

Covid Safe Information

Your safety, when you stay and meet, is our priority.

To assist you, we've put together this handy guide to reflect changes to our Dining & Meeting and Event experience, based on the latest government regulations.



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PROPOSALS & CONTRACTING

MAKING IT EASIER



We understand that now, more than ever, conference organisers are looking for flexibility in our proposals and contract terms. We have empowered our conference team to consult with you on providing more flexible terms that suit your particular event and situation. This may include:

- MINIMUM SPEND**
Flexible minimum spend requirements due to potential for lower number of delegate registrations
- DEPOSITS**
Reduced and/or staggered deposit requirements

- RATES**
Flexible Guest Room & Day Delegates rates based on materialisation of groups
- CANCELLATION & TERMS**
More flexible attrition and cancellation policies. Updated Force Majeure terminology

How we keep you safe

HOTEL TRAINING



All hotel employees have undergone COVID Safe training to ensure increased vigilance around cleaning, hygiene and safe operational practices.

SOCIAL DISTANCING



We will continue to follow government regulations regarding social distancing (currently 1.5 metres) and all guests are asked to keep their distance when moving around the hotel.

NO CONTACT



We will continue with minimising contact with our hotel team including reduced contact check-in, check-out, in-room dining and servicing of rooms.

THE CONFERENCE EXPERIENCE AND CURRENT CHANGES



We will deliver Meetings & Events and Food & Beverage service in accordance with current WA food safety and government regulations.

Potential measures may vary from our current offering and include:

EVENT SPACES

We may limit the number of events being held in our hotel in line with government regulations.

AUDIO VISUAL

Enabling virtual, hybrid meetings or multi-room broadcasting. Our team have enhanced their disinfecting of high-touch items such as microphones, laptops, touch screens etc.

STAGGERED BREAKS

Scheduled morning, afternoon and lunch break times to ensure staggered movement of conference delegates around the hotel and also for increased time for cleaning & disinfecting of dining spaces between each group.

REDUCED CAPACITIES

A limit of 1 person per 2 square metres is currently in place meaning lower (than advertised) capacities in our spaces.

RESTAURANTS

Our food and beverage outlets are open however distanced seating and capacities are currently in place, in line with current regulations.

CATERING

Will be serving individually portioned meals for all delegates. No-contact catering options are available on request. Sanitiser stations are conveniently located in all food service areas.

IHG WAY OF CLEAN

JUST GOT CLEANER



As the world adjusts to new travel norms and expectations, we're enhancing the experience by redefining cleanliness. IHG Way of Clean already includes deep cleaning with hospital-grade disinfectants, and going forward, guests can expect to see evolved procedures in every area of the hotel.

GUEST ROOM

Visible verification of sanitized items (e.g. glassware, remote control), reduction of in-room furnishings/high-touch items, new laundry protocols, use of electrostatic technology

FOOD & BEVERAGE

New standards and service approach to buffets, banquets, room-service and catering

RECEPTION

Reduced contact at check-in, touchless transactions, sanitizer stations, sanitized key-cards, paperless check-out

PUBLIC SPACES & FACILITIES

Additional deep cleaning of high touch surfaces, social distancing, 'last cleaned' charts, best practices for pools, fitness centres and lounges



Good isn't good enough – we're committed to high levels of cleanliness. That means clean, well maintained, clutter free rooms that meet our standards. If this isn't what you find when you check-in then we promise to make it right.

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