



SCAPE LIVING

SCAPE SAFE COVID-19 CLEANING PROGRAM

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INTRODUCTION

As we transition into “COVID normal” and travel recommences, hotel safety and cleanliness will be paramount.

The Scape Safe program builds on our already impeccably high standards of cleanliness to deliver a TGA approved standard of sanitation throughout each room, communal areas, and food and beverage venues, allowing our guests to relax with peace of mind during their stay.

In this pack you will find an outline of our enhanced guest experience, changes that have been made to our cleaning standards, and a range of collateral for use at hotels.

GUEST JOURNEY

PRE ARRIVAL

Our Scape Safe Program will be communicated to guests through our website and pre arrival emails. Guests over the age of 16 are required to be fully vaccinated against COVID-19 and must provide proof or have a medical exemption to be able to stay at a Scape property.

ARRIVAL

The below have been put into place for the arrival process:

- Social distancing markers in place
- Hand sanitiser stations at entrance doors
- Hand sanitiser available at Front Desk
- Plastic protective screens on the Front Desk
- Reduced physical contact and time required to be spent at the front desk
- Hourly sanitising of the front desk and iPads
- Frequent staff hygiene protocols in place
- Face masks worn in line with government requirements*
- All team members are fully vaccinated
- Guests must be fully vaccinated to stay at a Scape property
- QR check in code and vaccination certificate proof required for all guests

ENTERING ROOM

To ensure the highest standard of cleanliness for every arrival guest, the below has been put into place:

- Cleaned with TGA approved chemicals
- High frequency touch points are been sanitised
- In room stationery available at reception

ROOM SERVICING

Rooms are serviced weekly with TGA approved chemicals and sanitisers. Additional cleans can be provided for an additional charge. All Housekeeping staff are fully vaccinated and practice frequent hand hygiene.

COMMUNAL AREAS & FACILITIES

Guests can be assured of cleanliness and safety in the communal areas and facilities as the following protocols have been put into place:

- Regularly cleaned with TGA approved chemicals
- Social distancing markers in place

- Hand sanitiser stations at entrance doors
- Hourly sanitising of high frequency touch points
- Face masks worn in line with government requirements*
- Guests must be fully vaccinated to use communal areas

FOOD AND BEVERAGE OUTLETS

Food and beverage outlets have the following procedures in place to ensure guest and staff safety:

- Increased cleaning and sanitising of front and back of house areas
- Social distancing markers in place
- Hand sanitiser stations at entrance doors
- Face masks worn in line with government requirements*
- Guests must be fully vaccinated to use Food & Beverage areas
- Frequent staff hand hygiene protocols in place
- All team members are fully vaccinated
- QR check in code and vaccination certificate proof required for all guests

ROOM CLEANLINESS

The cleaning chemicals used are TGA approved and includes a range of suitable disinfectants, cleaners and cleaning tools as part of our rigorous daily operations to ensure high cleaning standards and protection against any COVID-19 virus outbreak.

Our Scape Safe program guarantees a deep clean of frequently touched areas in guest rooms, in addition to our already stringent cleaning policies. This includes but is not limited to:

- All handles, doorknobs, wardrobes, drawers and cabinetry
- Light and electrical switches
- Temperature control panels
- TV remotes
- Bathroom – Vanity, toilet flushes and seats, and bath and shower taps
- Irons and hair dryers
- Kitchen – Cutlery, glassware, kettle, fridge and oven handle
- Hard surfaces

SAFETY AND CLEANLINESS - COMMON AREAS

Our Scape Safe program ensures that common areas and the back-of-house are frequently and thoroughly cleaned and disinfected with our commercial and TGA approved products. Special attention is paid to high frequency touch-point areas, such as door handles, switches, and counters.

Social distancing regulations are in place and only guests who are fully vaccinated will be able to use these facilities.

The pool and gym are cleaned and sanitised at an increased frequency to a TGA approved standard.

Guests must not share gym equipment until they have been thoroughly wiped down and sanitised after use.

Sanitation wipes and hand sanitiser will also be available.

