



# Hyatt Reports Third-Quarter 2018 Results

10/30/2018

## Reports Strong 7.6% Net Rooms Growth

### Raises Full-Year Outlook for Shareholder Capital Returns to Approximately \$1.0 Billion

CHICAGO--(BUSINESS WIRE)-- Hyatt Hotels Corporation ("Hyatt" or the "Company") (NYSE: H) today reported third-quarter 2018 financial results. Net income attributable to Hyatt was \$237 million, or \$2.09 per diluted share, in the third quarter of 2018, compared to \$18 million, or \$0.14 per diluted share, in the third quarter of 2017. Adjusted net income attributable to Hyatt was \$37 million, or \$0.33 per diluted share, in the third quarter of 2018, compared to \$29 million, or \$0.24 per diluted share, in the third quarter of 2017. Refer to the table on page 4 of the schedules for a summary of special items impacting Adjusted net income and Adjusted earnings per share in the three months ended September 30, 2018.

Mark S. Hoplamazian, president and chief executive officer of Hyatt Hotels Corporation, said, "We reported another quarter of solid growth, led by a 9% increase in management and franchise fees and 5% RevPAR growth at our owned and leased hotels, both on a constant-currency basis. Our outlook for the remainder of 2018 remains positive, including comparable system-wide RevPAR growth of 3.5% at the mid-point of our full-year guidance range."

Third quarter of 2018 financial highlights as compared to the third quarter of 2017 are as follows:

- Net income increased to \$237 million, aided by gains on sales of real estate.
- Adjusted EBITDA decreased 0.9% to \$175 million, an increase of 0.1% in constant currency.
- Comparable system-wide RevPAR increased 2.8%, including an increase of 5.3% at comparable owned and leased hotels.
- Comparable U.S. hotel RevPAR increased 1.4%; full service hotel RevPAR increased 2.5% and select service hotel RevPAR decreased 1.1%.
- Net rooms growth was 7.6%.
- Comparable owned and leased hotel operating margin increased 70 basis points to 21.8%.
- Adjusted EBITDA margin of 29.7% increased 240 basis points in constant currency.

Mr. Hoplamazian continued, "We are continuing to execute our long-term growth strategy while returning meaningful capital to shareholders, enabled in part by our sell-down of real estate. Earlier this month, we announced plans to acquire Two Roads Hospitality, a high-end lifestyle hotel management company which we expect will expand the growth of our management and franchising business. We also increased our shareholder capital return expectations for 2018 to approximately \$1.0 billion inclusive of share repurchases and dividends, and have a new \$750 million share repurchase authorization."

Third quarter of 2018 financial results as compared to the third quarter of 2017 are as follows:

## Management, Franchise and Other Fees

Management, franchise and other fees increased 7.6% (8.7% in constant currency) to \$133 million, driven by new hotels added to the system, hotel conversions from owned to managed, and strong operating performance at existing hotels. Base management fees increased 8.8% to \$55 million and incentive management fees increased 6.4% to \$33 million. Franchise fees increased 7.8% to \$33 million. Other fees increased 4.5% to \$12 million.

## Americas Management and Franchising Segment

Americas management and franchising segment Adjusted EBITDA increased 1.0% (1.5% in constant currency). RevPAR for comparable Americas full service hotels increased 3.0%, occupancy decreased 20 basis points, and ADR increased 3.2%. RevPAR for comparable Americas select service hotels decreased (0.7)%, occupancy decreased 180 basis points, and ADR increased 1.5%. Revenue from management, franchise, and other fees increased 0.4% (0.8% in constant currency).

Transient rooms revenue at comparable U.S. full service hotels decreased 0.1%, room nights decreased 4.6%, and ADR increased 4.8%. Group rooms revenue at comparable U.S. full service hotels increased 4.9%, room nights increased 3.5%, and ADR increased 1.3%.

Americas net rooms increased 6.2% compared to the third quarter of 2017.

## Southeast Asia, Greater China, Australia, South Korea, Japan and Micronesia (ASPAC) Management and Franchising Segment

ASPAC management and franchising segment Adjusted EBITDA increased 15.9% (18.4% in constant currency). RevPAR for comparable ASPAC full service hotels increased 2.5%, driven by increased occupancy across the region which was partially offset by certain natural disasters affecting Southeast Asia and Japan, and renovation activity. Occupancy increased 150 basis points and ADR increased 0.6%. Revenue from management, franchise, and other fees increased 11.4% (13.2% in constant currency).

