



## COVID SAFE PLAN AT A GLANCE

Your safety, when you stay, is our priority.

To assist you, we've put together this handy guide to reflect changes to our guest experiences, based on the latest government regulations

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# WHAT WE DO TO KEEP OUR COLLEAGUES AND GUESTS SAFE

- We ensure there are sanitiser stations available in public areas and colleague spaces
- We follow the IHG Social Distancing Policy and Department of Health Guidelines to encourage 1.5m distance between all people when possible
- We have reduced contact in our transactions and continue to explore ways to encourage this further
- We have increased the frequency of deep cleaning and the cleaning of high touch points (for example, our concierge clean lift buttons and benches in the lobby, public area cleaners clean door handles, walls and switches often, restaurant colleagues clean tables and bars, etc.
- We have reduced furniture and placed it to encourage distancing as well as complying with capacity rules from the Tasmanian government
- We have taken out minibar items, soft furnishings and amenities from rooms to reduce contamination – these can be ordered by guests
- In Food & Beverage, we have changed procedures to reduce contamination e.g. tables are not set with cutlery until they are required, there is no self service at the buffet.
- We have PPE available – gloves & masks. These are supplied at requests from colleagues and guests, and will be provided if government recommends.

Colleagues do not come to work if they have any symptoms of ill health but call the Tasmanian Public Health Hotline on 1800 671 738 and follow their instructions, returning to work only when cleared and completely well.



## HOTEL TRAINING

All hotel staff have completed IHG Way of Clean training. The 3 programmes that IHG have developed in collaboration with Ecolab and Diversey are:

- The 5 S cleaning program
- The Preventative Maintenance program
- The Deep Clean program



## SOCIAL DISTANCING

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



## REDUCED CONTACT

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

# WHAT WE NEED GUESTS TO ASSIST US WITH

- Guests are asked not to enter the hotel if they are experiencing any symptoms of ill health
- Guests must not approach the buffet and will be served by staff to reduce risk of contamination on food
- Observe capacity limits for lifts and public spaces – at the moment the lifts take a maximum of 4 people or 1 household. Public spaces in the hotel have a maximum of 150 people or 1 person per 2m<sup>2</sup> – we'll let you know if we are full.
- We prefer contactless transactions where possible, guests are encouraged to tap their cards rather than use cash to pay
- Guests must observe distancing limits when possible – 1.5m away from others not in their group and should not lean over counters that provide distance from our staff
- Guests may order items from the minibar or other amenities from our front desk
- We encourage our guests to be mindful of local conditions and restrictions that are in place to keep everyone safe. This means our service may be different to what guests expect.
- We also ask guests to be patient and kind with our colleagues as they work under many new procedures designed to keep everyone safe while doing their best to provide True Hospitality.
- On entering the hotel, guests must sanitise their hands at the stations provided and take time to notice any signs displaying restrictions. Guests are encouraged to wash their hands and/or sanitise frequently at the many stations or washrooms available



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 on your check-in then we promise to make it right.