



#ALLSAFE

Hygiene & Cleanliness protocols

FACT SHEET

S O F I T E L

SYDNEY DARLING HARBOUR



Bonjour,

Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are at Accor and Sofitel Sydney Darling Harbour. The health, safety and well-being of our staff, guests, delegates and partners remains our top priority as the world recovers from this unprecedented crisis.

When we experience the world of hospitality today and in the future, there is no doubt that there will be a new norm, and many of us will be more conscious and more aware of how we plan our travel.

It is therefore timely that I take this opportunity to update you on the important steps we are taking to welcome you into a safe, clean and trusted environment at Sofitel Sydney Darling Harbour.

With the launch of Accor's new global cleanliness & prevention label, ALLSAFE, we have established some of the most stringent cleaning standards & operational procedures in the world of hospitality. These standards have been developed with and vetted by Bureau Veritas, a world leader in testing inspections & certification, and will be audited at each property by experts.

Our elevated health and safety measures implemented here are thorough, consistent and effective and, above all, we hope that they will bring you peace of mind.

I would like to personally thank you for considering Sofitel Sydney Darling Harbour for your next getaway, and look forward to working with our team to deliver a safe, luxurious, French-inspired and highly memorable experience stay.

Greg Brady
General Manager, Sofitel Sydney Darling Harbour



- New 1.5m social distancing enforced in all common areas, in line with the NSW Government guidelines.
- All employees given comprehensive safety & hygiene training.
- Contactless check-in, check-out and payments carried out whenever possible.
- Enhanced handwashing protocols and hand sanitiser provided in key public areas (front desk, restaurants etc).
- In guest rooms & suites: deep clean by fully trained personnel wearing PPE equipment and using hospital-grade disinfectants, with special attention to high-frequency touch points such as doorknobs, TV remote controls, phones, light switches etc. Minibar content sanitised on arrival and during servicing.
- In public areas, pool deck, bars & restaurant: enhanced cleaning program with hourly disinfection and four-hourly enhanced cleaning of high-touch surfaces (door handles, lift buttons, switches, payment terminals, AV equipment). Contact log maintained for contact tracing of all patrons entering our venues.
- Buffets temporarily removed.
- Single use or contactless QR code menus available to minimise touch points.
- In kitchens: reinforced food safety standards and regular hospital-grade cleaning of all high-touch surfaces such as cooking surfaces, knives, bells and trays. Chefs keep a physical distance of 1.5m between each other during food preparation. Appropriate PPE such as masks and gloves is worn by our Chefs and food & drink handlers when receiving food deliveries. All food preparing and handling is certified by the stringent HACCP label (Hazard Analysis Critical Control Points).
- Safe in-room dining provided at no extra charge to guests when restaurant is closed.
- Appointment of ALLSAFE Managers onsite 24/7, in charge of managing any health, wellbeing or hygiene enquiry our guests and delegates may have during their stay.
- As of July, Accor guests and delegates will benefit from AXA's most recent advances in telemedicine through free, 24/7 tele-consultations with fully qualified physicians.