



Chateau Marlborough

A L U X U R Y H O T E L

Alert level 1 response.

As always, the health and safety of our guests and employees is always our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene at our Hotel. As the situation with COVID-19 continues to evolve, we continue to take measures to ensure ongoing vigilance around personal hygiene and cleaning standards.

Our team are actively monitoring all reputable sources to stay informed and up to date about COVID-19, including the New Zealand Ministry of Health, World Health Organisation and Hospitality New Zealand.

We have reviewed our already stringent cleaning and sanitising procedures to ensure the risk of spreading COVID-19 is mitigated. This includes but is not limited to:

- Regular safety communications, signage and briefings provided through internal communications platforms
- Increased employee awareness of the requirement to maintain the highest level of health and safety in our workplaces at all times
- Increased frequency of cleaning the public areas (including the lobby, elevators, stairs, door handles, and bathrooms.) using high grade multi-surface disinfectant and cleaner
- Continuing to monitor and adjust food and beverage offerings in accordance with current food safety standards and identified best practise
- Increased availability of antibacterial hand sanitisers for employee and guest use

If you have arrived in the country within the last 14 days, have any cold or flu like symptoms or have had close contact with someone confirmed with COVID-19 then please urgently inform us so we can advise our policy and process.

We are here to support you during these challenging times and should you have any requests or concerns during your stay, please reach out to our team.

Thank you for choosing Chateau Marlborough to look after you and we hope to make your stay as comfortable as possible.

Yours sincerely,

The Chateau Marlborough Team