


Traveller safety update from our preferred partners – hotel and car hire

As countries and businesses continue to take measures to contain and control the COVID-19 outbreak, we've rounded up some of the key ways our hotel and ground transport preferred partners are working to support customers and safeguard their wellbeing*.

When managing business travel, duty of care and your travellers' wellbeing should always be at the forefront. None of us want to put our staff members at risk, and no business travel is worth sacrificing a traveller's safety. It's for this reason that many companies have chosen to implement short term travel bans during the coronavirus outbreak. But for many companies, travel may still be required (even if it is only domestically) or you may have travellers having to go into mandatory self-isolation either at home or overseas.

At a time of uncertainty, FCM's preferred partners are keeping the safety of our customers at the forefront of their minds and creating environments suitable to cater for mandatory self-isolation. We've rounded up some of the ways our key hotel and ground transport partners are working to support travellers and safeguard their wellbeing.



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Part of the Minor Hotels Group

The health and safety of our guests and our team members is always our foremost priority. While the risk of contracting the virus in the local community remains low, we are working with the latest advice from Australian and New Zealand medical authorities, as well as the World Health Organisation (WHO), regarding preventative and precautionary measures.

Highest hygiene

- Enhanced cleaning and hygiene practices have been implemented in all our hotels, resorts and suites
- All common areas, as well as back-of-house, are frequently and thoroughly cleaned and disinfected to the most stringent standards, paying special attention to high touch-point areas, such as door handles, switches, counters etc. We conduct this process hourly
- And, of course, all guest rooms continue to be thoroughly cleaned and sanitised regularly, with our usual detailed attention to high touch-points. These practices include the use of an antibacterial, antimicrobial cleaning product that reduces the risk of harmful viruses, of moulds, fungus, algae and any other possible harmful pathogenic bacteria.
- Our properties have documented procedures in place and we stand by ready to support anyone who develops symptoms requiring prompt medical attention, self-isolation and/or quarantine
- All of our hotels are working directly with local health authorities to ensure that we are vigilant and fully prepared to take additional preventive measures should circumstances indicate

We are here to support you through these challenging and uncertain times. To provide assistance Oaks Hotels, Resorts and Suites can **offer a self-isolation solution** to your travellers that will deliver an apartment style living for the duration of your travellers' stay.

Oaks Hotels, Resorts and Suites are a 'home away from home' and provide self-contained, full-sized residential apartment accommodation at over 59 locations throughout Australia and New Zealand.

All our hotels include:

- Large residential-style accommodation with a variety of 1, 2- and 3-bedroom apartments available – Non-serviced rates only
- Full-service kitchen and laundry facilities
- In-room grocery delivery
- Deliveroo in-room delivery
- High speed Wi-Fi in-room for continuity of communication and working remotely

Let me also reassure you that enhanced cleaning and hygiene practices have also been implemented in all our hotels, resorts and suites.

All common areas, as well as back-of-house, are frequently and thoroughly cleaned and disinfected to the most stringent standards, paying special attention to high touch-point areas, such as door handles, switches, counters etc. We conduct this process hourly.

And, of course, all guest rooms continue to be thoroughly cleaned and sanitised, with our usual detailed attention to high touch-points. These practices include the use of an antibacterial, antimicrobial cleaning product that reduces the risk of harmful viruses, of moulds, fungus, algae and any other possible harmful pathogenic bacteria to ensure our apartments are fully prepared for your self isolation stay.

Further our properties have documented procedures in place and we stand by ready to support anyone who develops symptoms requiring prompt medical attention.



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The health and wellbeing of our guests, clients and team members is our priority and we want to assure you that we are actively monitoring all relevant authorities and complying with official Australian Government updates. Accordingly, our operating procedures will continue to evolve as the situation unfolds.

We remain committed to providing the highest standards of service, cleanliness and hygiene.

