



STAY SAFE

A Quest Promise

The health and safety of our guests and team members remain our top priority, and we have taken all precautions to ensure you are well looked after during your next stay. This is our **Stay Safe Promise**.

In accordance with advice given by the World Health Organisation, see how we've enhanced our already rigorous cleaning and hygiene measures:



Daily health checks for all team members prior to their shift.



Use of face masks.



Hand sanitiser stations set up in reception, with antibacterial wipes and masks available upon request.



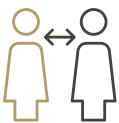
More frequent disinfecting and deep cleans to common areas and lift.



Appointed a Stay Safe Compliance Manager who ensures superior cleanliness standards in all properties by verifying their compliance to guidelines set by the World Health Organisation, Federal & relevant State Governments and Accommodation Association.



All Quest staff will undertake mandatory training to ensure we are not only meeting but exceeding world-class cleaning standards.



Adherence to social distancing encouraged, with signage in all common areas, and guests kindly asked to wait outside during daily housekeeping.



A Stay Safe Manager in all properties with relationships with health organisations, to ensure guests experiencing symptoms can access healthcare quickly.



Temporary closure of some facilities including gyms and pools in line with local government legislation.



Contactless delivery of food options, including: Pantry shopping service, local chargeback restaurants and room service powered by Deliveroo.



And lastly, reduced opportunities for touch with: use of gloves by housekeeping staff, use of contactless payment methods, and all non-essential items, such as magazines, removed from rooms.