



HERITAGE & CITYLIFE HOTELS

COVID-19 PROTECTION FRAMEWORK 'RED' 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 distancing with those outside their bubble.
- 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.

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.

ROOMS

- There will be at least a 72-hour gap between a room being vacated and re-occupied.
- Some in-room amenities and collateral may have been removed from the rooms for hygiene purposes.
- 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.
- You must occupy the same room for the duration of the stay.
- High-touch areas will be focused on above and beyond normal servicing. This includes, but not limited to, door handles, light switches, TV remote, safe, kettle and refrigerator.

FOOD & BEVERAGE

- Food and beverage operations will be available in accordance with government 'Red' guidelines.
- Room service may be available at hotels with food and beverage facilities.
- Takeaway non-alcoholic beverages may be available but we will not accept reusable cups at this time.

Prepared by Heritage Hotel Management
As at 03 December 2021

cont.
Subject to change as the situation evolves



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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.
- Gyms, swimming pools and spas will be open, based on one metre physical distancing.

CHECK-OUT

- Guests may 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, if they prefer.
- 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.
- 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.
- Staff will be wearing face masks

GENERAL

- Our staff are here to ensure your safety.
- Our Reception teams can advise on locations for Covid testing, should a guest develop 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 one metre distance with guests and colleagues.

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.

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 Protection Framework.

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