



Hyatt Names Mark Vondrasek Chief Commercial Officer

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Added Organizational Changes Advance Streamlined Operations and Development Structure

CHICAGO--(BUSINESS WIRE)-- [Hyatt Hotels Corporation](#) (NYSE: H) today announced the appointment of Mark Vondrasek as the company's chief commercial officer. In this role, Vondrasek will be responsible for the previously announced commercial services organization driving guest and customer engagement functions while working across the organization to enhance the frequency and level of engagement with guests. Vondrasek will assume his new role effective March 1, 2018, continuing to report to Mark Hoplamazian, president and chief executive officer.

"Mark's track record as a transformational leader, his past experience and recent success in accelerating the World of Hyatt loyalty program make him uniquely qualified for this role," said Hoplamazian. "His ability to identify and advance innovative ideas that deepen relationships with customers is vital to our experience-based growth strategy."

Vondrasek will continue to oversee the World of Hyatt loyalty platform as well as new growth platforms, including Miraval and exhale, along with global sales, revenue management, distribution strategy, corporate marketing, brands, communications, digital, consumer insights and global contact centers. Information technology will report into Alex Zoghlin, global head of data strategy, innovation and technology.

Hyatt further announced Jim Chu has been selected as global head of development and owner relations to maintain and enhance the momentum in new hotel development around the world, continuing to report to Chuck Floyd, global president of operations. Building on the previously announced streamlined structure for full service and select service operations, managed and franchised operations and development will reside within each region.

Additionally, James Francque has been appointed head of transactions, focusing on new investment opportunities for the company, and reporting to Mark Hoplamazian.

"I am extremely grateful to have a team of versatile leaders equipped to lead across a variety of areas within our business," said Hoplamazian. "This new organizational structure will help accelerate our growth and position us to practice the agility and adaptability that is essential to our future."

The term "Hyatt" is used in this release for convenience to refer to Hyatt Hotels Corporation and/or one or more of

its affiliates.

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 December 31, 2017, the Company's portfolio included more than 700 properties in more than 50 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 about Hyatt Hotels Corporation, please visit www.hyatt.com.

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. 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 our actual results, performance or achievements to differ materially from current expectations include, among others, the rate and 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; the 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 the 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; failure to successfully complete proposed transactions (including the failure to satisfy closing conditions or obtain required approvals); changes in the competitive environment in our industry, including as a result of industry consolidation, and the markets where we operate; general volatility of the capital markets and our ability to access such markets; and other risks discussed in the Company's filings with the U.S. Securities and Exchange Commission, including our Annual Report on Form 10-K, which filings are available from the U.S. Securities and Exchange Commission. These factors are not necessarily all of the important factors that could cause our actual results, performance or achievements to differ materially from those expressed in or

implied by any of our forward-looking statements. 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 undertake no 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.

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