



HERITAGE & CITYLIFE HOTELS

COVID-19 ALERT LEVEL 3 CLEANING & INTERACTION PROTOCOLS

For the health, safety and comfort of our guests, visitors and staff we have outlined below the protocols we have adopted over and above our regular cleaning and interaction standards.

We remain committed to maintaining robust health and safety standards and we encourage guests to maintain contact tracing when visiting our properties. The NZ Government Tracer app QR codes are placed throughout public areas, and manual sign-in sheets are also available.

No Heritage, CityLife or Heritage Collection properties are providing isolation or quarantine facilities.

ARRIVAL AND CHECK-IN PROCESS

- All guests and visitors will be required to sign in using the QR code or via guest registration for contact tracing purposes. This information will be kept in accordance with Heritage's Privacy Statement available at: www.heritagehotels.co.nz/privacy-statement
- Some reception desks may have social distancing measures in place, such as Perspex screens.
- All guests and visitors must keep two-metre distancing with those outside their bubble. Our staff will be monitoring this carefully.
- All touch points will be sanitised after every interaction. Guests and visitors will be encouraged to use their own pens.
- Valet parking may not be available at all locations. Where available, our staff will wear appropriate Personal Protective Equipment (PPE).

ELEVATOR ETIQUETTE (IF APPLICABLE)

- One guest, staff member or bubble will be allowed to use a lift at any one time.
- Elevator rails and buttons will be cleaned hourly by staff.

ROOM

- There will be at least a 72-hour gap between a room being vacated and re-occupied.
- Some room amenities and collateral have been removed to ensure the room is as low-touch as possible.
- Where guests are staying for shorter than seven (7) nights, the room will NOT be serviced for the duration of the stay to minimise contact.
- If your stay is longer than seven (7) nights, on check in we will arrange with you an appropriate time for a weekly service.
- If you require extra amenities such as towels, please call reception who will deliver these to your room in a contact-less way.
- You must occupy the same room for the duration of the stay.
- High-touch areas will be focused on above and beyond normal servicing. This includes, but is not limited to, door handles, light switches, TV remote, safe, kettle and refrigerator.

FOOD & BEVERAGE

- Food & beverage operations will not be available for dining in. Information about each hotels' food and beverage options is available on the hotels' website.
- Room service may be available at hotels with food and beverage facilities and where available, will be contactless; tray service charges have been removed during this time.
- Takeaway non-alcoholic beverages may be available but we will not accept reusable cups at this time.

cont.

Prepared by Heritage Hotel
Management as at 15 February 2021

*These protocols are subject to change
as the situation evolves.*



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FACILITIES USE

- Hand sanitiser will be available at reception and lift lobbies.
- High-touch surfaces will be disinfected every hour and cleaning registers will be displayed in public areas.
- Gyms, swimming pools and spas will be closed. We will not be opening any saunas at this time.

CHECK-OUT

- Guests are to leave their room key on the reception counter or in a drop box, if available.
- Guests will be emailed receipts/invoices rather than receiving a printed copy.
- Reception desks will be sanitised after every interaction.

STAFF HYGIENE

- All staff have been trained in good hand hygiene to minimise potential transmission, including the thorough washing of hands with soap for 20 seconds on arrival at work and frequently throughout the day.
- Staff members who are feeling unwell will be required to stay at home.
- Staff who become unwell at work will be registered by the hotel management team.
- We maintain contact tracing for all staff members

PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Our staff have received specific training on the use of chemicals, especially for disinfecting areas.
- All staff will use the appropriate level of PPE for their role and task they are completing; this will commonly be the use of protective gloves but may include masks.
- The hotels have set up dedicated areas and equipment for the disposal of used PPE.

GENERAL

- Our staff are here to ensure your safety.
- Our Reception teams will have a list available of where guests can be tested should they present with symptoms.
- Our Hotel's Management and Reception teams will have up to date information regarding COVID-19 available to assist you if required.
- Our staff will maintain a two-metre distance with guests, however this can be reduced for working colleagues to one-metre.

IN THE EVENT OF A CONFIRMED OR PROBABLE CASE OF COVID-19 ON SITE

- Communication with the relevant authorities will be initiated immediately.
- The room in which the case stayed will be sealed for at least 72 hours after last contact. Hospital grade cleaning of this room will be completed in accordance with the Ministry of Health guidelines.
- Public areas which they visited will be deep cleaned and sanitised. Some facilities or areas may be closed as necessary.
- We follow any other instructions given from the relevant Regional Health Authority.

Heritage Hotels has sourced its protocols from the Ministry of Health which has provided specific practices for the hotel sector. More general information on the Government's COVID-19 website [COVID-19.govt.nz](https://www.covid19.govt.nz).

Thank you for your understanding and support, as we all play a part in following the Covid-19 Level 3 restrictions

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