To ensure you have a good night's sleep in your home away from home, we want to reassure you that we're working with our teams and external suppliers to ensure hygiene and sanitation standards are in line with the absolute latest health protocols, and that high touchpoints in our hotels are regularly sanitised.

Guidelines for Mandatory self-isolation:

- As a self-isolating guest, strict protocols have been put in place which include the restriction of your movement to your room for a minimum of 14 days. This is to protect the health of your fellow guests and our team, and to help contain the spread of COVID-19 in Australia
- If you decide to leave your room during this mandatory self-isolation period we will require you to check-out of the hotel and our team will assist in sourcing alternative accommodation


What to expect on a daily basis:

- Our team will call to check on your health and wellbeing, and let you know of any updates to protocols that may affect you
- We will use gloves when handling items coming out of your room
- Every three days, fresh linen will be placed outside your room for collection and we'll co-ordinate the restocking of inroom amenities by telephone
- Soiled linen, towels (and any non-perishable rubbish) will need to be bagged up inside your room (using the bags provided and left directly outside your room for collection).

What to expect with meals:

- Wherever possible we will offer or provide a microwave for your convenience or support you in the ordering and delivery of personal items and groceries
- We will place food orders outside your room and will call immediately to notify you of its arrival
- Where possible, we will provide disposable containers and cutlery

On departure, your hotel room, all bedding and soft furnishings will be deep cleaned and the room will then be left unoccupied for a period of 24 hours.



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The health and wellbeing of our guests and colleagues takes top priority and we are closely monitoring the situation. We have taken a number of steps to raise awareness of the Coronavirus (Covid-19) with our hotel teams, and we are well prepared on policies, procedures and preventive measures to minimise the risk, as well as the actions to take in the event of an occurrence in a hotel, or guests needing to self isolate.

Guests will be provided with the latest guidelines around isolation at the hotel, based on Department of Health guidelines. These include guest obligations and how the hotels provide services such as room service and housekeeping.

Our hotels have put in place precautionary measures, including increasing the frequency of cleaning both public and back-of-house areas, and are taking extra steps to ensure all public areas are cleaned and sanitised. Hotels continue to work closely with colleagues to be extra diligent with cleanliness and hygiene.


We continue to monitor advice from the Department of Health, Tourism Australia and the Accommodation Association of Australia for ongoing advice.

Our hotels continue to operate and welcome guests. We would advise any guest to contact their embassy or consulate if they require further information or have specific inquiries regarding travel advice to Australia.

IHG Self Isolation process (example from Voco)

To ensure the safety of you, other guests and the employees of the hotel, we would like to advise the self-isolation process that we have in place across all InterContinental Hotel Group properties. If you have arrived from outside of Australia:

- We ask that during your stay you remain in your room and do not visit any public spaces in the hotel including the restaurants and bars, meeting facilities or reception lobby etc
- We will be unable to provide housekeeping services during your stay, however, will provide:
 - Fresh linen daily placed outside of your room
 - Additional waste bags for any rubbish you may need to dispose of (please do not place this outside your room until you have coordinated a time for pick by dialling housekeeping on your in-room phone)
- Room service meals can be ordered and we will waive any additional tray charge. The following process will be followed:
 - Your room service order will be delivered on a tray or trolley and left outside of your room for you to collect
 - We will provide disposable utensils for you to use
 - The tray will not be collected until your departure from the hotel. Please place any waste in the waste bags provided
- When it is time for you to depart the hotel at the conclusion of your reservation, kindly contact reception to finalise your account. We can process the payment for your room and email you a tax invoice



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Our efforts to ensure that our hotels remain a comfortable and safe environment for our guests and our associates. We take standards for hygiene and cleanliness very seriously.

