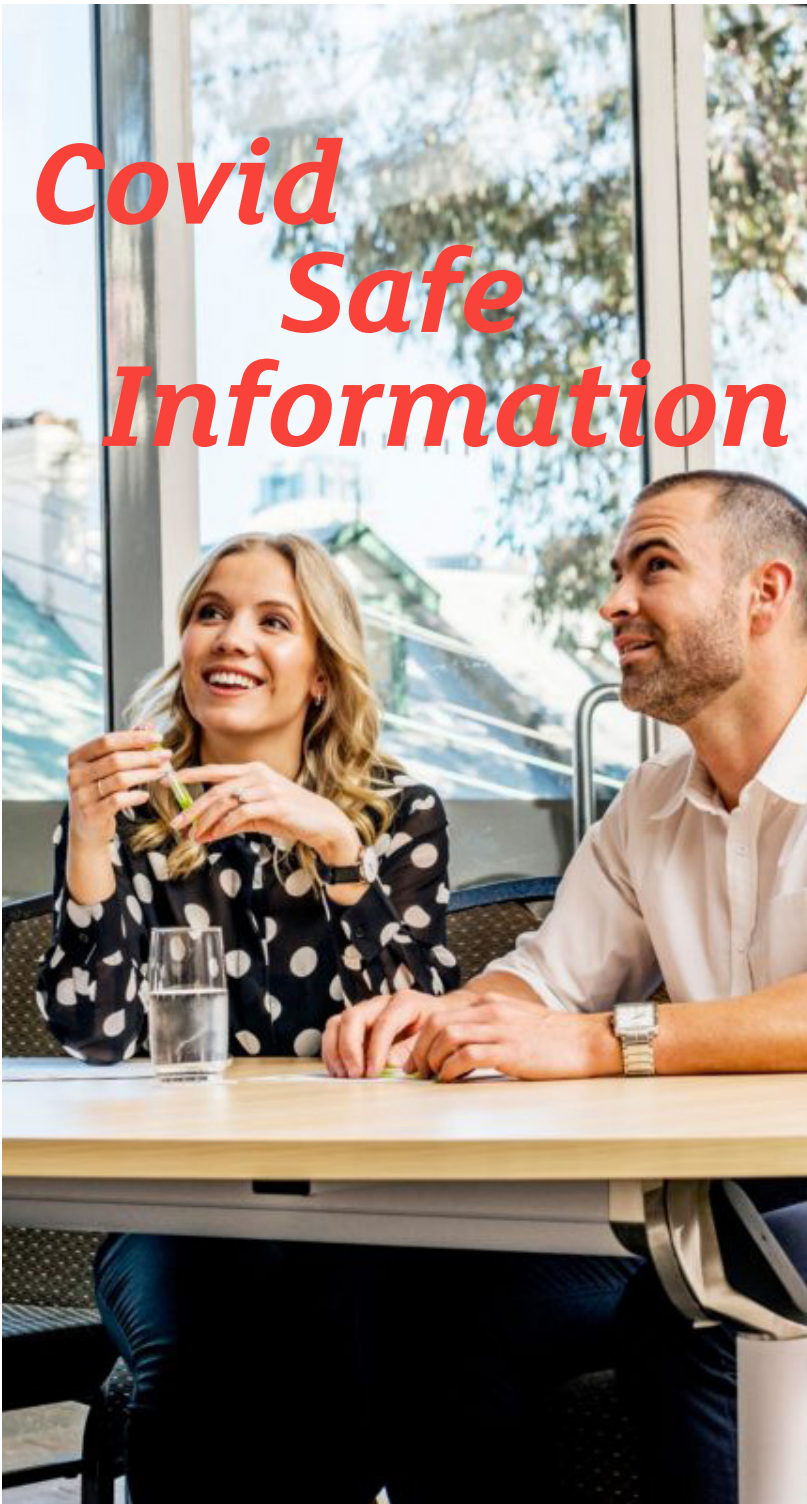


Covid Safe Information



Your safety, when you meet, is our priority.

To assist you, we've put together this handy guide to reflect changes to our Meeting and Event experience, based on the latest government regulations.

Updated: July 2020



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PROPOSALS & CONTRACTING

MAKING IT EASIER



We understand that now, more than ever, conference organisers are looking for flexibility in our proposals and contract terms. We have empowered our conference team to consult with you on providing more flexible terms that suit your particular event and situation. This may include:



MINIMUM SPEND

Flexible minimum spend requirements due to potential for lower number of delegate registrations



RATES

Flexible Guest Room & Day Delegates rates based on materialisation of groups



DEPOSITS

Reduced and/or staggered deposit requirements



CANCELLATION & TERMS

More flexible attrition and cancellation policies. Updated Force Majeure terminology

How we keep you safe

HOTEL TRAINING



All hotel employees have undergone COVID Safe training to ensure increased vigilance around cleaning, hygiene and safe operational practices.

SOCIAL DISTANCING



We will continue to follow government regulations regarding social distancing (currently 1.5 metres) and all guests are asked to keep their distance when moving around the hotel.

NO CONTACT



We will continue with minimalising contact with our hotel team including no-contact check-in, check-out, in-room dining and servicing of rooms.

THE CONFERENCE EXPERIENCE AND CURRENT CHANGES



We will deliver Meetings & Events and Food & Beverage service in accordance with current NSW food safety and government regulations.

Potential measures may vary from our current offering and include:

RESTAURANTS

Our restaurant is open however distanced seating and reduced operating hours and/or capacities are in place.

EVENT SPACES

We may limit the number of events being held in line with government regulations.

STAGGERED BREAKS

Scheduled break times to ensure staggered movement of delegates around the hotel and also for increased time for cleaning & disinfecting of dining spaces between each group.

CATERING

Will be served by our team (ie. no self service/buffets) with food safety screens in place. All food service team members will wear personal protective equipment and food will be prepared to the highest food safety & hygiene standards. Sanitiser stations are conveniently located in all food service areas.

REDUCED CAPACITIES

A limit of 1 person per 4 square metres is currently in place meaning lower (than advertised) capacities in our spaces.

BRIEFING

The Hotel team will also provide a compulsory morning safety briefing on Day 1 of every event to advise on measures in place and to answer queries.

GUEST AMENITIES

To reduce the number of high touch-points, conference pads, pens and water will be provided on an amenity & sanitiser station located in each room. There will be no items placed on conference table sets.

IHG WAY OF CLEAN

JUST GOT CLEANER



As the world adjusts to new travel norms and expectations, we're enhancing the experience by redefining cleanliness. IHG Way of Clean already includes deep cleaning with hospital-grade disinfectants, and going forward, guests can expect to see evolved procedures in every area of the hotel.

GUEST ROOM

Visible verification of sanitized items (e.g. glassware, remote control), reduction of in-room furnishings/high-touch items, new laundry protocols, use of electrostatic technology

FOOD & BEVERAGE

New standards and service approach to buffets, banquets, room-service and catering

RECEPTION

Reduced contact at check-in, touchless transactions, front desk screens, sanitizer stations, sanitized key-cards, paperless check-out

PUBLIC SPACES & FACILITIES

Additional deep cleaning of high touch surfaces, social distancing, 'last cleaned' charts, best practices for pools, fitness centres and lounges



Good isn't good enough – we're committed to high levels of cleanliness. That means clean, well maintained, clutter free rooms that meet our standards. If this isn't what you find when you check-in then we promise to make it right.



As a registered business in the New South Wales Government's Covid Safe program we have committed to keep you safe through social distancing, hygiene and cleaning, record keeping and the wellbeing of staff and guests.