either breakfast or lunch and parking for 1000 people at the hotel.

“This event is our way to thank San Antonio Humane Society’s donors as well as to encourage donors and non-donors to become more involved,” explains Bice.

GHSA will also host educational classes for the public on Dogs 101, with the fees benefiting the Humane Society of San Antonio. Finally, the year will end with the unveiling of GHSA’s second annual holiday window display. This year’s theme? Santa Paws of course!

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### **About the Grand Hyatt San Antonio**

Grand Hyatt San Antonio is a premier destination in the heart of downtown. The 1,003-room, 37-story luxury hotel, with 115,000 square feet of indoor/outdoor meeting space, is adjacent to the Henry B. Gonzalez Convention Center and famed San Antonio Riverwalk. The hotel also includes a fully equipped 24-hour StayFit@Hyatt gym with heated outdoor lap pool, Perks Coffee and more. At the Grand Hyatt San Antonio guests will find a unique blend of location, amenities and service to make their stay unforgettable. For more information on Grand Hyatt San Antonio, Achioté River Café or Bar Rojo please call (210) 224-1234 or visit <http://grandsanantonio.hyatt.com>, [www.achioterivercafe.com](http://www.achioterivercafe.com), or [www.barrojosa.com](http://www.barrojosa.com).

### **About Hyatt Hotels Corporation**

**Hyatt Hotels Corporation**, headquartered in Chicago, is a leading global hospitality company with a proud heritage of making guests feel more than welcome. Thousands of members of the Hyatt family in 45 countries strive to make a difference in the lives of the guests they encounter every day by providing authentic hospitality. The company’s subsidiaries manage, franchise, own and develop hotels and resorts under the **Hyatt®**, **Park Hyatt®**, **Andaz™**, **Grand Hyatt®**, **Hyatt Regency®**, **Hyatt Place®** and **Hyatt Summerfield Suites™** brand names and have locations under development on five continents. **Hyatt Vacation Ownership, Inc.**, a **Hyatt Hotels Corporation** subsidiary, develops and operates vacation ownership properties under the **Hyatt Vacation Club®** brand. As of June 30, 2009, the company’s worldwide portfolio consisted of 413 properties. For more information, please visit [www.hyatt.com](http://www.hyatt.com).