

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.



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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.



DEPOSITS

Reduced and/or staggered deposit
Requirements.



RATES

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



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 and all guests are asked to keep their distance when moving around the hotel.
There are currently no capacity restrictions at 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 onsite restaurant is currently open & operating at full capacity with buffet offerings for both breakfast & banquet seatings.

EVENT SPACES

We may limit the number of events being held in line with government regulations. *There are currently no restriction in place.*

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

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

We will follow government regulations as they fluctuate. *There are currently no capacity restriction in place at the hotel.* Please review our full conferencing deck.

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.