ASPAC net rooms increased 12.1% compared to the third quarter of 2017.

## Europe, Africa, Middle East and Southwest Asia (EAME/SW Asia) Management and Franchising Segment

EAME/SW Asia management and franchising segment Adjusted EBITDA increased 16.0% (21.2% in constant currency). RevPAR for comparable EAME/SW Asia full service hotels increased 11.0%, driven primarily by strong growth in Russia, Western Europe, and Turkey. Occupancy increased 360 basis points and ADR increased 5.0%. Revenue from management, franchise, and other fees increased 17.0% (21.1% in constant currency).

EAME/SW Asia net rooms increased 9.0% compared to the third quarter of 2017.

## Owned and Leased Hotels Segment

Total owned and leased hotels segment Adjusted EBITDA decreased 12.5% (12.0% in constant currency), including a 3.8% (0.6% in constant currency) decrease in pro rata share of unconsolidated hospitality ventures Adjusted EBITDA. The decrease in segment Adjusted EBITDA was driven by transaction activity in 2017 and 2018. Refer to the table on page 18 of the schedules for a detailed list of portfolio changes and the year-over-year net impact to total owned and leased hotels segment Adjusted EBITDA.

Owned and leased hotels segment revenues decreased 13.3% (12.9% in constant currency), reflecting the transaction activity referenced above. RevPAR for comparable owned and leased hotels increased 5.3%, reflecting mid single-digit RevPAR growth at U.S. hotels and high single-digit RevPAR growth at international hotels. Occupancy increased 190 basis points and ADR increased 2.8%.

## Corporate and Other

Corporate and other Adjusted EBITDA increased 14.6% (14.5% in constant currency).

Corporate and other revenues increased 7.7% (consistent in constant currency), primarily driven by the acquisition of Exhale Enterprises, Inc. ("exhale") in August 2017.

## Selling, General, and Administrative Expenses

Selling, general, and administrative expenses decreased 7.7%, inclusive of rabbi trust impact and stock-based compensation. Adjusted selling, general, and administrative expenses decreased 7.6%, primarily due to non-recurring marketing spending and severance costs incurred in 2017. Refer to the table on page 11 of the schedules for a reconciliation of selling, general, and administrative expenses to Adjusted selling, general, and administrative expenses.

## OPENINGS AND FUTURE EXPANSION

Twelve hotels (or 2,608 rooms) were opened in the third quarter of 2018. The Company's net rooms increased 7.6%, compared to the third quarter of 2017. The Company is on pace to open approximately 60 hotels in the 2018 fiscal year.

As of September 30, 2018, the Company had executed management or franchise contracts for approximately 340 hotels, or approximately 73,000 rooms, consistent with expectations at the end of the second quarter. This represents development pipeline growth of approximately 6%, compared to the third quarter of 2017.

#### ACQUISITION OF TWO ROADS HOSPITALITY LLC

On October 8, 2018, Hyatt announced an agreement to acquire Two Roads Hospitality LLC ("Two Roads"), a rapidly growing hotel management company for a base purchase price of approximately \$480 million. Through the addition of Two Roads, Hyatt will expand its presence in 23 new markets and offer an expanded portfolio of high-quality lifestyle brands including Destination Hotels, Joie de Vivre, Thompson Hotels, Alila, and tommie, further supporting the Company's evolution to a more fee-based enterprise. The Company expects to assume the management agreements for the majority of Two Roads' 85 properties, equivalent to approximately 14,000 rooms. The acquisition is expected to close in November 2018, with the potential for Hyatt to invest up to an additional \$120 million in the aggregate, contingent upon certain terms to be defined after closing.

#### SHARE REPURCHASE / DIVIDEND

During the third quarter of 2018, the Company repurchased a total of 844,218 Class A shares for approximately \$66 million. The Company ended the third quarter with 43,625,629 Class A and 67,119,482 Class B shares issued and outstanding. Year to date through September 30, 2018, the Company repurchased approximately \$674 million of common stock, including \$20 million in the first quarter of 2018 related to the settlement of the November 2017 accelerated share repurchase plan.

