



# HERITAGE & CITYLIFE HOTELS

## COVID-19 PROTECTION FRAMEWORK 'ORANGE' 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.

Face masks must be worn in all public areas of the hotel.

### ARRIVAL AND CHECK -IN PROCESS

- 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 of one metre will be required.
- 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 PPE.

### ROOMS

- Daily room servicing schedules may have been modified. When staying longer than one night the room may only be serviced every third day. The hotel will advise their specific policy on check-in. Should you require daily service or additional amenities please advise reception who will be happy to assist you.
- 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 and in accordance with 'Orange' safety protocols.
- Food and Beverage facilities will operate in accordance with government 'Orange' 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.

### 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; staff will be wearing face masks and may also use protective gloves.
- 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.

Prepared by Heritage Hotel Management  
As at 05 April 2022

cont.  
*Subject to change as the situation evolves*



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

- We will follow any other instructions given from the relevant Regional Health Authority, and/or the Ministry of Health.
- 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.

### 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.

Heritage Hotels has sourced its protocols from the Ministry of Health which has provided specific practices for the hotel sector. General information may be found on the Government's COVID-19 website link [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 Protection Framework.

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