To ensure you enjoy the best possible stay experience with us we have made a few changes at Pan Pacific Perth.

Designed with your health and safety as a priority our post COVID-19 hygiene practices are shared here for your peace of mind. If you have any further questions or concerns please feel free to ask any member of our staff who will be happy to assist.

**Hygiene Practices**

Pan Pacific Perth’s hygiene, health and safety measures are designed to address a broad spectrum of viruses including COVID-19 and are guided by the high standards of the West Australian Department of Health and recommendations of the World Health Organisation. We adhere to the internationally benchmarked HACCP certifications relating to food safety and all staff have completed the COVID-19 specific hygiene training accredited by the Australian Hotels Association WA as mandated by the Government of Western Australia.

**Cleaning Practices**

All public areas, including restaurants, bars, bathrooms and front desk are cleaned hourly with alcohol based cleaning products. Surfaces, including tables, chairs, door handles, lift buttons, ATMs and card terminals are routinely wiped down after use.

**Clean Hand Stations**

When entering and exiting the hotel we encourage guests to use the provided hand sanitisers available at strategic locations throughout the hotel.

**Thermal Cameras**

The cameras located on the Lobby Floor monitor the temperature of guests who enter the hotel.

The cameras are calibrated at a distance of 4 meters. Healthy temperature readings are between 32°C to 36°C. Hotel staff are alerted of any temperatures which exceed the healthy range.

**Guest Lifts**

Guest lifts including floors and button panels are sanitised with alcohol based cleaning products every hour. Lifts are limited to a maximum of four guests per trip.
Signage
Safe distancing reminders including signage and floor stickers are placed prominently in queues and other public areas.

Guest Rooms
Heightened cleaning and disinfecting protocols for guest rooms according to the high standards of the West Australian Department of Health and recommendations of the World Health Organisation. Diversey cleaning and disinfecting agents used are alcohol based, commercial grade disinfectants that are sustainable and developed to obtain and uphold the highest of hygiene standards.

Bed liners are laundered at 70 degrees Celsius according to the World Health Organisation recommendation.

Contactless pick-up and delivery for laundry, requested amenities and in-room dining meals.

Food and Beverage
Floor space and seating areas have been rearranged to ensure appropriate physical distancing between tables and seats.

Dining tables, chairs, bar tops and stools are sanitised with alcohol based cleaning products after every use.

We adhere to the internationally benchmarked HACCP certifications relating to food safety and all staff have completed the COVID-19 specific hygiene training accredited by the Australian Hotels Association WA as mandated by the Government of Western Australia.

The cutlery is pre-wrapped in plastic packaging and offered after guests are seated or have ordered. The glassware on tables is protected with lids.

Menus are either single use or cleaned with alcohol based cleaning products after every use.

Parking
To ensure our associates and our valued guests health and safety we do not currently offer any valet parking services. All parking included in packages is self-parking only with multiple exits and entries. Our secure carpark is located next door to the hotel with entry from Hill Street. The hotel lobby is easily accessed via an undercover walkway that is clearly marked.