From October 1 through October 26, 2018, the Company repurchased 872,695 shares of Class A common stock for an aggregate purchase price of approximately \$63 million. As of October 26, 2018, the Company had approximately \$147 million remaining under its share repurchase authorization.

Consistent with the Company's ongoing commitment to return meaningful capital to stockholders while continuing to invest in growth opportunities, the Company's board of directors has approved a new \$750 million share repurchase authorization, and declared a cash dividend of \$0.15 per share for the fourth quarter of 2018. The dividend is payable on December 10, 2018, to Class A and Class B stockholders of record as of November 28, 2018.

#### CAPITAL STRATEGY UPDATE

In the Company's second quarter 2018 earnings release dated July 31, 2018, the Company reported:

- On July 19, 2018, the Company acquired the 693-room Hyatt Regency Phoenix for approximately \$140 million. The Company previously operated the hotel under a management agreement.

In an 8-K filing dated October 1, 2018, the Company announced the following transactions:

- On August 29, 2018, the Company acquired the 530-room Hyatt Regency Indian Wells from an unrelated third party for approximately \$120 million. The Company previously operated the hotel under a management agreement.
- On September 28, 2018, the Company sold shares of the entity that owned the 755-room Hyatt Regency Mexico City for approximately \$405 million, inclusive of an investment in an unconsolidated hospitality venture and an adjacent land parcel valued at approximately \$40 million. The land parcel will be developed by the new owner as Park Hyatt Mexico City. Both properties are subject to long-term management agreements.

All three transactions formed part of the Company's ongoing asset recycling program. The Company remains on track to successfully execute plans to sell approximately \$1.5 billion of real estate by the end of 2020 as part of its capital strategy. To date, the Company has sold approximately \$1.14 billion of real estate under the program including \$40 million of cash proceeds associated with the land parcel upon which Park Hyatt Mexico City will be built.

#### BALANCE SHEET / OTHER ITEMS

As of September 30, 2018, the Company reported the following:

- Total debt of \$1,633 million.
- Pro rata share of unconsolidated hospitality venture debt of approximately \$554 million, substantially all of which is non-recourse to Hyatt and a portion of which Hyatt guarantees pursuant to separate agreements.
- Cash and cash equivalents, including investments in highly-rated money market funds and similar investments, of \$1,014 million, restricted cash of \$23 million and short-term investments of \$217 million.
- Undrawn borrowing availability of \$1.5 billion under Hyatt's revolving credit facility.

#### 2018 OUTLOOK

The Company is revising the following information for the 2018 fiscal year:

- Net income is expected to be approximately \$726 million to \$771 million, compared to previous expectation of \$680 million to \$729 million.
- Comparable system-wide RevPAR is expected to increase approximately 3.25% to 3.75% compared to previous expectation of 3.0% to 4.0%. The mid-point of the range remains unchanged.

- Depreciation and amortization expense is expected to be approximately \$319 million to \$323 million, compared to previous expectation of approximately \$323 million to \$327 million.
- Other income (loss), net is expected to be negatively impacted by approximately \$60 million to \$65 million related to performance guarantee expense for the four managed hotels in France. This compares to previous expectation of approximately \$65 million to \$75 million.
- The effective tax rate is expected to be approximately 21% to 23% compared to previous expectation of approximately 23% to 25%, largely due to the tax impact of the Hyatt Regency Mexico City transaction referenced above.
- Capital expenditures are expected to be approximately \$325 million, compared to previous expectation of approximately \$375 million, as certain hotel development-related spending has been deferred to 2019.
- The Company expects to return approximately \$1.0 billion to shareholders, compared to previous expectation of approximately \$800 million, through a combination of share repurchases and cash dividends on its common stock.

The Company is reaffirming the following information for the 2018 fiscal year:

- Adjusted EBITDA is expected to be approximately \$765 million to \$775 million.
- Interest expense is expected to be approximately \$76 million to \$77 million.
- Adjusted selling, general, and administrative expenses are expected to be approximately \$300 million, consistent with previous guidance. This excludes approximately \$30 million of stock-based compensation expense, which reflects a change compared to previous expectation of approximately \$32 million and any potential expenses related to benefit programs funded through rabbi trusts.
- The Company expects to grow net rooms by approximately 6.5% to 7.0%. The number of hotel openings remains at approximately 60.

