

# COVID 19 INFORMATION

## CHILLI IQ - MEASURES

Chilli IQ would like to reassure all our forum attendees that we are closely monitoring the COVID-19 situation and to inform you that our events will not be cancelled. If any of our 2021 events are affected by COVID-19 and need to be postponed for health reasons or travel restrictions, your delegate registration fee will be valid for when the event goes ahead at a future date. If you cannot attend at the future date of the event a suitable replacement from your firm can attend in your place or if you wish to cancel a refund will be issued less a \$500 administration fee. We are in constant communication with our venues and have their support, Chilli IQ will inform you immediately of any changes. Thank you for your support and understanding, The Chilli IQ Team.

## SHERATON MIRAGE - MEASURES

We are closely monitoring the Centers for Disease Control and Prevention and World Health Organization's statements regarding the novel coronavirus (COVID-19) cases and following guidelines from these agencies and the local health departments.

The Following has been actioned by the Sheraton Mirage Gold Coast (Marriott International Hotels)

The wellbeing of our guests and associates is of paramount importance. For all Marriott International hotels world-wide, we are implementing the following policies:

### Our Commitment to Cleanliness:

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and associates. On a daily basis, our hotels around the world are working to ensure that they meet the latest guidance on hygiene and cleaning. Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures. Specific steps Marriott is taking include:

Associate Health, Safety and Knowledge: Hotel associates – and their own health, safety and knowledge – are essential to an effective cleaning program. Here are some ways we're supporting them:

- Hand Hygiene: Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings, our teams are reminded that cleanliness starts with this simple act. It's important for their health and that of our guests.
- Ongoing Training: In addition to training on housekeeping and hygiene protocols, hotel associates are also completing enhanced COVID-19 awareness training.
- Real Time Information: Marriott's Corporate and regional teams are on standby 24/7 to support the hotels and coordinate with local and regional authorities.

Cleaning Products and Protocols: Our hotels use cleaning products and protocols which are effective against viruses, including:

- Guest Rooms: Hotels use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.
- Public Spaces: Hotels have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, elevators and elevator buttons, door handles, public bathrooms and even room keys.
- Back of House: In the spaces where associates work "behind the scenes," hotels are increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, locker rooms, laundry rooms and staff offices.

