

PACIFIC HOTELS CARE POLICY

Last update: March 2021

The wellbeing of our guests, staff and community is essential for Pacific Hotels Australia and Senior 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 and public areas are cleaned with commercial grade cleaning chemicals.
- The frequency and intensity of cleaning high touch points have increased, including all public area surfaces, door handles, room keys, staff and guest entrances.
- Sanitisers are available at central points throughout the hotel.
- Social distancing markers and signage are present throughout the hotel.
- Staff are provided with the most up to date training, as well as the importance of maintaining extremely high standards of cleanliness.

Returned Traveller Program:

- Pacific Suites Canberra has worked with the ACT government to accommodate Returned Travellers, aligning with our community values.
- **The hotel is deep cleaned before welcoming guests back on 02 April 2021.** Please reach out if you would like more details on this procedure.

Our Staff:

- Pacific Hotels supports our pacific partners to participate in the Covid-19 Vaccination program with staff eligible for the Pfizer vaccine during Phase 1a.
- 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.
- Staff temperatures are tested before the start of each shift.
- All staff have been encouraged to download the 'COVIDSafe' and 'Check In CBR' Apps.

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.
- Guests will be asked if they have recently travelled to a declared Covid-19 hotspot and if they have completed mandatory quarantine before being checked-in. We have the right to decline service and contact authorities if required.
- Funded by the Australian government, visit coronavirus.beyondblue.org.au/covid to access a dedicated Covid-19 Mental Wellbeing Support Service or phone 1800 512 348.

Please rest assured that we are and have been monitoring COVID-19 extremely carefully, following advice issued by the ACT and Australian Government. This Policy is updated as needed and has been in place since March 2020. We also thank you for supporting our Australian business and understanding as we adapt our procedures.

Pacific Partners - Pacific Hotels Australia