No additional disposition or acquisition activity beyond what has been completed as of the date of this release has been included in the outlook. Therefore, the outlook does not include the acquisition of Two Roads Hospitality LLC, which is expected to close in November 2018. The Company's outlook is based on a number of assumptions that are subject to change and many of which are outside the control of the Company. If actual results vary from these assumptions, the Company's expectations may change. There can be no assurance that Hyatt will achieve these results.

#### CONFERENCE CALL INFORMATION

The Company will hold an investor conference call tomorrow, October 31, 2018, at 10:30 a.m. CT. All interested persons may listen to a simultaneous webcast of the conference call, which may be accessed through the Company's website at [investors.hyatt.com](http://investors.hyatt.com), or by dialing 647.689.4468 or 833.238.7946, passcode #2389876,

approximately 10 minutes before the scheduled start time. For those unable to listen to the live broadcast, a replay will be available from 1:30 p.m. CT on October 31, 2018 through November 1, 2018 at midnight by dialing 416.621.4642, passcode #2389876. Additionally, an archive of the webcast will be available on the Company's website for 90 days.

#### AVAILABILITY OF INFORMATION ON HYATT'S WEBSITE

Investors and others should note that Hyatt routinely announces material information to investors and the marketplace using U.S. Securities and Exchange Commission (SEC) filings, press releases, public conference calls, webcasts and the Hyatt Investor Relations website. While not all of the information that the Company posts to the Hyatt Investor Relations website is of a material nature, some information could be deemed to be material. Accordingly, the Company encourages investors, the media, and others interested in Hyatt to review the information that it shares at the Investor Relations link located at the bottom of the page on [hyatt.com](http://hyatt.com). Users may automatically receive email alerts and other information about the Company when enrolling an email address by visiting "Sign up for Email Alerts" in the "Investor Resources" section of Hyatt's website at [investors.hyatt.com](http://investors.hyatt.com).

#### DEFINITIONS

##### Adjusted Earnings Before Interest Expense, Taxes, Depreciation and Amortization (Adjusted EBITDA) and EBITDA

We use the terms Adjusted EBITDA and EBITDA throughout this earnings release. Adjusted EBITDA and EBITDA, as the Company defines them, are non-GAAP measures. We define consolidated Adjusted EBITDA as net income attributable to Hyatt Hotels Corporation plus its pro rata share of unconsolidated hospitality ventures Adjusted EBITDA based on its ownership percentage of each venture, adjusted to exclude the following items:

- interest expense;
- provision for income taxes;
- depreciation and amortization;
- amortization of management and franchise agreement assets constituting payments to customers (Contra revenue);
- revenues for the reimbursement of costs incurred on behalf of managed and franchised properties;
- costs incurred on behalf of managed and franchised properties;
- equity earnings (losses) from unconsolidated hospitality ventures;
- stock-based compensation expense;
- gains (losses) on sales of real estate;

- asset impairments; and
- other income (loss), net

Effective January 1, 2018, we made two modifications to our definition of Adjusted EBITDA with the implementation of ASU 2014-09 Revenue from Contracts with Customers. Our definition has been updated to exclude Contra revenue which was previously recognized as amortization expense. As this is strictly a matter of financial presentation, we have excluded Contra revenue in order to be consistent with our prior treatment and to reflect the way in which we manage our business. We have also excluded revenues for the reimbursement of costs incurred on behalf of managed and franchised properties and costs incurred on behalf of managed and franchised properties. These revenues and costs previously netted to zero within Adjusted EBITDA. Under ASU 2014-09, the recognition of certain revenue differs from the recognition of related costs, creating timing differences that would otherwise impact Adjusted EBITDA. We have not changed our management of these revenues or expenses, nor do we consider these timing differences to be reflective of our core operations. These changes reflect how our management evaluates each segment's performance and also facilitate comparison with our competitors. We have applied this change to 2017 historical results to allow for comparability between the periods presented.

