

## COVID-SAFE PLAN

### HYGIENE AND CLEANING

- Implemented daily schedule for deep cleaning and sanitation of public areas and touch-points
- Use of disinfectant recommended by the Department of Health applied in accordance to the instructions
- Enhanced focus on daily disinfection of touch-points in the rooms
- Reception devices disinfected multiple times a day and between check-ins
- Check-in/Check-out procedures updated in order to reduce the number of touch-points for guests and staff
- Disinfection of all the room keys

### WELLBEING OF GUESTS

- Hand sanitiser available on each level
- Contactless room service delivery available
- Disinfectant wipes available at reception
- Hand washing facilities for guests available
- Maximum 2 people allowed in the lift at the same time
- Signage with social distancing guidelines posted in all the communal areas
- Markers placed on the floor to promote social distancing in the reception area
- Distance maintained during check-in/check-out and concierge services
- Housekeeping daily service performed when guests are not in the room
- Digital receipt emailed after check-out to avoid the use of paper

### WELLBEING OF STAFF

- Staff continuously updated on protocols
- Reminders about social distancing and hygiene practices placed in communal areas
- Hand sanitiser and protection equipment available for staff
- Management at disposal of staff for information about annual leave entitlements and supports
- Staff is encouraged to not come to work if feeling unwell or experiencing any symptoms
- Staggered breaks for staff to minimise the risk of transmission in the staff areas
- Use of phone calls and video is encouraged for meeting between staff and external collaborators
- Reduced the use of paper records and implemented the use on digital logs
- Digital record of staff names and contact details stored securely
- Hand washing facilities available for staff throughout the hotel

### OTHER PROCEDURES

- Flexible cancellation policy applied to all cancellations caused by Covid-19 factors such as impossibility to travel due to restrictions
- Precautionary measures communicated to guests through the website and on the booking confirmation email
- Guests encouraged to use credit/debit card instead of cash for payments
- Digital record of names and contact details of contractors visiting the building stored securely