



COVID19 HOTEL RESPONSE

Dear Guest(s),

**Our COVID Clean Protocol - Commitment to Clean Program
Clarion Suites Gateway is not a 14 day Quarantine Hotel**

Clean Care Program

- As a measure of assurance, the room is sealed for 48 hours after each guest check out.
- After the 48 hour seal, Ecolab approved products will be applied to High-Touch areas for extra disinfection.
- The in room compendium information folder will be sanitized during each full service arrangement.
- All public areas, such as lift panels, hand rails, table tops, and reception desk are sanitized every two hours.

During Your Stay:

- Our Housekeeping Attendants will offer limited room clean service every day, such as waste removal, room amenity, and towel replacement if required.
- Full room cleaning service will be conducted on the 2nd day of your stay.
- Our Housekeeping Team will take precautions when cleaning the room.
- Should you not wish to have Housekeeping Service please place the Do Not Disturb sign on your door.
- **Housekeeping Services “Do Not Apply” to discounted or long term room rate purchases.**

Social Distancing:

- As per statutory guidelines, all hotel guests are required to practice the 1.5 meter distancing rule.

Lift Protocol:

- To minimise potential infections only 4 guests per lift will apply at this time.

Food & Beverage:

- Please refer to Government restrictions as outlined at Williams Bar & Café.

May I take this opportunity to wish you, our valued guests, your families, and your colleagues, a safe and healthy transition period.