



AMORA HOTEL  
JAMISON SYDNEY

# Health & Well-being Procedures For A Clean And Safe Environment

We would like to assure you that your Amora Hotel Jamison Sydney team is committed to the health and well-being of all its guests, visitors and hotel staff.



## 1. Onsite Temperature Checks

Temperature screening is conducted upon entrance to the hotel staff, delivery staff, non-quarantined guests and other visitors.



## 2. Social Distancing

Social distancing is encouraged in accordance with local Government guidelines, by providing signage around hotel, reminding all of the 1.5m rule.



## 3. Masks & Gloves

Our staff are utilising personal protective equipment (PPE) and are trained on the importance of wearing appropriate protective gear in an effort to provide a safe environment for all guests and staff members.



## 4. Perspex Guards

Sneeze guards have been installed at hotel reception and Concierge desks, to ensure a safe environment for guests and staff.



## 5. Disinfected Guest Key Cards

Clean and sanitised key cards are provided upon check-in.



## 6. Enhanced Sanitation

Increased frequency of cleaning and disinfecting in all guest rooms, public spaces, back of house areas, in particular high touch point zones, including light switches, remote controls, telephones, door handles etc.



## 7. Reinforcing Hand Hygiene

Ample hand sanitising stations have been installed throughout the hotel for both guests and staff. Visible signage throughout the hotel is also provided to remind guests and staff of personal hygiene.



## 8. Housekeeping & Laundry

Laundry services (washing of towels and bedding) are provided in accordance with local Government guidelines. Guests can request delivery of additional toiletries, towels, linens, tea/coffee, mini-bar etc, without having a housekeeper enter the room.



## 9. Protected TV Remotes (Coming Soon)

TV remotes are cleaned and sanitised, and are provided in an individually sealed and protective bag.



## 10. Room Service & Deliveries

Guest will be notified of room service delivery with a knock on the door from our staff. Food items are pre-packaged, replacing buffet and self-service food. Food delivery via external providers is available to all guests (ie. Uber Eats, Deliveroo, etc)



## 11. Bar & Restaurant

Social distancing is adhered to and new floorplans have been designed for staff training purposes. Both bar and restaurant offer socially distanced dining in accordance with local Government regulations, offering table service while you relax and we serve.



## 12. Day Spa, Pool Area & Fitness Centre

Increased frequency of cleaning and sanitisation of high touch point areas such as door handles, counters, chairs, tables, pool area, steam room, doors, gym equipment etc.



## 13. Express Check-Out Available

Express check-out is available in an effort to minimise contact with staff and guests.



## 14. Payment Methods

Contactless payment for check-in/check-out and bar and restaurant is available.



## 15. Team Training

Hotel staff and contractors are fully trained on all new protocols relating to COVID-19 prevention including cleaning, hygiene, use of PPE, social distancing and back of house procedures.



## 16. Meetings & Events

Tables and chairs spaced apart to ensure social distancing in accordance with local Government regulations. New floorplans designed for each meeting and event room setup.