

Covid Safe Information

For Meeting and
Event Planners.

When the time comes, and it is safe to do so, we will be ready to welcome you and your delegates through our newly refurbished doors.

Although government guidance is not clear on the Meetings and Events sector as yet, please see below our proposed approach to doing business post-COVID and potential changes to the in-hotel and conference experience based on current advice.

We will ensure all measures are taken in line with government guidance at all times.



PROPOSALS & CONTRACTING

MAKING IT EASIER



We understand that now, more than ever, conference organisers are looking for flexibility in our proposals and contract terms. We have empowered our conference team to consult with you on providing more flexible terms that suit your particular event and situation. This may include:



MINIMUM SPEND

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



DEPOSITS

Reduced and/or staggered deposit requirements



RATES

Flexible Guest Room & Day Delegates rates based on materialisation of groups



CANCELLATION & TERMS

More flexible attrition and cancellation policies. Updated Force Majeure terminology

How we keep you safe

HOTEL TRAINING



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

NO CONTACT



We will continue with minimising contact with our hotel team including no-contact check-in, check-out, in-room dining and servicing of rooms.

THE CONFERENCE EXPERIENCE

AND POTENTIAL CHANGES



We will deliver Meetings & Events and Food & Beverage service in accordance with current NSW food safety and government regulations.

Potential measures may vary from our current offering and include:

CATERING

No-contact catering options e.g. chef serviced or individually packed 'grab and go' food & beverages. Plus, new safety screens on all food service areas

EVENT LIMITS

A limit the number of events happening in our hotel concurrently

CAPACITIES

Distanced seating in conference rooms meaning lower capacities than currently listed

STAGGERED BREAKS

Scheduled morning, afternoon and lunch break times to ensure staggered movement of conference delegates around the hotel and also for increased time for cleaning & disinfecting of dining spaces between each group

RESTAURANTS

Distanced seating in Restaurants

STATIONERY

No conference pads, pens, mints in meeting spaces to ensure minimal touch points

AUDIO VISUAL

New AV technology allowing for content to be shared across multiple event spaces, permitting increased social distancing

BRIEFING

The Hotel team will also provide a compulsory morning safety briefing on Day 1 of every event to advise on measures in place throughout the hotel and to answer any delegate queries.

IHG WAY OF CLEAN

JUST GOT CLEANER



As the world adjusts to new travel norms and expectations, we're enhancing the experience by redefining cleanliness. IHG Way of Clean already includes deep cleaning with hospital-grade disinfectants, and going forward, guests can expect to see evolved procedures in every area of the hotel.

GUEST ROOM

Visible verification of sanitized items (e.g. glassware, remote control), reduction of in-room furnishings/high-touch items, new laundry protocols, use of electrostatic technology

FOOD & BEVERAGE

New standards and service approach to buffets, banquets, room-service and catering

RECEPTION

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

PUBLIC SPACES & FACILITIES

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



Good isn't good enough – we're committed to high levels of cleanliness. That means clean, well maintained, clutter free rooms that meet our standards. If this isn't what you find when you check-in then we promise to make it right.

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