



Front Desk and Lobby:



- New protocols will minimize guest contact with personnel through a streamlined check-in and check-out process such as the use of Carnarvon Motel's Mobile Concierge platform. Download our app here <https://cms.yourphoneapp.com.au/promo/carnarvo>
- Social distancing measures will be implemented, wellness best practices signs will be prominently posted, and all lobby brochures, magazines and papers will be removed.
- Enhanced sanitization procedures will be in place at the front desk, in the lobby and across guest touch points throughout the hotel with disinfecting taking place regularly.
- Sanitizing stations or wipes will be available throughout hotels.

Guest Room and Housekeeping:



- Enhanced and thorough cleaning protocols will be implemented in guest rooms. If possible, guest rooms will not be entered for 24 to 72 hours after check-out, at which time the room, linens and all touch points, for example, faucets, door handles, light switches, thermostats, clocks and hangers will be cleaned with chemicals aimed at killing COVID-19.
- Unnecessary items will be removed from guest rooms, such as decorative pillows, bed scarves, paper notepads and pens.
- For guest and employee safety and well-being, daily housekeeping service will be by request.

Temporary Breakfast Offerings:

While recognizing the importance of a quality breakfast, offerings have been adapted to prioritize your health and safety, including:



- Breakfast offerings that comply with local regulations, with breakfast rooms closed where required to avoid unnecessary guest congregation.
- Enhanced 'Grab & Go' offerings will be implemented in most hotels providing guests with pre-packaged food and beverage options via room service at <https://o.hungryhungry.com/carnarvonmotel/menu> .
- Hotels may opt to provide a "served" or pre-plated breakfast to minimize guest contact with food, beverages and surfaces, and cross contamination.



Public Amenities:



- When allowed to open, public amenities such as amusements, swimming pool and meeting rooms will be cleaned on closely monitored schedules with disinfecting chemicals.
- Each evening, these areas may also be sanitized with the use of electrostatic fogging, ozone generators or ultraviolet devices (once available).
- Hand sanitizer or wipes will be provided for guests and employees in all public areas.

Hotel Employees and Staff Requirements:



- Hotel employees will follow strict guidelines, including utilizing Personal Protective Equipment, frequent and stringent hand-washing protocols, and housekeepers/laundry staff will wear both gloves and a mask.
 - Employee workstations will be cleaned and disinfected after every shift.
 - Employees will be empowered to stay home if unwell, communicate their potential exposure to COVID-19 with management, and will be fully educated on how to maintain a safe and clean home.
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