

Safely welcoming you

BACK TO CROWN



Implementing new safety **MEASURES**

The health and safety of our employees and guests is our priority and Crown is committed to implementing appropriate hygiene and distancing policy responses which have been reviewed by expert independent parties. As the COVID-19 situation evolves, so too will Crown's response ensuring we remain in line with government mandates. As such, the below remains subject to change.

So, what are we doing?

OUR COVID-19 SAFETY MEASURES: CROWN HOTELS

Crown is implementing new procedures which will be strictly enforced including:

- Physical distancing measures – ensuring all government and health authority directives are adhered to.
- Strict new hygiene and sanitisation practices – including enhanced and high-frequency cleaning across all areas of our hotels as well as mandatory hand sanitiser usage for all guests upon entry.
- Entry screening procedures – including random temperature testing by way of hand-held temperature devices.
- COVID-19 screening questionnaire – all guests will be asked COVID screening questions.
- Face mask usage – all guests, patrons and employees of Crown are required to wear a fitted face mask in line with Victorian government mandates while on property, unless a medical exemption applies.



**CROWN EVENTS
& CONFERENCES**

MELBOURNE

Our Covid-19 Safety Measures:

EVENTS & CONFERENCES

EVENT ENTRANCE :

- Hand-sanitiser dispensers are provided at all event entrance points for patron use.
- Physical distancing, hygiene messages and maximum room capacities are displayed upon entry to all function rooms and bathroom facilities also include physical distancing and hygiene measures
- Entry points to all function rooms and event pre function spaces are designed to manage physical distancing and traffic flow prior to the event. Crown team members along with the client are to ensure physical distancing is adhered to on the day.
- In locations where queuing is required, the Event Organiser should arrange for appropriate physical distancing planning and provide their own physical distance markers. Crown will be able to provide limited markers and signage if required - please speak with your Crown Event and Conferences Manager should you wish to use Crown signage. Options such as staggered entry times and break times should be considered where appropriate to help avoid queuing and wait times in particular when there are a number of events taking place on the function floor.
- Guest temperatures will be taken in accordance with recommendations by DHHS Victoria on arrival at each function room

EVENT SET UP:

- As per the current regulations, each function room can have an average of 2 square metres of space per person.
- Banquet round tables are set 1.8m apart as a standard, to allow appropriate distance between wait staff and guests
- Seating capacities, floor plans and number of guests at any table are to comply with health authority guidelines distancing requirements in place at the time of the event.
- Socially distanced floor plans will be designed by our teams in collaboration with our clients.
- Due to physical distancing and hygiene Crown will no longer be providing trolleys for the moving of goods from the Loading Dock to the function room please ensure external contractors have adequate equipment for moving of goods.
- Dancefloors will be set and operated in accordance with government restrictions. Please note that a dancefloor may impact your allowable guest capacity of your function room. Currently 4sqm is required per person on the dancefloor with a maximum of 50 guests allowed at any given time.

FOOD AND BEVERAGE SERVICE:

- Crown adheres strongly to HACCP food safety management standards within all culinary services. We have adapted our catering offering to provide a safe and secure environment for our employees and guests.
- Coffee and other break items are attended and served by a Crown staff member.
- Condiments are served in individual portion controls or sanitised individual containers.
- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations.



Our Covid-19 Safety Measures:

EVENTS & CONFERENCES

CLEANING AND SANITISATION:

- All shared equipment and meeting amenities will be sanitised between each use or are single use if not able to be sanitised.
- All linen, including underlays and chair covers are replaced after each use.
- All equipment including tables, serving stations and chairs are sanitised after each use.
- Gloves and masks are made available to staff, with training provided for appropriate use and disposal.
- All staff are required to wear face masks while serving front of house
- Any external supplier bring equipment into Crown for use at an event will need to provide their own cleaning supplies

CONTACT TRACING:

- Crown encourages all patrons who visit our property to use the Australian Government's COVIDSafe app.
- Event organisers will be required to pre-register all guests for events. Event attendee contact details (inclusive of contact name and phone number) must be collected by the Event Organiser and provided to Crown for contact tracing purposes.
- Crown will require a separate list for each day of the event. Final numbers will need to be confirmed each day to ensure adequate security and cleaning.
- Each function room will also have a dedicated QR code, which can be used for contract tracing requirement if needed.
- Records are to be used only for the purposes of tracing COVID-19 infections and are captured and stored confidentially and securely. All patron details will be destroyed after 28 days.

COVID 19 SAFETY PLANS AND CROWN REQUIRED TRAINING

- All clients and their sub-contractors are required to provide copies of their COVID-19 safety plans prior to the event being approved.
- All external contractors coming onsite are required to complete the Crown Induction including a specific COVID-19 module and be registered in iTrak for access to the property

