



ROYAL ON THE PARK COVID SAFE PLAN

OUR PRACTICES

- No staff members are allowed onsite who have signs of cold or flu symptoms. All unwell staff members must seek medical advice, take a COVID test and have a negative result prior to returning to work
- Staff and guests are to maintain social distancing restrictions at all times - signage in place
- All frequent touch points are sanitised frequently
- Hand sanitiser is available for staff and guests
- All guests, contractors and visitors contact information is recorded for COVID contact tracing
- Contactless payments are encouraged

RECEPTION & PUBLIC AREAS

- Visitors and guests are encouraged to go directly to the area booked – restaurant, accommodation or meeting space. No guests are to congregate in groups in public areas
- Physical barriers (plexiglass) are installed at counters where a high volume of interactions with customers is present
- All pens and room keys are sanitised after each use
- Lifts – limited to 2 persons from a different household at a time. Signage is displayed
- Gym – maximum of 6 guests at any time - signage upon entry
- Pool – social distancing is required. Signage upon entry
- Spa – maximum of 4 guests at any time. Signage displayed

ACCOMMODATION

- Rooms only serviced upon request, to minimise contact
- New cloths and gloves are used for cleaning each room
- All guest amenities are replaced after check out
- All touch points in the rooms are sanitised during the room servicing and after check out



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RESTAURANT & FOOD SERVICE

- All tables are set abiding by the Qld Government regulations
- Furniture is sanitised after each use
- Sanitisation of all pens and laminated menus after each use
- Staff Served Buffet operate in the Hotel as well as à la carte
- Check in via QR code for COVID contact tracing
- No entry into the hotel by delivery drivers

CONFERENCE & EVENTS

- All tables are set abiding by the Qld Government regulations
- Each guest is provided with their own provisions for the day (pens, notepads, jug water etc) – no shared items
- No self-service buffet. Catering is served individually to each guest at their table inside the meeting space
- All table setting are refreshed for every new group with clean cloths and provisions
- All frequent touch points are sanitised during break times
- Hand sanitiser is provided on entry and inside the room
- COVID-19 Safe Industry Plans are displayed outside of each event space