We calculate consolidated Adjusted EBITDA by adding the Adjusted EBITDA of each of our reportable segments and eliminations to corporate and other Adjusted EBITDA. Our board of directors and executive management team focus on Adjusted EBITDA as a key performance and compensation measure both on a segment and on a consolidated basis. Adjusted EBITDA assists us in comparing our performance over various reporting periods on a consistent basis because it removes from our operating results the impact of items that do not reflect our core operations both on a segment and on a consolidated basis. Our president and chief executive officer, who is our chief operating decision maker, also evaluates the performance of each of our reportable segments and determines how to allocate resources to those segments, in significant part, by assessing the Adjusted EBITDA of each segment. In addition, the compensation committee of our board of directors determines the annual variable compensation for certain members of our management based in part on consolidated Adjusted EBITDA, segment Adjusted EBITDA or some combination of both. We believe Adjusted EBITDA is useful to investors because it provides investors the same information that the Company uses internally for purposes of assessing operating performance and making compensation decisions.

Adjusted EBITDA and EBITDA are not substitutes for net income attributable to Hyatt Hotels Corporation, net income, or any other measure prescribed by GAAP. There are limitations to using non-GAAP measures such as Adjusted EBITDA and EBITDA. Although we believe that Adjusted EBITDA can make an evaluation of our operating performance more consistent because it removes items that do not reflect our core operations, other companies in our industry may define Adjusted EBITDA differently than we do. As a result, it may be difficult to use Adjusted EBITDA or similarly named non-GAAP measures that other companies may use to compare the performance of those companies to our performance. Because of these limitations, Adjusted EBITDA should not be considered as a measure of the income generated by our business. Our management compensates for these limitations by reference to its GAAP results and using Adjusted EBITDA supplementally.

### Adjusted EBITDA Margin

We define Adjusted EBITDA margin as Adjusted EBITDA divided by total revenues excluding Contra Revenue and revenues for the reimbursement of costs incurred on behalf of managed and franchised properties ("Adjusted revenues"). We believe Adjusted EBITDA margin is useful to investors because it provides investors the same information that the Company uses internally for purposes of assessing operating performance.

### Adjusted Net Income

Adjusted net income, as we define it, is a non-GAAP measure. We define Adjusted net income as net income attributable to Hyatt Hotels Corporation excluding special items, which are those items deemed not to be reflective of ongoing operations. We consider Adjusted net income to be an indicator of operating performance because excluding special items allows for period-over-period comparisons of our ongoing operations.

Adjusted net income is not a substitute for net income attributable to Hyatt Hotels Corporation, net income, or any other measure prescribed by GAAP. There are limitations to using non-GAAP measures such as Adjusted net income. Although we believe that Adjusted net income can make an evaluation of our operating performance more consistent because it removes special items that are deemed not to be reflective of ongoing operations, other companies in our industry may define Adjusted net income differently than we do. As a result, it may be difficult to use Adjusted net income or similarly named non-GAAP measures that other companies may use to compare the performance of those companies to our performance. Because of these limitations, Adjusted net income should not be considered as a measure of the income generated by our business. Our management compensates for these limitations by reference to its GAAP results and using Adjusted net income supplementally.

### Adjusted Selling, General, and Administrative (SG&A) Expenses

Adjusted SG&A expenses, as we define it, is a non-GAAP measure. Adjusted SG&A expenses exclude the impact of expenses related to deferred compensation plans funded through rabbi trusts and stock-based compensation expense. Adjusted SG&A expenses assist us in comparing our performance over various reporting periods on a consistent basis because it removes from our operating results the impact of items that do not reflect our core operations, both on a segment and consolidated basis.

### Comparable Owned and Leased Hotels Operating Margin

We define comparable owned and leased hotels operating margin as the difference between comparable owned and leased hotels revenues and comparable owned and leased hotels expenses. Comparable owned and leased hotels revenues is calculated by removing non-comparable hotels revenues from owned and leased hotels revenues as reported in our condensed consolidated statements of income. Comparable owned and leased hotels expenses is calculated by removing both non-comparable owned and leased hotels expenses and the impact of

expenses funded through rabbi trusts from owned and leased hotels expenses as reported in our condensed consolidated statements of income. We believe comparable owned and leased hotels operating margin is useful to investors because it provides investors the same information that the Company uses internally for purposes of assessing operating performance.

