



Mercure Kangaroo Island Lodge Safe and Secure

COVID-19 Policies & Procedures

The COVID-19 pandemic has created some challenges for the hospitality and tourism industry throughout the world.

It is pleasing to see Australia (and in particular South Australia) emerging so well from this very unusual situation. In many ways Mercure Kangaroo Island Lodge is very fortunate to have the added advantage of being isolated on Kangaroo Island in a pristine and safe island environment.

Mercure Kangaroo Island Lodge is fully committed to ensuring the ongoing safety and wellbeing for all of our employees and guests alike in terms of our policies and procedures as outlined herein.

Following advice from the Department of Health SA and Accor Asia Pacific, Mercure Kangaroo Island Lodge has instigated the following procedures within the hotel for the foreseeable future.

All Staff

- To complete Department of Health COVID-19 infection control training – online
- Change into work uniforms at work (minimizing introduction of outside bacteria)
- Checking with staff prior to shift start that they are symptom free
- Temperature check, if necessary
- Maintain social distancing, as regulated by Government advice (where appropriate)
- Unless work issued, or for work purposes, no mobile phones to be used while on shift (minimizing introduction of outside bacteria)

Reception:

- All contact details of guests to be obtained on check-in, for future reference if required
- Guests to complete Accor checklist in regards to possible exposure to COVID-19
- Hand sanitiser to be readily available and on display for guest use
- Hand washing/sanitising before and after serving customers
- Reception area to be sanitised hourly
- Touch points (phone, EFTPOS machine etc) to be sanitised after each check-in or use
- Sanitise guest keys after use
- Staff to encourage social distancing of guests

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Restaurant:

- Sanitise all public areas before, during and after start of service
- Hand sanitiser to be readily available and on display for guest use
- Cash free, EFTPOS only transactions encouraged
- No queueing at the bar for drinks – table service only
- Salt & Pepper on request – table service only
- Hand washing/sanitising before and after serving each customer
- Single use or laminated menus (for ease of cleaning)
- Tables will be set to maximise social distancing in accordance with Government advice
- Glasses, cutlery and crockery to be disinfected using 82-degree water, before dishwashing
- Replace and sanitise all table settings at the end of every service or before next guests are seated
- Daily cleaning schedules and checklists

Kitchen:

- Hand washing after every preparation job or every 15 minutes
- All dishes to be disinfected in 82-degree water, before dishwashing
- Cleaning, sterilising and sanitising all kitchen surfaces, equipment and dishes with hot water and appropriate chemicals such as ammonium-based disinfectants and detergents
- Replace buffet with cook to order or preorder breakfasts
- Maintaining social distance where possible
- Wearing appropriate protective clothing - aprons, chefs' jackets
- Daily cleaning schedules and checklists
- Appropriate kitchen signage such as hand washing, and cleaning procedures

Rooms:

- Additional cleaning protocols will be in place, as follows
- Wearing of appropriate protective protection
- Disposable gloves to be worn and discarded after cleaning each room
- All surfaces to be sanitised after the guest has departed
- Particular attention to guest touch points (light switches, remote controls, door handles etc)
- Cleaning equipment will be sanitised after each room clean
- Cleaning equipment to be sanitised at the end of shift
- Daily cleaning schedules and checklists

These procedures could be modified as further advice is received from the Department of Health or the Australian Government

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