

SCENIC
HOTEL
GROUP

NEW ZEALAND
OWNED &
OPERATED



COVID-19 CLEANING PROTOCOLS

PREPARED BY **SCENIC HOTEL GROUP**

CURRENT AS AT: 12/05/2020

SUBJECT TO CHANGE AS THE SITUATION EVOLVES

LEVEL 2 HYGIENE PROTOCOL

CHECK-IN PROCESS

- All screens and touch points to be sanitized after each guest is checked in.
- Hand sanitizer will be at the reception desk for guests to use.
- Check-in staff will be wearing gloves.
- There will be minimal touch/contact between staff and guests.

ELEVATOR ETIQUETTE

- One staff member or guest/bubble in the elevator at any one time.
- Rails and buttons to be cleaned hourly.

ROOM

- Ecolab product to be used for cleaning.
- Use of steam cleaning and/or UV laser sanitiser to be used over ALL touch points in the room and bathroom, including but not limited to:
 - Room: light switches, power points, door handles, mini bar frontages, safe buttons, remote control, air conditioning controls, lamps, curtain pulls.
 - Bathroom: walls and floor, around the basin taps and shower rose, shower door handle (if applicable), hair dryer handle.
- Bathmats and shower curtains to be removed between guests.
- No collateral will be in the room (do not disturb signs, room service menu etc).

- Mini Bar will have glass bottles in it only. All food will be available from the kitchen or reception only.
- Tea and coffee boxes will be replaced after each guest has checked out, and a new box put in the room.
- Guests will receive a welcome email that will include a compendium of hotel services and menu.
- If staying more than one night, guests will be asked if they would like their room serviced each day.
- Top two layers of tissues, and first 10 sheets of toilet paper to be removed and disposed of between each guest.
- Toilet brushes will be sanitized between each guest.

FOOD & BEVERAGE

- Only A la carte menu available. No buffet meals.
- We are following the New Zealand government's rule of the three S's – Single server, Seated and Spaced out, for all our dining areas.
- Contact tracing in restaurants to help track non-guests.
- No cutlery will be preset at the table.
- Room service trays will not be used. Food delivered for room service will always be covered.
- Single use napkins will be provided.

LEISURE FACILITIES

- Gyms will be sanitized every two hours
- Sanitizer will be available for guests in these leisure spaces
- Swimming pool, spa pool and saunas to remain closed at Level 2

CHECK-OUT

- Guests are to leave their room key on the reception counter or in a drop box if available
- Guests will be emailed receipts/invoices rather than be provided a printed copy.
- If a guest needs to sign a receipt or invoice, pens will be sanitized after each use

STAFF HYGIENE

- Staff will be washing their hands every two hours at a minimum
- No staff uniforms are to be worn off site
- No staff will use any guest facility

PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Some staff at front office may be wearing a mask, or they can wear a mask if a guest requests that they do
- There is a safe disposal method for all used PPE and wipes
- All staff are trained on new risks and hazards

GENERAL

- Markings in the hotel will indicate where you can stand, wait for check-in or check-out, wait for the elevator or for dining
- We will be following the New Zealand governments 2 metre standard distancing rules
- Our staff are here to ensure your safety.
- If at any stage you have any questions or queries, please do not hesitate to reach out to a hotel staff member.

PRODUCT APPENDIX

PRODUCT	TYPE	ACTIVE INGREDIENT	USE RATE	USE RATE UNIT	CONTACT TIME (Mins)
 Alcogel	Sanitiser	ethanol	RTU	-	Not specified
 Biochlor	Disinfectant	available chlorine (sodium dichloroisocyanurate)	40	g/L	10
 Checkmate	Disinfectant	quaternary ammonium compounds; ethanol	RTU	-	Not specified
 Chlorwhite	Disinfectant	available chlorine (sodium hypochlorite)	20	mL/L	10
 Contain 5000	Disinfectant	available chlorine (sodium dichloroisocyanurate)	8	g/L	Not specified
 Dermasoft Sanitising Hand Gel	Disinfectant	ethanol; triclosan	RTU	-	1
 Nexa Foam Hand Sanitiser	Sanitiser	ethanol	RTU	-	Not specified
 Oasis Pro 65 Bathroom Cleaner Descaler Disinfectant	Disinfectant	phosphoric acid; octanoic acid	50	mL/L	10
 Oasis Pro 66 Bathroom Cleaner Disinfectant	Disinfectant	quaternary ammonium compounds	63	mL/L	10
 Oasis Pro 68 Bathroom Cleaner Destainer	Disinfectant	available chlorine (sodium hypochlorite)	50	mL/L	10
 Retreat	Sanitiser	available chlorine (sodium hypochlorite)	25	mL/L	10
 Kitchen Pro Quat Sanitiser	Sanitiser	quaternary ammonium compounds	10	mL/L	10
 Oasis Compac 22	Sanitiser	quaternary ammonium compounds	10	mL/L	10
 Oasis Compac Neutral Disinfectant	Disinfectant	quaternary ammonium compounds	25	mL/L	10