### Comparable Hotels

"Comparable system-wide hotels" represents all properties we manage or franchise (including owned and leased properties) and that are operated for the entirety of the periods being compared and that have not sustained substantial damage, business interruption or undergone large scale renovations during the periods being compared or for which comparable results are not available. We may use variations of comparable system-wide hotels to specifically refer to comparable system-wide Americas full service or select service hotels for those properties that we manage or franchise within the Americas management and franchising segment, comparable system-wide ASPAC full service or select service hotels for those properties that we manage or franchise within the ASPAC management and franchising segment, or comparable system-wide EAME/SW Asia full service or select service hotels for those properties that we manage or franchise within the EAME/SW Asia management and franchising segment. "Comparable owned and leased hotels" represents all properties we own or lease and that are operated and consolidated for the entirety of the periods being compared and have not sustained substantial damage, business interruption or undergone large scale renovations during the periods being compared or for which comparable results are not available. Comparable system-wide hotels and comparable owned and leased hotels are commonly used as a basis of measurement in our industry. "Non-comparable system-wide hotels" or "non-comparable owned and leased hotels" represent all hotels that do not meet the respective definition of "comparable" as defined above.

### Constant Dollar Currency

We report the results of our operations both on an as reported basis, as well as on a constant dollar basis. Constant dollar currency, which is a non-GAAP measure, excludes the effects of movements in foreign currency exchange rates between comparative periods. We believe constant dollar analysis provides valuable information regarding our results as it removes currency fluctuations from our operating results. We calculate constant dollar currency by restating prior-period local currency financial results at the current period's exchange rates. These adjusted amounts are then compared to our current period reported amounts to provide operationally driven variances in our results.

### Revenue per Available Room (RevPAR)

RevPAR is the product of the average daily rate (ADR) and the average daily occupancy percentage. RevPAR does not include non-room revenues, which consist of ancillary revenues generated by a hotel property, such as food and beverage, parking, and other guest service revenues. Our management uses RevPAR to identify trend

information with respect to room revenues from comparable properties and to evaluate hotel performance on a regional and segment basis. RevPAR is a commonly used performance measure in our industry. RevPAR changes that are driven predominantly by changes in occupancy have different implications for overall revenue levels and incremental profitability than do changes that are driven predominantly by changes in average room rates. For example, increases in occupancy at a hotel would lead to increases in room revenues and additional variable operating costs (including housekeeping services, utilities and room amenity costs), and could also result in increased ancillary revenues (including food and beverage). In contrast, changes in average room rates typically have a greater impact on margins and profitability as there is no substantial effect on variable costs.

#### Average Daily Rate (ADR)

ADR represents hotel room revenues, divided by the total number of rooms sold in a given period. ADR measures average room price attained by a hotel and ADR trends provide useful information concerning the pricing environment and the nature of the customer base of a hotel or group of hotels. ADR is a commonly used performance measure in our industry, and we use ADR to assess the pricing levels that we are able to generate by customer group, as changes in rates have a different effect on overall revenues and incremental profitability than changes in occupancy, as described above.

#### Occupancy

Occupancy represents the total number of rooms sold divided by the total number of rooms available at a hotel or group of hotels. Occupancy measures the utilization of a hotel's available capacity. We use occupancy to gauge demand at a specific hotel or group of hotels in a given period. Occupancy levels also help us determine achievable ADR levels as demand for hotel rooms increases or decreases.

#### FORWARD-LOOKING STATEMENTS

Forward-Looking Statements in this press release, which are not historical facts, are forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. These statements include statements about our plans, strategies, outlook, occupancy, ADR and growth trends, market share, the number of properties we expect to open in the future, the amount by which the Company intends to reduce its real estate asset base and the anticipated time frame for such asset dispositions, our expected adjusted SG&A expense, our estimated comparable system-wide RevPAR growth, our estimated Adjusted EBITDA growth, maintenance and enhancement to existing properties capital expenditures, investments in new properties capital expenditures, depreciation and amortization expense and interest expense estimates, financial performance, growth expectations with respect to our management and franchising business, the time schedule to complete the acquisition of Two Roads Hospitality LLC and certain post-closing matters, prospects or future events and involve known and unknown risks that are difficult to predict. As a result, our actual results, performance or achievements may differ materially from those expressed or implied by these forward-looking statements. In some cases, you can identify forward-looking

