



Dear guests,

Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are at the Playford Hotel. I want to take a moment to reassure you that we have been prioritizing the safety and wellbeing of our guests and team members every day for more than 20 years.

High standards of hygiene and cleanliness are already delivered across the hotel. However, due to the Covid-19 pandemic and with a focus on guest care we have elevated these even further by launching our new standards which represents some of hospitality's most stringent cleaning standards.

Cleanliness and operational standards have been developed and provides:

- **ENHANCED CLEANING AND HYGIENE STANDARDS**  
Our newly reinforced cleaning program includes frequent disinfection of all high-touch areas across our property, such as elevators and public restrooms. Our enhanced in-room cleaning program uses TGA approved disinfectant and cleaning materials and is now standard.
- **ENHANCED TEAM MEMBER TRAINING**  
Training and education of our team members is a critical aspect of health and safety and we have launched a new safety and hygiene training program 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.
- **ENHANCED FOOD SAFETY STANDARDS INCLUDING MINIBAR**  
We have always cared deeply about the safety, quality and environmental impact of our food. We have now established new, even higher standards for our bars and restaurants.

We are immensely proud of how our team members, guests, owner and partners are responding 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.

Maurits de Graeff  
General Manager

*Stay safe.*