

# HOTEL CHAIN GUEST HEALTH STRATEGIES

1

INITIATIVE/ PROGRAM NAME APPLICABLE TO ALL HOTELS		Accor	ASTRA APARTMENTS	Best Western	Choice Hotels	Crown Hotels	Far East	Fraser's Hospitality	GLH Hotels
		All Safe		We are clean	Commitment To Clean		SG Clean		
		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cleaning Products & Protocols	Increased frequency and cleaning protocols of high-traffic areas	●	●	●	●	●	●	●	●
	Use of hospital-grade disinfectant or equivalent Government approved	●	●		●		●	●	●
	Housekeeping "on-demand" option	●			●	●	●		●
	Reinforced cleaning of high-touch points in rooms	●	●	●	●	●	●		●
	Hand sanitising stations/disinfecting wipes high-traffic areas	●		●	●	●	●	●	●
	Staff training	●	●	●		●	●	●	●
	Hygiene Manager on property	●			●	●	●		●
Physical Distancing	Contactless check-in/check-out	●	●	●	●	●	●		●
	Protocols encouraging appropriate social distancing	●	●	●	●	●	●	●	●
	Limited Common Area Gathering	●	●	●		●	●	●	●
	Pre-packaged breakfast items vs. buffet	●		●	●	●	●		
	Room seal on cleaned doors								●
	Guest rooms not be entered for 24 to 72 hours after check-out			●					
	De-clutter Paper Amenities	●				●	●	●	●
	Personal protective equipment for hotel staff	●	●	●	●	●	●	●	●
Communications	On-property signage reiterating guidelines	●		●	●	●	●	●	●
	Communications from front desk staff to guests	●		●	●	●	●	●	●
Technology	Mobile check-in	●		●		●			
	Keyless room entry								
	Others (electrostatic sprayers, ultraviolet light instruments, air purifiers, ozone generators)					●			●

The information is current as of 2 June 2020 and subject to change.

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2

INITIATIVE/ PROGRAM NAME		Hilton	Hyatt	IHG	Jury's Inn	Marriott	Millennium	Minor Hotels	NH Hotels
APPLICABLE TO ALL HOTELS		Clean Stay	Care & Cleanliness Commitment	IHG Clean Promise		Marriott Global Cleanliness Council	We Clean. We Care. We Welcome.	Oaks Sure Stay /AvaniShield	Feel Safe at NH
		Yes		Yes	Yes		Yes	Yes	Yes
Cleaning Products & Protocols	Increased frequency and cleaning protocols of high-traffic areas	●	●	●	●	●	●	●	●
	Use of hospital-grade disinfectant or equivalent Government approved	●	●		●	●		●	●
	Housekeeping "on-demand" option							●	
	Reinforced cleaning of high-touch points in rooms	●		●	●	●	●	●	●
	Hand sanitising stations/disinfecting wipes high-traffic areas	●	●	●	●	●	●	●	●
	Staff training	●	●		●	●	●	●	●
	Hygiene Manager on property		●						●
Physical Distancing	Contactless check-in/check-out	●		●		●		●	●
	Protocols encouraging appropriate social distancing		●	●	●	●		●	●
	Limited Common Area Gathering	●		●	●	●		●	●
	Pre-packaged breakfast items vs. buffet				●	●		●	●
	Room seal on cleaned doors	●						●	
	Guest rooms not be entered for 24 to 72 hours after check-out							●	
	De-clutter Paper Amenities	●				●		●	
	Personal protective equipment for hotel staff		●	●	●	●	●	●	●
Communications	On-property signage reiterating guidelines					●		●	●
	Communications from front desk staff to guests					●	●	●	●
Technology	Mobile check-in	●				●			●
	Keyless room entry	●				●		●	
	Others (electrostatic sprayers, ultraviolet light instruments, air purifiers, ozone generators)	●	●			●		●	●

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		Quest	Radisson	Rydges	Skycity	TFE	Wyndham
INITIATIVE/ PROGRAM NAME			Radisson Hotels Safety Protocol				Count on Us
APPLICABLE TO ALL HOTELS			Yes	Yes	Yes	Yes	Yes
Cleaning Products & Protocols	Increased frequency and cleaning protocols of high-traffic areas	●	●	●	●	●	●
	Use of hospital-grade disinfectant or equivalent Government approved	●	●	●	●	●	●
	Housekeeping "on-demand" option	●		●			
	Reinforced cleaning of high-touch points in rooms	●	●		●	●	
	Hand sanitising stations/disinfecting wipes high-traffic areas	●	●	●	●	●	●
	Staff training	●	●	●	●	●	●
	Hygiene Manager on property						
Physical Distancing	Contactless check-in/check-out	Varies	●				
	Protocols encouraging appropriate social distancing	●		●	●	●	●
	Limited Common Area Gathering	●		●		●	●
	Pre-packaged breakfast items vs. buffet	●		●		●	
	Room seal on cleaned doors						
	Guest rooms not be entered for 24 to 72 hours after check-out	Varies					
	De-clutter Paper Amenities	Varies				●	
	Personal protective equipment for hotel staff	Varies	●		●	●	
Communications	On-property signage reiterating guidelines	●	●	●	●	●	
	Communications from front desk staff to guests	Varies	●		●	●	
Technology	Mobile check-in					●	
	Keyless room entry						
	Others (electrostatic sprayers, ultraviolet light instruments, air purifiers, ozone generators)	●					

**4<sup>TH</sup> DIMENSION**  
BUSINESS TRAVEL CONSULTING

FOR MORE INFORMATION CONTACT :

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