



# Spic n' Span, **The Ovolo Way.**



# Our take on staying fresh & keeping clean.

Wherever you are and whatever your situation, we're here to help. We're committed to ensuring your stay with us is safe, secure and as stress free as possible.

Ovolo Hotels has always put the needs of our guests as top priority and we continue to uphold the absolute highest level of hygiene and cleanliness to ensure all our guests stay healthy and safe.

Find comfort in knowing that Ovolo have further strengthened measures, giving you greater confidence and peace of mind when booking your stay with us.

XOXO,  
Team Ovolo



# Our Team.

Keeping our family safe means,  
keeping you safe.

- All team members wash their hands at 30-minute intervals.
- Masks are mandatory for all team members who are working within 1.5 metre proximity of guests and colleagues.
- All team members are screened, temperature checked and recorded upon their arrival at work to confirm their ability to work for the day.
- Housekeeping and Restaurant, Bar and Function service teams to wear gloves and be trained in their use.
- We have increased the frequency of disinfection of all high touch areas throughout guest and team spaces.
- All team members are trained to adhere to distancing guidelines.
- Hand sanitiser is available at all staff entrances and at all workstations.
- Hygiene wash basins are well stocked with foaming hand wash and hand towels.
- All team members are aware that they are not to come to work if they are feeling unwell.
- Our office spaces are designed to ensure appropriate distancing measures are in place.
- All team members receive ongoing communication and training around COVID-19 prevention and management.

# Cleaning & Disinfection.

**Tried, tested and effective.**

- We have increased our cleaning and disinfection schedules in our public spaces with special attention to high touch areas.
- Extra time has been allocated to guest room cleaning to allow for extra disinfection of high touch items and surfaces.
- Periodic sterilization processes effective on both surface and airborne contaminants are conducted utilising a chemical free and environmentally friendly product that removes 99.99% of pathogens.
- We have consulted our chemical providers to ensure that our chemicals, cleaning and disinfection processes are effective, particularly against COVID-19.
- We have reviewed our processes and trained our teams in cleaning techniques to reduce the risk of cross-contamination.
- Thorough checklists to monitor cleaning and disinfecting are completed on a shift by shift basis.

# Your Arrival.

We're smiling behind our masks.

- Our Reception service standards have all been amended to align with COVID-19 preventative measures.
- Health declaration forms are to be completed by all guests upon their arrival.
- Our Reception desks are disinfected frequently.
- We have minimised the need for touch during the check-in process.
- Luggage handles will be disinfected upon arrival at the hotel.
- Credit card terminals are placed in guest reach and keypads frequently disinfected.
- Our Front Desk team will be wearing masks, you won't see their smiles but they'll be happy to see you!
- Wash basins and "no touch" sanitation stations are accessible for guest use in all public spaces.

## Keeping Distance.

In the words of Sting,  
"Don't stand so close to me."

- Restaurants, & bars, meeting spaces, lobbies, gyms, pools and other public spaces have been rearranged to promote social distancing. All spaces will be designed in accordance with government distancing guidelines.
- In-house gyms have a booking system to mitigate overcrowding, or signage will be displayed noting maximum number of people at any time.
- 'Distancing Dots' are placed to all spaces where guests queue.
- Signage is in place to define the number of people permitted in our confined restaurants serving takeaway only.



# Our Restaurants, Bars & Meeting Rooms.

**Fresh food in fresh surrounds.**

- Our restaurant and bar and function service standards have all been amended to align with COVID-19 preventative measures.
- Communal buffets are no more! In our events spaces we will be tailoring food service solutions that work for the size of your event whilst ensuring the highest of food safety standards.
- Guests who are not staying in-house will be required to provide their contact details.
- Floor plans have been revised to support social distancing and where applicable, temporary screen walls or partitions will be installed.
- Wash basins or hand sanitizers available in all venues.
- All communal and tabletop items such as salt & pepper, sauces have been removed.
- Single use menus are provided as well as electronic version available for downloads.
- Cutlery will be wrapped after every wash and environmentally-friendly bamboo cutlery available for those who prefer it.
- Disinfection of table and chairs will occur after every diner in our restaurants and every break in our function spaces.
- All team members, front or back of house, are trained in the use and are wearing the appropriate Personal Protective Equipment.

## Additional Touch Points .

**Because we don't do things in halves.**

- Buffets are no more! Ovolo's buffet brekkies and social hour nibbles are served in individual portions.
- A door-to-door cocktail trolley will replace social hour until local restrictions are lifted.
- Sweets in the candy buffet are to be individually wrapped or pre-packaged in "lolly bags" for you to easily take.
- Disinfection wipes are available for guest use, at all times.

