

Dear Guest,

Welcome to our owner operated hotel.

Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are. We would like to take a moment to reassure you that, together with Accor we have been prioritising the safety and wellbeing of our guests and team members every day since we took over the Mercure Charlestown in 2015.

High standards of hygiene and cleanliness are of utmost importance to us and is already delivered. However, due to the COVID-19 pandemic and with a focus on guest care, we have elevated these even further by adhering to the label recently launched by ACCOR... the ALLSAFE Label which represents some of hospitality's most stringent cleaning standards.

ALLSAFE LABEL & OUR COVID SAFETY PLAN

ENHANCED CLEANING AND HYGIENE STANDARDS

Our newly reinforced cleaning program includes frequent disinfection of all high-touch areas within the hotel, such as railings and counter tops. Our enhanced in-room cleaning program uses TGA approved disinfectant and cleaning materials.



ENHANCED TEAM MEMBER TRAINING

Continuous training and education of our team members is a critical aspect of health and safety to help everyone develop the skills and education necessary to protect themselves and you, our guests.

NEW GUEST PHYSICAL DISTANCING MEASURES

With a focus on safety during your stay, we have new standards of physical distancing measures throughout the hotel and specifically in our public areas. These standards are well sign-posted and we request your support in adhering to these standards. In addition, individual masks and sanitisers are available for purchase from Reception should you need them.

ENHANCED FOOD SAFETY STANDARDS INCLUDING MINIBAR

Our chef's and waitstaff care deeply about the safety, quality and environmental impact of our food. Within our hotel we have established new, even higher standards for our restaurant, bar and function space which exceed government and local regulations.

We are immensely proud of how we are responding and adapting to this historic challenge and we thank you for your support and want to assure you of our deepest commitment to keeping you safe as you stay with us.

Your room includes complimentary tea and coffee amenities and minibar. We kindly ask that you **only touch what you intend to consume.**

If you need anything during your stay, we are here for you.

Grant & Amanda Vickery
MANAGING OWNERS