

Ramada Brisbane Windsor's commitment to our guests as we navigate through COVID-19.

Thank you for considering Ramada Brisbane Windsor as your accommodation provider during this difficult time.

At Ramada Brisbane Windsor we are taking every possible precaution during this time to ensure your travel safety as the situation around COVID-19 continues to evolve. The safety and security of our guests and team members is our highest priority. Following the advice and guidelines provided by the Queensland Government, the hotel has introduced new standards and safety protocols, some of which include:

- Adhering to the COVID Safe principles – allowing for social distancing, increased cleaning and hygiene practices, collecting information for contact tracing.
- Limited contact check-in/check-out – protective screens in place, all items accessible by the guest on arrival and departure are disinfected after each use, including keys
- Housekeeping distancing – room attendants will not enter your guest room if requested and additional amenities required during your stay can be delivered and placed outside your door to maintain social distancing.
- Additional hygiene measures for guest rooms - Extra disinfection of high touch areas in guest rooms. Decorative pillows, bed runners and minibar items have been removed.
- Guest-accessible hand sanitizer – in reception, conference rooms and restaurant
- Increased cleaning frequency and disinfection of public areas
- Social distancing encouraged and reminded through increased signage and floor markers
- Enhanced Team Member safety and well-being – enhanced training, protocols and access to personal protective equipment if required
- Disposable gloves and facemasks available upon request
- Restaurant/ Meetings/Events– adhering to Queensland Government regulations in all areas, such as capacity and social distancing. High touch surfaces are regularly sanitized, menus are sanitized between guests and contact tracing registry forms are in place.

Due to COVID-19, as well as following guidelines provided by the Queensland Government for our industry, we have adjusted some amenities that you would normally enjoy and expect when staying at our property.

Our objective is for you to be safe and comfortable during your stay with us. Our hotel operation standards have changed in some ways however our team continues to welcome our guests with the warmth and hospitality they always have.

We would welcome any questions you may have about our new standards, safety protocols, modifications to amenities and encourage you to contact our friendly guest services team.

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