





# HERITAGE & CITYLIFE HOTELS

## COVID-19 ALERT LEVEL 3 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 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.

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.covid-19.govt.nz).

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

Prepared by Heritage Hotel  
Management As at 13 August 2020

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