

Covid Safe Information

For Meeting and
Event Planners.

Your safety, when you
meet, is our priority.

To assist you, we've put
together this handy guide to
reflect changes to our
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.



MEET WITH CONFIDENCE

More flexible attrition and cancellation policies.



DEPOSITS

Reduced and/or staggered deposit requirements.

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 room capacities (regular 2SQM/4SQM) and all guests are asked to practice social distancing when moving around the hotel.

LIMITED CONTACT



We will continue to minimise contact between guests and our hotel team during your event and stay with us including 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 ACT 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.



GUEST AMENITIES

We have now returned to individual guest amenities on tables including hand sanitiser and disinfectant wipes.



STAGGERED BREAKS

If you would prefer your break times to be staggered to minimise contact with other hotel guests, please speak to our friendly and accommodating staff.



REDUCED CAPACITIES

Advised by ACT Government as either regular 2SQM/SQM capacities..



RESTAURANTS

Our restaurant will reopen from October 29 2021. Bookings are recommended. For Friday & Saturdays.



CATERING

All food service team members will wear personal protective equipment where required and food will be prepared to the highest food safety and hygiene standards. 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

Reduction of in-room furnishings and high touch items. Additional deep cleaning and quality assurance checks.

RECEPTION

Reduced contact at check-in, touchless transactions, sanitiser stations, sanitised key-cards, pens, paperless check-out.

FOOD & BEVERAGE

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

PUBLIC SPACES & FACILITIES

Additional deep cleaning of high touch surfaces, social distancing, best practices for 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.



All guests are required to register their attendance using the Check In CBRapp. We recommend downloading this app prior to arrival.