statements by the use of words such as "may," "could," "expect," "intend," "plan," "seek," "anticipate," "believe," "estimate," "predict," "potential," "continue," "likely," "will," "would," and variations of these terms and similar expressions, or the negative of these terms or similar expressions. Such forward-looking statements are necessarily based upon estimates and assumptions that, while considered reasonable by us and our management, are inherently uncertain. Factors that may cause actual results to differ materially from current expectations include, but are not limited to, general economic uncertainty in key global markets and a worsening of global economic conditions or low levels of economic growth; the rate and the pace of economic recovery following economic downturns; levels of spending in business and leisure segments as well as consumer confidence; declines in occupancy and average daily rate; limited visibility with respect to future bookings; loss of key personnel; hostilities, or fear of hostilities, including future terrorist attacks, that affect travel; travel-related accidents; natural, or man-made disasters such as earthquakes, tsunamis, tornadoes, hurricanes, floods, wildfires, oil spills, nuclear incidents, and global outbreaks of pandemics or contagious diseases or fear of such outbreaks; our ability to successfully achieve certain levels of operating profits at hotels that have performance guarantees in favor of our third-party owners; the impact of hotel renovations and redevelopments; risks associated with our capital allocation plans and common stock repurchase program and other forms of shareholder capital return, including the risk that our common stock repurchase program could increase volatility and fail to enhance shareholder value; our intention to pay a quarterly cash dividend and the amount thereof, if any; the seasonal and cyclical nature of the real estate and hospitality businesses; changes in distribution arrangements, such as through internet travel intermediaries; changes in the tastes and preferences of our customers, including the entry of new competitors in the lodging business; relationships with colleagues and labor unions and changes in labor laws; financial condition of, and our relationships with, third-party property owners, franchisees, and hospitality venture partners; the possible inability of third-party owners, franchisees or development partners to access capital necessary to fund current operations or implement our plans for growth; risks associated with potential acquisitions and dispositions and the introduction of new brand concepts; the timing of acquisitions and dispositions; failure to successfully complete proposed transactions (including the failure to satisfy closing conditions or obtain required approvals); our ability to successfully execute on our strategy to reduce our real estate asset base within targeted timeframes and at expected values and to expand the growth of our management and franchising business; declines in the value of our real estate assets; unforeseen terminations of our management or franchise agreements; changes in federal, state, local, or foreign tax law; the impact of changes in the tax code as a result of recent U.S. federal income tax reform and uncertainty as to how some of those changes may be applied; increases in interest rates and operating costs; foreign exchange rate fluctuations or currency restructurings; lack of acceptance of new brands or innovation; general volatility of the capital markets and our ability to access such markets; changes in the competitive environment in our industry, including as a result of industry consolidation, and the markets where we operate; our ability to successfully grow the World of Hyatt loyalty platform and the level of acceptance of the program by our guests; cyber incidents and information technology failures; outcomes of legal or administrative proceedings; violations of regulations or laws related to our franchising business; and other risks discussed in the Company's filings with the SEC, including our annual report on Form 10-K, which filings are available from the SEC. All forward-looking statements attributable to us or persons acting on our behalf are expressly qualified in their

entirety by the cautionary statements set forth above. We caution you not to place undue reliance on any forward-looking statements, which are made only as of the date of this press release. We do not undertake or assume any obligation to update publicly any of these forward-looking statements to reflect actual results, new information or future events, changes in assumptions or changes in other factors affecting forward-looking statements, except to the extent required by applicable law. If we update one or more forward-looking statements, no inference should be drawn that we will make additional updates with respect to those or other forward-looking statements.

## About Hyatt Hotels Corporation

Hyatt Hotels Corporation, headquartered in Chicago, is a leading global hospitality company with a portfolio of 14 premier brands. As of September 30, 2018, the Company's portfolio included more than 750 properties in more than 55 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 colleagues, 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®, Hyatt Regency®, Hyatt®, Andaz®, Hyatt Centric®, The Unbound Collection by Hyatt®, Hyatt Place®, Hyatt House®, Hyatt Ziva™, Hyatt Zilara™, Hyatt Residence Club® and exhale® brand names. For more information, please visit [www.hyatt.com](http://www.hyatt.com).

The financial section of this release, including a reconciliation of the Company's presented non-GAAP measures to the most directly comparable GAAP measures, is provided on the Company's website at [investors.hyatt.com](http://investors.hyatt.com).

Note: All RevPAR and ADR percentage changes are in constant dollars. This release includes references to non-GAAP financial measures. Refer to the definitions of the non-GAAP measures presented beginning on page 7 and non-GAAP reconciliations included in the schedule.

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