

Hotel Policy with regards to Covid19

Suspected COVID cases and guest self-isolation

If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, according to current government guidance they should be advised to check out and return home to self-isolate. If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, they should seek medical help immediately.

Where a guest is unable to check out, then the following guidelines must be followed:

The guest must stay in their room and not visit any public spaces including lounge or restaurant.

Arrangements should be made for meals / food to be provided to the room via room service deliveries.

Food should be served with disposable plates and cutlery, nothing to be returned to the kitchen.

Arrangements should be made to ensure the guests are able to make requests for service or assistance remotely through email or text instead of face to face communication.

The staff will not provide cleaning or housekeeping services during their stay

Hotel to provide additional linen and extra daily in-room amenities (e.g., shampoo, conditioner, soap, tea, coffee, etc.) to limit the need to make numerous daily deliveries. Additional item requests to be left at the guest's door.

Provide several large rubbish bags for disposal of any guest rubbish. Guests should be informed that they should keep the rubbish bags in the room (not placed in corridor) until a coordinated time for pick-up is arranged.

Guests should limit outside visitors to their guest room to medical personnel only.

The guest should contact hotel management prior to checking out / departure from the hotel to provide an update on their condition

If the fire alarm sounds, normal evacuation procedures should be followed, and the guest advise to leave the hotel and proceed to the fire assembly point. The hotel should arrange for the guest to be supported and isolated from other guests at the assembly point.

Disposable gloves should be used, whenever staff are in contact with an item the guest handled. Ensure those responsible for the removal of the guest's waste, at a minimum wear disposable gloves.

Where possible, provide remote checkout services or other means to avoid the need for the guests to checkout via the reception desk.

