



Hygiene & Cleanliness Protocols

FACT SHEET

swissôtel SYDNEY



Grüezi,

It is my pleasure to welcome you to our luxury lifestyle hotel in the heart of Sydney's Central Business and Leisure District.

Your health and safety is our absolute priority at Swissotel Sydney. For guests, delegates, partners and staff alike, the experiences hospitality provides has entered a new norm with everyone becoming more conscious and aware of how we conduct our travels.

I would like to take this opportunity to share with you the important steps we are taking at Swissotel Sydney to ensure you are welcomed into one of the safest, cleanest and most trusted environments available.

Through Accor's new global safety and hygiene protocol, ALLSafe, we have implemented some of the most stringent cleaning standards and operational procedures in the world of hospitality. Please find our new procedures on the following page.

Developed with and vetted by world-leading testing, inspection and certification firm, Bureau Veritas, ALLSafe is our guarantee to you that your stay or visit at Swissotel Sydney can be had with confidence.

I would like to personally thank you for choosing Swissotel Sydney, and along with my team, I look forward to delivering a haven for vitality where you can experience Swiss hospitality safely and with the utmost enjoyment.

Kind Regards,
David Ross
General Manager



- New 1.5m social distancing rules are enforced in all Swissotel Sydney common areas, in line with the NSW Government guidelines.
- All employees have been given comprehensive safety & hygiene training.
- Contactless check-in, check-out and payments are carried out whenever possible.
- Enhanced handwashing protocols and hand sanitiser is provided in key public areas (front desk, restaurants etc).
- In guest rooms & suites: a deep clean by fully trained personnel wearing PPE equipment and using hospital-grade disinfectants is conducted, with special attention to high-frequency touch points such as doorknobs, TV remote controls, phones, light switches, etc.
- Minibar contents have been removed and will be provided on request from guests. In public areas, pool deck, bars & restaurant: an enhanced cleaning program has been implemented with hourly disinfection and four-hourly enhanced cleaning of high-touch surfaces (door handles, lift buttons, switches, payment terminals, AV equipment).
- A contact log is maintained for contact tracing of all patrons entering our venues.
- Buffet service has been temporarily removed at all food and beverage venues. Laminated and contactless QR-based menus have been implemented.
- In kitchens: reinforced food safety standards and regular hospital-grade cleaning of all high-touch surfaces such as cooking surfaces, knives, bells and trays have been implemented.
- Chefs keep a physical distance of 1.5m between each other during food preparation. Appropriate PPE such as masks and gloves is worn by our Chefs as well as food and beverage handlers when receiving food deliveries.
- All food preparation and handling is certified by the stringent HACCP (Hazard Analysis Critical Control Points) guidelines.
- Safe in-room dining is provided at no service charge to guests when our dining venues are closed.
- An ALLSafe Manager is appointed onsite 24/7, in charge of managing any health, wellbeing or hygiene enquiry our guests and delegates may have during their stay.
- As of July, Accor guests and delegates will benefit from AXA's most recent advances in telemedicine through free, 24/7 tele-consultations with fully qualified physicians.



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