



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.

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 and appropriate Personal Protective Equipment (PPE) may be in use.
- Physical distancing is encouraged.
- 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).

ROOMS

- Daily room servicing has resumed at most properties. Some of our hotels may service daily on request only, but you will be advised of this at check in. If you would like to reduce the frequency of servicing to limit contact with staff, we are happy to accommodate your request.
- 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.
- Some in-room amenities and collateral may have been removed from the rooms for hygiene purposes.

FACILITIES USE

- Our on-site leisure facilities are open according to their normal schedules (please note some pools will be closed for winter).
- Food and Beverage facilities will operate in accordance with government Alert Level 2 guidelines. KeepCups may be used.
- Sanitiser will be available for guest use in leisure areas.

CHECK-OUT

- Guests are welcome to leave their room key on the reception counter or in a drop box, if available.
- Guests may request an emailed receipt/invoice rather than receiving a printed copy.

cont.

Prepared by Heritage Hotel
Management As at 1 September 2020

Subject to change as the situation evolves



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OUR STAFF

- 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.
- 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.
- Our staff have received specific training on the use of chemicals, especially for disinfecting areas.
- Staff members who are feeling unwell will be required to stay at home.
- We maintain contact tracing for all staff members.

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.

GENERAL

- Our staff are here to ensure your safety
- Our Reception teams can advise on locations for Covid testing, should a guest develop symptoms.
- Hand sanitiser is available throughout public areas of the hotel.
- We encourage all guests to follow Ministry of Health good personal hygiene advice.

We also ask you to continue to be kind; we are grateful for your patience as we navigate through these challenging times.

Heritage Hotels has used the Ministry of Health as a resource to prepare these protocols. [COVID-19.govt.nz](https://www.govt.nz/covid-19/).

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