



travel
management

HOTEL CHAIN COVID-19 SAFETY POLICIES

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		ACCOR	APX HOTEL APARTMENTS	ASCOTT	ASTRA APARTMENTS
		Sofitel, MGallery, Pullman, Art Serries, Swissotel, Novotel, Mercure, Grand Mercure, Mantra, Peppers, The Sebel, Tribe, Breakfree, ibis, ibis Styles, Ibis Budget, Fairmont Hotels and Resorts		Citadines, Somerset	
PROGRAM NAME		Accor ALLSAFE		ASCOTT CARES Program	
FURTHER DETAILS		https://all.accor.com/event/allsafe.en.shtml		https://www.the-ascott.com/en/ascottcares.html	https://www.astraapartments.com.au/covid-19-update
CHECK IN/OUT	Social distancing enforced at check in/check out	✓	✓	✓	✓
	Cashless payments for ancillary payments	✓	✓	✓	✓
	Access to sanitiser	✓	✓	✓	✓
	Contactless check in	✓	✓	✓	✓
PUBLIC AREAS	Social distancing enforced	✓	✓	✓	✓
	Social distancing signage	✓	✓	✓	✓
	Sanitiser stations	✓	✓	✓	✓
	Regular sanitising of high touch items, i.e. elevators	✓	✓	✓	✓
ROOMS	Disinfectant wipes or sanitiser in rooms	✓	✓		✓
	Online compendiums	✓	✓		✓
	Declutter unnecessary amenities	✓	✓	✓	✓
	Additional cleaning of high touch items	✓	✓	✓	✓
	Deep clean post stay	✓	✓	✓	✓
ROOM SERVICE	Online menu	✓	N/A	✓	N/A
	Contactless delivery	✓	N/A	✓	N/A
FOOD & BEVERAGE	Reinforced food safety standards	✓	N/A	✓	N/A
	Social distancing in restaurants and bars	✓	N/A	✓	N/A
GENERAL	Hospital grade cleaning products used throughout	✓	✓	✓	✓
	Staff training and education program	✓	✓	✓	✓
	Dedicated team overseeing all hotels in group	✓	✓	✓	✓
	Medical Assistance Program	✓			



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		BRADY HOTELS	DOMA HOTELS	EVENT HOTELS & RESORTS	FRASER HOSPITALITY AUSTRALIA
		Brady Hotel Central Melbourne, Brady Hotel Jones Lane	Hotel Realm, Burbury Hotel & Apartments, Little National Hotel, Brassey Hotel, Pinnacle Apartments	Rydges, Atura, QT	
PROGRAM NAME					
FURTHER DETAILS		www.bradyhotels.com.au/central-melbourne/covid-19-update www.bradyhotels.com.au/jones-lane/covid-19-update		https://www.rydges.com/about-us/covid-safe-plan/	https://www.frasershospitality.com/covid-19-update.html
CHECK IN/OUT	Social distancing enforced at check in/check out	✓	✓	✓	✓
	Cashless payments for ancillary payments	✓	✓	✓	✓
	Access to sanitiser	✓	✓	✓	✓
	Contactless check in	✓	✓	✓	✓
PUBLIC AREAS	Social distancing enforced	✓	✓	✓	✓
	Social distancing signage	✓	✓	✓	✓
	Sanitiser stations	✓	✓	✓	✓
	Regular sanitising of high touch items, i.e. elevators	✓	✓	✓	✓
ROOMS	Disinfectant wipes or sanitiser in rooms				✓
	Online compendiums	✓	✓		
	Declutter unnecessary amenities	✓	✓	✓	✓
	Additional cleaning of high touch items	✓	✓	✓	✓
	Deep clean post stay	✓	✓	✓	✓
ROOM SERVICE	Online menu	✓	✓		✓
	Contactless delivery	✓	✓	✓	✓
FOOD & BEVERAGE	Reinforced food safety standards	✓	✓	✓	N/A
	Social distancing in restaurants and bars	✓	✓	✓	N/A
GENERAL	Hospital grade cleaning products used throughout	✓	✓	✓	✓
	Staff training and education program	✓	✓	✓	✓
	Dedicated team overseeing all hotels in group	✓	✓	✓	✓
	Medical Assistance Program				



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		HYATT HOTELS	INTERCONTINENTAL HOTELS GROUP	MARRIOTT INTERNATIONAL	METRO HOSPITALITY GROUP
			InterContinental, voco, Hotel Indigo, Crowne Plaza, Holiday Inn, Holiday Inn Express	The Ritz-Carlton, The Luxury Collection, St Regis, W Hotels, Marriott, Sheraton, Westin, Courtyard, Four Points, Aloft Hotels	Metro
PROGRAM NAME			IHG Clean Promise	Commitment to Clean	
FURTHER DETAILS		https://www.hyatt.com/info/caring-for-your-wellbeing-asia-pacific	www.ihg.com/clean	https://clean.marriott.com/	https://metrohotels.com.au/about-us/confidence-and-comfort-when-you-stay-with-metro
CHECK IN/OUT	Social distancing enforced at check in/check out	✓	✓	✓	✓
	Cashless payments for ancillary payments	✓	✓	✓	✓
	Access to sanitiser	✓	✓	✓	✓
	Contactless check in		✓	✓	✓
PUBLIC AREAS	Social distancing enforced	✓	✓	✓	✓
	Social distancing signage	✓	✓	✓	✓
	Sanitiser stations	✓	✓	✓	✓
	Regular sanitising of high touch items, i.e. elevators	✓	✓	✓	✓
ROOMS	Disinfectant wipes or sanitiser in rooms		✓	✓	
	Online compendiums		✓		
	Declutter unnecessary amenities		✓	✓	✓
	Additional cleaning of high touch items	✓	✓	✓	✓
	Deep clean post stay	✓		✓	✓
ROOM SERVICE	Online menu		✓		✓
	Contactless delivery	✓	✓	✓	✓
FOOD & BEVERAGE	Reinforced food safety standards	✓	✓	✓	✓
	Social distancing in restaurants and bars	✓	✓	✓	✓
GENERAL	Hospital grade cleaning products used throughout	✓	✓	✓	✓
	Staff training and education program	✓	✓	✓	✓
	Dedicated team overseeing all hotels in group	✓	✓	✓	✓
	Medical Assistance Program				



