

caring

FOR YOUR WELLBEING

The safety and wellbeing of our guests is our top priority. You can rest assured that Park Hyatt Melbourne is taking precautionary measures to maintain a safe environment for our guests, customers and colleagues.



CLEANING & SANITISATION

We are conducting hourly cleaning and sanitisation of frequently touched surfaces and high-traffic areas. This includes the hotel limousine for each hospital transfer for Mother's and the baby capsule.



TEMPERATURE & WELLBEING CHECKS

All staff and guests are required to have a body temperature check each time they enter the hotel.



HAND HYGIENE

We have placed hand sanitiser dispensers throughout the hotel and in each maternity room.



MASKS & GLOVES

Our colleagues are well-equipped with masks and gloves. The use of face masks for adults is mandatory as per current Victorian Government guidelines.



KNOCK & GO ROOM SERVICE

To minimise contact, our room service will knock on your door to notify you that your order is delivered.



HYGIENE PROTOCOLS

We are frequently sanitising our tables, chairs, condiment holders and menus before seating guests and placing our cutlery inside napkins. Buffet service has been switched to an à la carte option.



GUEST IN-RESIDENCE

We are taking extra care to prepare our guests' room by enhancing stringent cleaning procedures. We sanitise high-touch areas using high-grade disinfectant with increased frequency of cleaning air filters and provision of alcohol wipes in guests' amenities.

Small bottles of hand sanitisers will be made available as part of the 'Hyatt Has It program' in the guest amenity kits. Contact free QR codes to scan via your mobile device to access room service menu, spa menu & guest compendium.



PARK CLUB HEALTH & DAY SPA

For Park Club Health & Day Spa, we are stepping up the cleaning and sanitisation of surfaces and equipment for a safe environment and a worry-free workout or spa treatment.



AIR QUALITY

Our engineering team is disinfecting air unit components and replacing air filters and installing purification and sanitisation devices designed to kill airborne bacteria and viruses



INTERNATIONAL STANDARDS

Our precautionary measures are developed in line with guidelines by the Department of Health. Our standards of hygiene and safety are certified by GBAC & HACCP.

For more information, please visit our website by scanning the QR code below

CARING FOR YOUR WELLBEING

Find some of the steps that guests will see Hyatt hotels in Asia Pacific taking in an effort to provide environment.

WELLBEING AT HYATT

Discover a range of wellbeing and self-care information and amenities designed to promote healthy living into your daily routine.

