

ALEX HOTEL

ALEX HOTEL COVID-19 POLICIES AND PROCEDURES

Alex Hotel is committed to the ongoing safety and welfare of our guests and staff.

We have made many changes to the way we do things as a result of COVID-19 and we will continue to review our operations, policies and procedures in keeping with the latest State and Federal Government advice.

All staff have completed the State Government Health Hygiene training and there will be a Health Hygiene officer on duty at all times.

All staff have been strongly encouraged to install and use the COVIDSafe app, and we also strongly encourage our guests to install and use the COVIDSafe app.

To ensure that our guests and staff are protected as much as possible from the risk of COVID-19, the following policies and procedures have been implemented throughout Alex Hotel and Shadow Wine Bar:

- Social distancing measures have informed the layout and seating arrangements within our spaces and will be maintained and enforced by staff. We will manage guest numbers to satisfy the current advice in relation to maximum numbers in particular areas within our premises.
- Guests must follow any reasonable request from staff to maintain good social distancing practice and observe any signs or messaging in relation to social distancing.
- Staff have been advised to stay at home in every instance they feel unwell or have cold or flu like symptoms. In addition, all staff will have their temperature checked at the commencement of their shifts.
- Guests are also asked not to present to the Hotel or Shadow Wine Bar if they feel unwell or have cold or flu like symptoms. At the discretion of the Health Hygiene officer guests may be asked to have their temperature recorded and where a high temperature is noted the guest in question will be asked to leave the premises. We apologise for any instance where this happens.
- We have installed hand sanitising stations in all of our public areas for the use of guests and staff. Staff are required to wash their hands at least once every hour. Guests are also asked to make good and frequent use of the hand sanitation stations.
- Guests will be asked to provide accurate contact details, both mobile device and email at a minimum, when they are on the premises for any extended period of time.
- We have increased the frequency of cleaning and disinfecting all guest rooms and public areas. This includes regularly disinfecting all door handles, hand rails and common touch points in public areas. All of our cleaning staff will wear single use gloves when cleaning and will be required to sanitise their hands prior to and on leaving each area.
- All payments will be contactless and we have streamlined our check-in and check-out procedures to reduce contact times between staff and guests.
- Sadly, we have had to discontinue the complimentary light buffet breakfast and honour bar for in-house guests.

We will continue to be guided by the latest health and Government advice and will make changes to our policies and procedures as required.