



# HERITAGE & CITYLIFE HOTELS

## COVID-19 ALERT LEVEL 2 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.

### ARRIVAL AND CHECK-IN PROCESS

- All guests and visitors will be required to sign in on the property's contact tracing register and complete the health declaration form. This information will be kept in accordance with Heritage's Privacy Statement available at: [www.heritagehotels.co.nz/privacy-statement](http://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 48-hour gap between a room being vacated and re-occupied where possible.
- Some amenities may have been removed from the rooms to ensure the room is as low-touch as possible.
- Where guests are staying for longer than one night, the room will be serviced every third day for the duration of the stay to minimise contact.

- 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

- Not all food & beverage operations will be open, more information is available on our website.
- Room service will be encouraged where available and will be contactless, tray service charges have been removed during this time.
- If the on-site restaurant is open, tables will be spaced apart to allow for the two-metre distance requirements.
- There can be no more than 10 people at a single table setting.
- Only one food & beverage attendant will serve each table.
- There will be no pre-set cutlery
- There will be no buffet food available.
- Takeaway non-alcoholic beverages maybe available but we will not accept reusable cups at this time.

### 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.
- Swimming pools and spas will be open with chlorine levels monitored closely as per our standard protocols. We will not be opening any saunas at this time.
- Spray sanitiser and wipes will be provided in property gymnasiums to clean equipment after use.
- Housekeepers will inspect and disinfect all equipment, washing areas and empty rubbish bins every two hours.

cont.

Prepared by Heritage Hotel  
Management As at 12 August 2020

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



# HERITAGE & CITYLIFE HOTELS

## COVID-19 ALERT LEVEL 2 CLEANING & INTERACTION PROTOCOLS

### 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 property management.

### 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 property has set up 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 with working colleagues to one-metre.

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

Prepared by Heritage Hotel  
Management As at 12 August 2020

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