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		MINOR HOTELS	NESUTO HOTELS & APARTMENTS	OVOLO HOTELS	PUNTHILL / VERIU
		Oaks, Avani, iStay			Puntill, Veriu
PROGRAM NAME		SureStay	Travel Safe		Health First
FURTHER DETAILS		https://www.oakshotels.com/en/travel-advisory-policy-covid-19	https://www.nesuto.com/covid-19updates	https://ovolohotels.com/coronavirus-statement/	https://www.punthill.com.au/healthfirst/
CHECK IN/OUT	Social distancing enforced at check in/check out	✓	✓	✓	✓
	Cashless payments for ancillary payments	✓	✓	✓	✓
	Access to sanitiser	✓	✓	✓	✓
	Contactless check in	✓	✓		✓
PUBLIC AREAS	Social distancing enforced	✓	✓	✓	✓
	Social distancing signage	✓	✓	✓	✓
	Sanitiser stations	✓	✓	✓	✓
	Regular sanitising of high touch items, i.e. elevators	✓	✓	✓	✓
ROOMS	Disinfectant wipes or sanitiser in rooms			✓	
	Online compendiums		✓	✓	✓
	Declutter unnecessary amenities	✓	✓	✓	✓
	Additional cleaning of high touch items	✓	✓	✓	✓
	Deep clean post stay	✓	✓	✓	✓
ROOM SERVICE	Online menu			✓	✓
	Contactless delivery	✓	✓	✓	✓
FOOD & BEVERAGE	Reinforced food safety standards	✓	✓	✓	N/A
	Social distancing in restaurants and bars	✓	✓	✓	N/A
GENERAL	Hospital grade cleaning products used throughout	✓	✓	✓	✓
	Staff training and education program	✓	✓	✓	✓
	Dedicated team overseeing all hotels in group	✓	✓	✓	✓
	Medical Assistance Program				



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		QUEST APARTMENT HOTELS	STAMFORD HOTEL AND RESORTS	STAYWELL	TFE HOTELS
				Park Regis, Leisure Inn	Adina Apartment Hotels, Vibe Hotels, Travelodge Hotels, Rendezvous Hotels, TFE Hotels Collection
PROGRAM NAME		Stay Safe	Stamford Safe	Stay Well A Stay Well Measure	TFE Clean Touch
FURTHER DETAILS		https://www.questapartments.com.au/yourstay	https://www.stamford.com.au/stamfordsafe	https://www.staywellgroup.com/covid-19-guest-communication/	https://www.tfehotels.com/en/about/clean-touch/
CHECK IN/OUT	Social distancing enforced at check in/check out	✓	✓	✓	✓
	Cashless payments for ancillary payments	✓	✓	✓	✓
	Access to sanitiser	✓	✓	✓	✓
	Contactless check in	✓	✓		✓
PUBLIC AREAS	Social distancing enforced	✓	✓	✓	✓
	Social distancing signage	✓	✓	✓	✓
	Sanitiser stations	✓	✓	✓	✓
	Regular sanitising of high touch items, i.e. elevators	✓	✓	✓	✓
ROOMS	Disinfectant wipes or sanitiser in rooms			✓	✓
	Online compendiums		✓		✓
	Declutter unnecessary amenities	✓	✓	✓	✓
	Additional cleaning of high touch items	✓	✓	✓	✓
	Deep clean post stay	✓	✓	✓	✓
ROOM SERVICE	Online menu	✓	✓	✓	✓
	Contactless delivery	✓	✓		✓
FOOD & BEVERAGE	Reinforced food safety standards	N/A	✓	✓	✓
	Social distancing in restaurants and bars	N/A	✓	✓	✓
GENERAL	Hospital grade cleaning products used throughout	✓	✓	✓	✓
	Staff training and education program	✓	✓	✓	✓
	Dedicated team overseeing all hotels in group	✓	✓	✓	✓
	Medical Assistance Program				



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		WYNDHAM HOTELS & RESORTS
		Wyndham, Ramada by Wyndham, Ramada Encore, TRYP by Wyndham
PROGRAM NAME		Count on Us
FURTHER DETAILS		wyndhamhotels.link/countonus
CHECK IN/OUT	Social distancing enforced at check in/check out	✓
	Cashless payments for ancillary payments	✓
	Access to sanitiser	✓
	Contactless check in	
PUBLIC AREAS	Social distancing enforced	✓
	Social distancing signage	✓
	Sanitiser stations	✓
	Regular sanitising of high touch items, i.e. elevators	✓
ROOMS	Disinfectant wipes or sanitiser in rooms	
	Online compendiums	
	Declutter unnecessary amenities	✓
	Additional cleaning of high touch items	✓
	Deep clean post stay	✓
ROOM SERVICE	Online menu	
	Contactless delivery	
FOOD & BEVERAGE	Reinforced food safety standards	✓
	Social distancing in restaurants and bars	✓
GENERAL	Hospital grade cleaning products used throughout	✓
	Staff training and education program	✓
	Dedicated team overseeing all hotels in group	✓
	Medical Assistance Program	