

PACIFIC HOTELS CARE POLICY

Updated: Tuesday 24 March 2020

The wellbeing of our guests, staff and community is essential for Pacific Hotels Australia and Senior Hotel Management have implemented the following policy in response to COVID-19.

As hospitality professionals, high standards of cleanliness and hygiene have always been imperative across our locations:

- Our rooms, restaurants and public areas are cleaned with commercial grade cleaning chemicals.
- All staff have been re-briefed on the importance of stringent cleaning methods and personal hygiene.
- Sanitisers are available at central points throughout each hotel.

Increased Cleaning Procedures:

- The frequency and intensity of cleaning high touch points has increased, including all public area surfaces, door handles, room keys, staff and guest entrances.
- Staff are provided with the most up to date information as well as the importance of maintaining extremely high standards of cleanliness.
- Each hotel's restaurant, gym and swimming pool are currently closed in response to COVID-19 regulations set by the Australian government.
- Staff will assist guests with information for nearby supermarkets and delivery options.

Our Human Resources team have communicated with all our team members the following protocol:

- Staff who have travelled overseas or have been in contact with a confirmed case must self-isolate for 14 days.
- Any staff member feeling unwell or presenting symptoms must notify their manager and leave work. The Group Human Resources Manager is informed of all absentees.

We are also firmly asking the following of our guests:

- If you start to feel unwell or present symptoms during your stay, please phone the front desk and we will arrange a doctor's appointment - please follow the advice provided by medical professionals.
- Please follow [WHO Guidelines for Hand Hygiene](#) and contact reception if you need a top up of essential bathroom amenities.

Please rest assured that we are and have been monitoring COVID-19 extremely carefully, following advice issued by the World Health Organisation and the Australian Government. This Policy is updated and adapted as advised.

Our hearts also go out to all those around the world being affected big or small by COVID-19 and we sincerely hope your stay provides a moment of respite. We also thank you for supporting our Australian business and for understanding as we adapt and update our procedures for the wellbeing of staff, guests and the community.

Pacific Partners | Pacific Hotels Australia