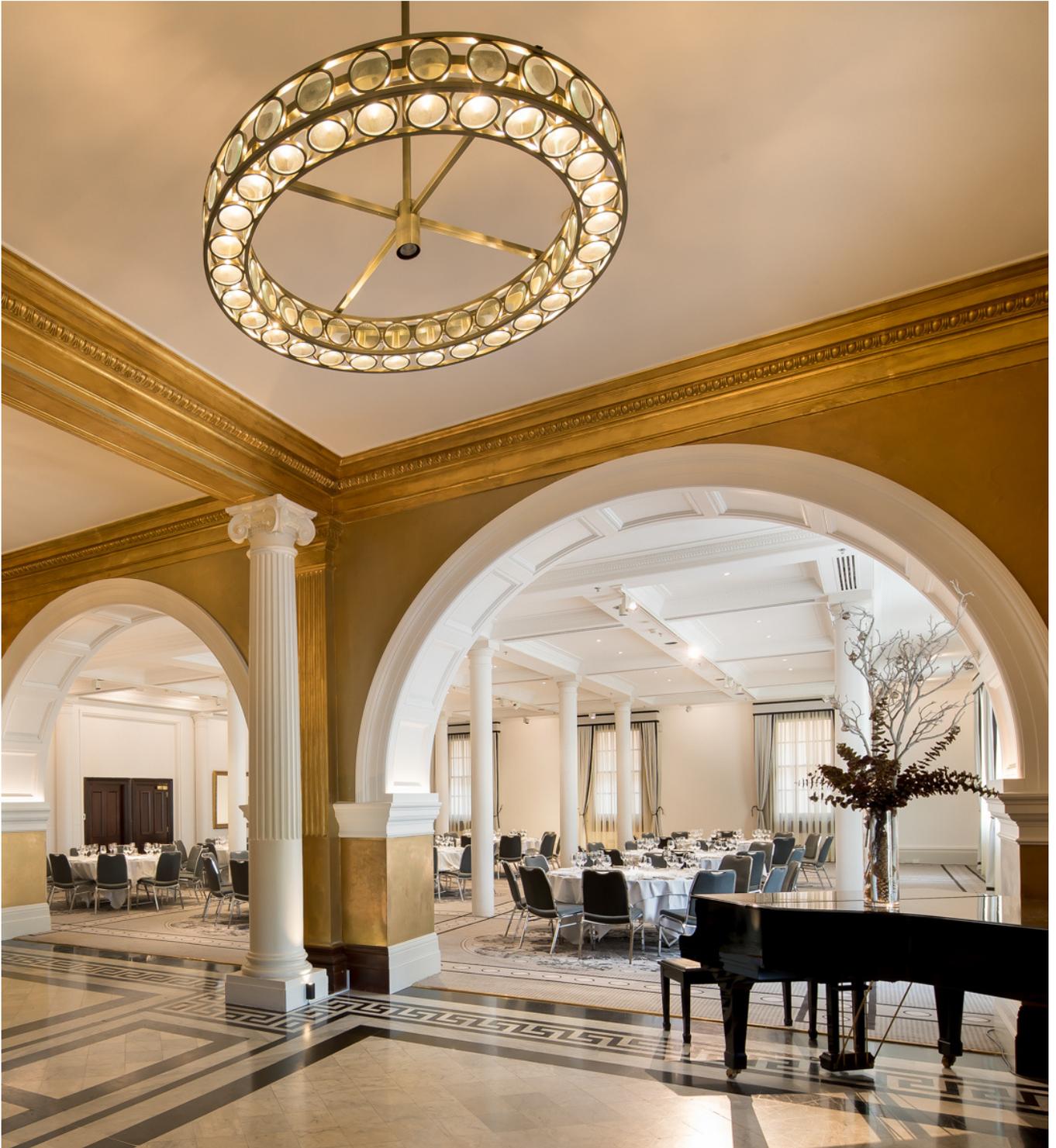




INTERCONTINENTAL®
SYDNEY



COVID-SAFE INFORMATION
FOR MEETING & EVENT PLANNERS

UPDATED NOVEMBER 2020

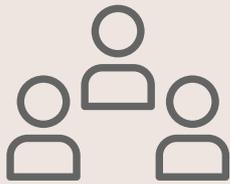


Whilst you organise, meet, host and entertain - your safety is our priority.

To aid your planning, this guide reflects changes to our Meetings and Events experience, based on the latest government regulations and health guidelines.

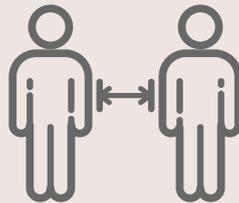
HOW WE KEEP YOU SAFE

HOTEL TRAINING



All hotel employees have undergone rigorous 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 (1.5m) and all guests are asked to keep their distance when moving around the hotel

MINIMAL CONTACT



We will minimise contact between guests and our hotel team, including but not limited to no-contact check-in, check-out, in-room dining and servicing of rooms.

PROPOSALS & CONTRACTING

FLEXIBILITY AND EASE

We understand that now more than ever, conference organisers are seeking flexibility in our proposals and contract terms. We have empowered our meetings & events specialists to consult with you on providing more flexible terms that suit your particular event or unique situation. This may include:



MINIMUM SPEND

Flexible minimum spend requirements due to potential for lower number of delegate registrations



RATES

Flexible guest room & day delegates rates to work with your budgets.



DEPOSITS

Flexible deposit schedules available on request



CANCELLATION & TERMS

More flexible attrition and cancellation policies. Updated Force Majeure terminology.



THE CONFERENCE EXPERIENCE

CURRENT CHANGES

We will deliver Meetings & Events and Food & Beverage service in accordance with current NSW Department of Health safety regulations.

Measures may vary from our previous offering and include:



GUEST AMENITIES

To reduce the number of high touch-points, conference pads, pens and water will be provided upon request only. They will be set up for your event on an amenity & sanitiser station located in each room.



REDUCED CAPACITIES

A limit of 1 person per 4m² is in place, meaning lower capacities in venues than normal.



RESTAURANTS

Restaurant offerings have altered, and will be operating with distanced seating and reduced capacities and/or hours in line with regulations.



EVENT SPACES

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



BRIEFING

The hotel team will provide a compulsory morning safety briefing for each event to advise on measures in place throughout the hotel and to answer any delegate queries.



AUDIO VISUAL

Virtual, hybrid meetings or multi-room broadcasting will be enabled. Our on-site supplier, Myles AV, have increased disinfecting of high-touch items such as microphones & laptops.



CATERING

Food will be served by our team (i.e. no self-service/buffets) with food safety screens in place where suitable. All food service team members will wear PPE and food will be prepared to the highest food safety & hygiene standards. Sanitiser stations are located in all food service areas.



STAGGERED BREAKS

Scheduled morning, afternoon and lunch break times to ensure minimal mass movement of conference delegates around the hotel. This allows increased time for cleaning and disinfecting of spaces between each group.



IHG WAY OF CLEAN



ENHANCED DEEP-CLEANING PROCEDURES

We have enhanced and redefined cleanliness. IHG Way of Clean already includes deep cleaning with hospital-grade disinfectants, and moving forward, guests and delegates can expect to see evolved procedures in every area of the hotel.



GUEST ROOMS

Visible verification of sanitised items (e.g. glassware, remote control), reduction of in-room furnishings, new laundry protocols)



RECEPTION

Reduced contact at check-in, touchless transactions, front desk screens, sanitiser stations, sanitised key-cards, paperless check-out



FOOD & BEVERAGE

New standards and service approach to restaurants, room service and catering



PUBLIC SPACES

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

