

# BE SAFE FACE TO FACE

How we're keeping you  
safe during COVID-19





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# 11 ways we're keeping you safe when you visit our venues

At Cliftons, your wellbeing is our highest priority and we're doing all we can to minimise the risk of COVID-19.

That's why we've introduced 'be safe face to face', a rigorous hygiene program to make sure your event with us is a safe and happy one!

Read on to discover the 11 measures we've introduced to protect all visitors to Cliftons.

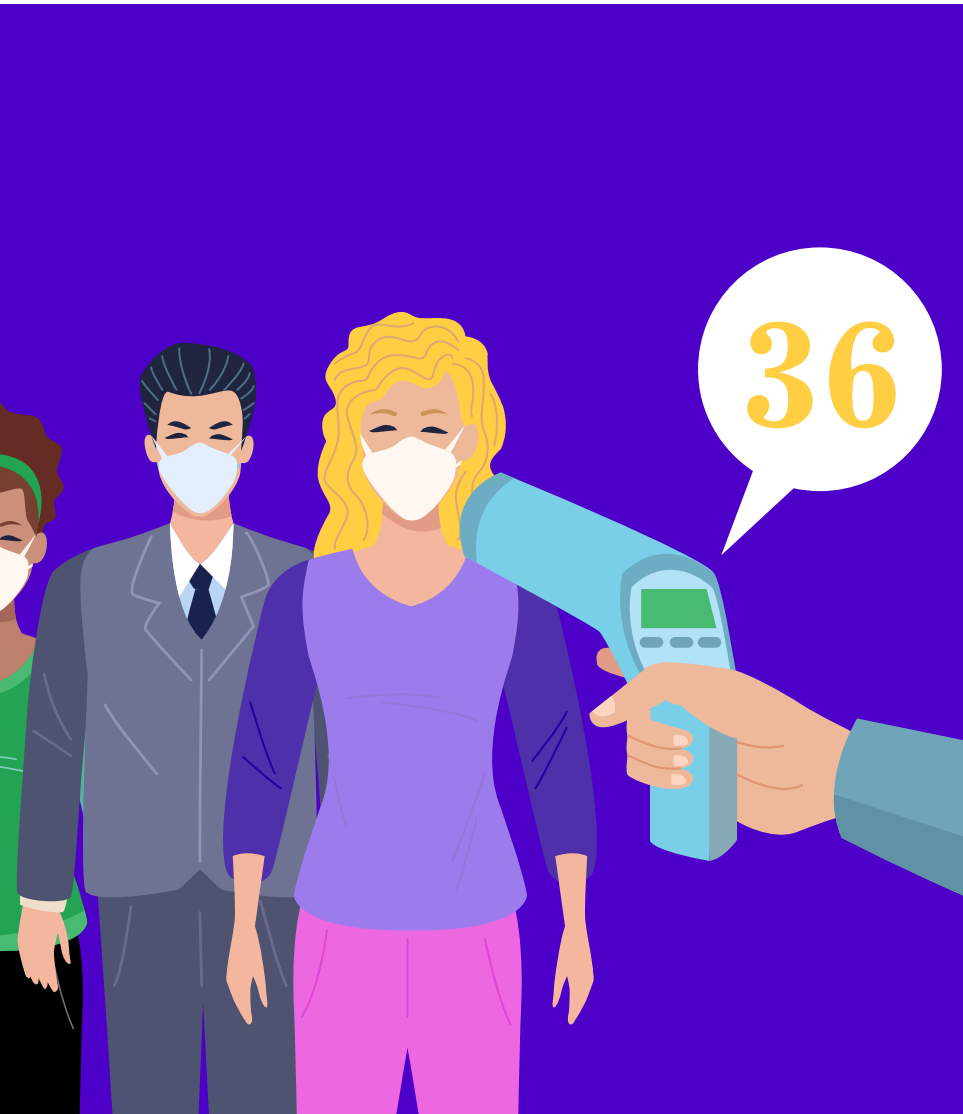


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## Hygiene measures you'll notice inside venues

1. Cleaning is now more stringent than ever. We've increased the frequency to three times daily, plus before and after each event
2. For peace of mind during mealtimes, we have a zero-handling food policy with all meals pre-packaged for hygienic service
3. We've removed shared water bottles in training rooms and encourage you to bring your own water bottles to fill at the chilled taps in breakout areas. We're also providing single use cups for water and hot beverages
4. To comply with social distancing requirements, all rooms, breakout and dining areas have been adapted to allow for comfortable spacing between visitors
5. Hand sanitisation stations are located throughout all venues for your convenience
6. You'll notice signage around the venue reminding you to follow COVID safe practices (such as social distancing and frequent hand washing)





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## Checking-in on arrival: What to expect

To ensure the health and wellbeing of you and other guests, you can expect a few changes when arriving for your event:

7. Event start times and break times are being staggered wherever possible. This is to ensure adherence to social distancing requirements and prevent crowding in common areas. Delegates may only enter the venue 15 minutes prior to their course start time, and will be directed to their allocated room
8. In the interests of ensuring the wellbeing of all guests, all visitors are required to have their temperature checked at reception. Guests with fever or signs of illness will not be permitted to enter and advised to seek medical attention.
9. All visitors are also required to register on entry in accordance with health department requirements for contact tracing. These details are strictly confidential and are deleted permanently after 60 days.

We appreciate your understanding and support with these measures to help keep you safe!

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## Our staff are working extra hard on hygiene

10. At every venue, we've appointed qualified on-site Health & Hygiene Officers who oversee and enforce our strict hygiene protocols to minimise the risk of COVID-19. Have a question on our health and safety policies? They are there to help!
11. All Cliftons staff have completed mandatory training and certification in our 'be safe face to face' hygiene protocols before returning to work, so you're in good hands when visiting our venues.





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## What if your event can't go ahead at the last minute?

You can now book with confidence with our event guarantee.

All events hosted with Cliftons can be taken online in as little 24 hours\*. Cliftons tech infrastructure and virtual event offerings allows you to run hybrid events linking people and locations seamlessly. Should unforeseen circumstances prevent your event going ahead in person, it can be transitioned online instead!

\*Subject to equipment availability

## We look forward to welcoming you back

We are working hard to create safe meeting environments that are compliant with up-to-the-minute government advice to prevent the spread of COVID-19.

We appreciate your support and look forward to welcoming you back safely to our venues soon!

## How to find out more

Government restrictions vary between countries and states. Find out more about [what's happening at your nearest venue.](#)

Have a question on any of our COVID-19 hygiene protocols or delivery of your event? Contact our Central Bookings Team today.

**AU:** 1800 629 088  
**NZ:** 0800 629 088  
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