



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. You are required to register for contact tracing purposes when visiting our properties. The NZ Government Tracer app QR codes are placed throughout public areas, and manual sign-in sheets are also available.

It is a condition of entry to all our hotels that everyone aged 12 and over visiting the hotel's premises must be fully vaccinated, or hold a valid Ministry of Health exemption. Evidence may be requested.

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

No Heritage, CityLife and 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 of one metre from other people, except for friends and family, is 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.

Prepared by Heritage Hotel Management
As at 03 December 2021

cont.
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; staff will be wearing face coverings 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.

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 will 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.

Heritage Hotels has used the Ministry of Health as a resource to prepare these protocols. [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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