Our leadership team has been closely monitoring the Centers for Disease Control and Prevention (CDC) and World Health Organization statements regarding the coronavirus (COVID-19) and we are following the guidelines from these agencies and the local health departments on appropriate hygiene standards. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

We recognize that the COVID-19 virus has required all of us to be more thoughtful as we go through our daily activities. Our associates are expected to follow the CDC recommendations for everyday preventive actions to help prevent the spread of respiratory diseases and we encourage you to do the same. These include:

- Avoiding close contact with people who are sick.
- Avoiding touching your eyes, nose, and mouth.
- Covering your cough or sneeze with a tissue, then throw the tissue in the trash.
- Washing your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.


Hilton

Hilton's Commitment to you, our guests, as we navigate through Coronavirus (COVID-19)

As it has always been, the safety and security of our guests and team members remains our highest priority. We are doing everything we can to ensure your travel safety and provide maximum flexibility as the situation around novel coronavirus (COVID-19) continues to evolve.

We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures developed in consultation with global and local public health authorities (including the WHO and CDC) to make our cleaning and hygiene protocols even more rigorous:

- Our hotel teams are receiving ongoing briefings and enhanced operating protocols.
- We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations.
- We have increased the deployment of hand sanitizers.
- We have activated our regional and global response teams to provide around-the-clock assistance to our hotels and are prepared to act swiftly should we be alerted to a case of coronavirus at one of our properties.



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**AVIS**

We are closely monitoring the information shared by the World Health Organization concerning advice on how to help reduce the spread of COVID-19.

To help protect our staff and customers we are encouraging regular hand washing, and the use of hand sanitizer, where available. We've also enhanced the already robust cleaning techniques of our vehicles after each rental. In particular, we are paying special attention to the places people touch such as steering wheels, door handles and other hard surfaces.

We advise all our customers to keep updated on the latest developments from the World Health Organisation World Health Organisation and the Australian Department of Health.

Whether you rent a car at the airport or at one of our nearly 3,000 convenient neighbourhood locations, Hertz is here to get you there. Be assured, our focus remains on going the extra mile to get you where you need to be safely and with confidence.

**Hertz**

We are closely monitoring Coronavirus (COVID-19) and following the current guidance from the leading government and health authorities to ensure we are taking the right actions to protect our customers, employees and the communities where we operate. During this time, we recognize flexibility is more important than ever.

We will continue to maintain our high standards for safety and cleanliness. In addition to practicing preventative measures to reduce the spread of germs within our facilities, all of our vehicles go through a rigorous, multi-step cleaning process for each rental. We remain vigilant in upholding these practices and will take additional precautions as recommended by the Centers for Disease Control & Prevention (CDC), World Health Organization (WHO) and local governments.

We continue to monitor this evolving situation and will keep you informed of future updates.

Uber for Business

(FCM has an exclusive relationship with Uber for Business – ask your Account Manager for information on how this can save your business time and money)

The safety and well-being of everyone who uses Uber is always our priority. We are actively monitoring the coronavirus (COVID-19) situation and are taking steps to help keep our communities safe.

As we all adjust to new precautions, we want to highlight a few actions we are taking:

Supporting public health authorities

We have a team available 24/7 to support public health authorities in their response to the epidemic. Working with them, we may temporarily suspend the accounts of riders or drivers confirmed to have contracted or been exposed to COVID-19. We're also consulting with an epidemiologist to make sure our efforts as a company are grounded in medical advice.

Helping affected drivers and delivery people

Any driver or delivery person who is diagnosed with COVID-19 or is individually asked to self-isolate by a public health authority will receive financial assistance for up to 14 days while their account is on hold. We've already helped drivers in some affected areas, and we're working to quickly implement this worldwide.

Helping to keep cars clean

We are working to provide drivers with disinfectants to help them keep their cars clean. Supplies are very limited, but we're partnering with manufacturers and distributors to source as much as possible. We'll be prioritizing distribution to drivers in cities with the greatest need.

Giving you options for food delivery

We understand that you may be relying more on food delivery right now. If you prefer, you can leave a note in the Uber Eats app to ask your delivery person to leave your food at the door.