

1

### PRE-ARRIVAL MESSAGES



Guests receive pre-arrival communication with their confirmation and details on our cleaning, hygiene & distancing protocols.

2

### ENHANCED CHECK-IN



Guests experience the enhanced cleaning and hygiene protocols at front desk with every effort made to provide a contactless and sanitised check-in.

3

### LOBBY & GUEST AREAS



In the lobby and public areas, guests will notice seating has been arranged in accordance with social distancing rules. Guest areas have a high presence of cleaners and signage to highlight additional cleaning measures and best practices.

4

### LIFT CLEANING & SANITISER STATIONS



Hand sanitiser is available throughout the building for added peace of mind and lifts have highly visible distancing signage and increased cleaning schedules.

7

### FOOD & BEVERAGE EXPERIENCE



Guests dining and drinking will notice experience seating arranged to adhere to social distancing rules, ordering from a sanitised menu and notice the additional cleaning and hygiene protocols in place. Other features will include expanded a la carte menus, a contactless room service experience and Biopak single use food offerings with specially designed menus for conferences, meetings & events.

6

### CERTIFICATE OF CLEAN



Guests arriving to their rooms will notice a signed certificate confirming the cleaning, sanitising and disinfectant protocols in place. All high-touch areas and hard surfaces will be cleaned with hospital grade disinfectant and all collateral and some styling items removed from the room.

5

### SIGNATURE SERVICE



Guests will experience our signature service, attention to detail and willingness to ensure your ongoing safety and wellbeing.

8

### FITNESS CENTRE



The Fitness Centre has been equipped with cleaning and sanitiser products for guest use, increased cleaning schedules and gym equipment positioned to adhere to social distancing rules.

9

### CONTACTLESS & EXPRESS CHECK-OUT



Guests can keep it simple and quick using the express check-out boxes at front desk or contactless and cashless front desk checkout.

10

### HOTEL SHUTTLE\*



If a hotel shuttle is available, guests will notice disinfectant wipes available as well as an increased cleaning schedule in place.