SAFETY AND CLEANLINESS - FOOD AND BEVERAGE

Our Scape Safe program extends to cover any food and beverage outlets. Protocols include the following:

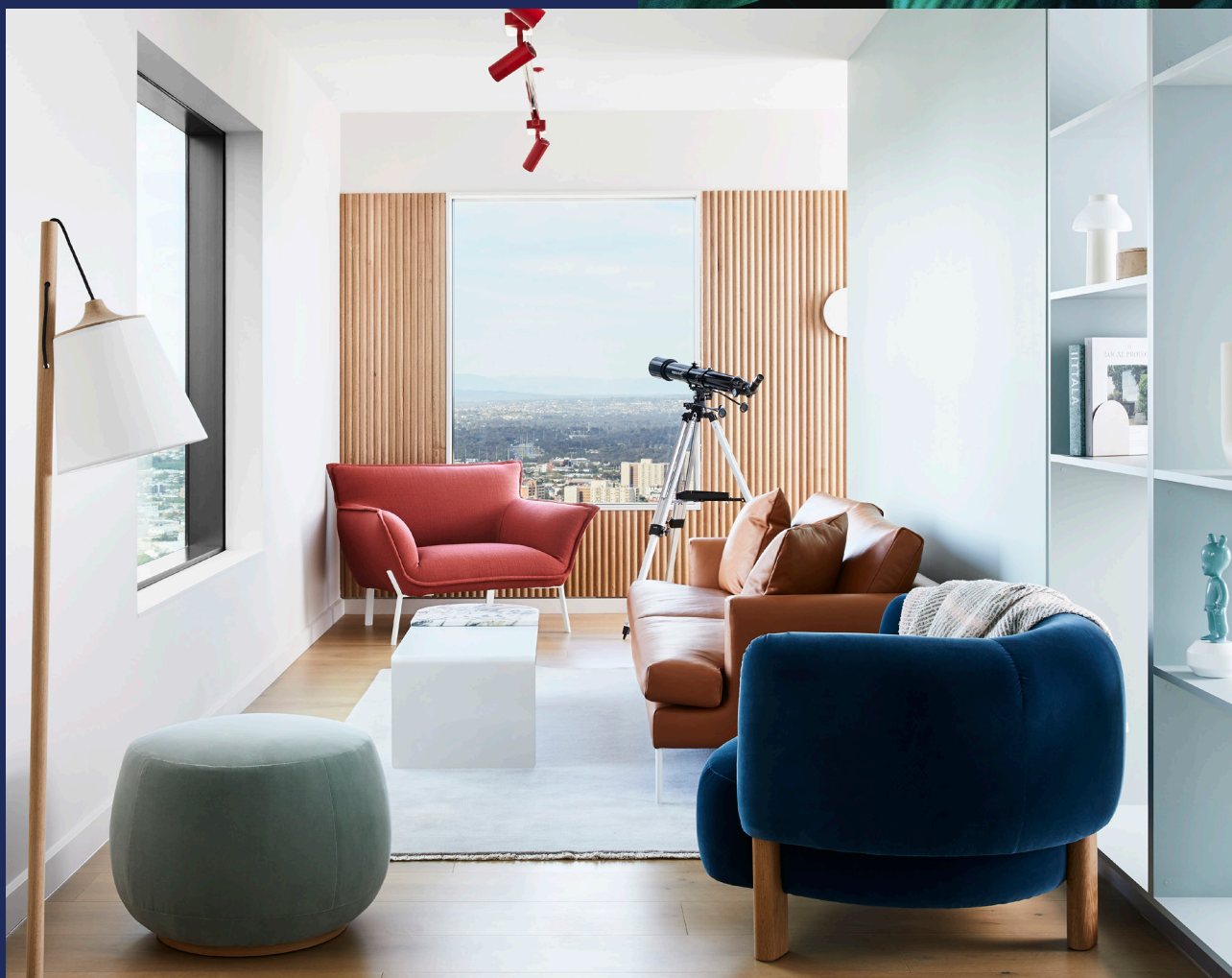
- The introduction of digital menus which are accessed via QR code
- One-off consumables, such as salt, pepper, sugar, and napkins, are available upon request only
- Social distancing regulations in place throughout each venue
- All food items at ordering points in cafes are wrapped and pre-packaged
- Increased cleaning of front of house and back of house areas
- All staff and guests are required to be fully vaccinated
- Hand sanitiser available

COVID SAFE PLAN

A COVID Safe Plan has been put in place for all venues and staff have been trained in COVID safe practices. Our team members have all completed the 'Infection Control Training – COVID 19' program on the Department of Health website. Scape also has a HSE Document in place for detailed COVID-19 cleaning procedures.

COLLATERAL

A suite of COVID-19 signage, SOP's and training documents are available for staff.





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