

IT IS SAFE TO MEET AND DINE

The health, safety and wellbeing of our colleagues, clients and guests remain our highest priority. Hyatt Place Melbourne, Essendon Fields is complying with all Victorian Government COVIDSafe settings. As the pandemic evolves so too will our response as we adapt to ensuring that we are following all Government guidelines which are subject to change at any time.

COVID-Safe settings at 90% double vaccinated as per Phase D of the Victorian Government Roadmap

Hyatt Place Melbourne, Essendon Fields and Hyatt Place Events Centre require all guests with the exception of those under 12 years that attend the premises to show their proof of vaccination on entry by completing

- A successful check in at one of our Service's Victoria QR check in stations that includes confirmation of vaccine status displayed through the Service Victoria app, a COVID-19 digital certificate through the Medicare App or equivalent smartphone wallet.
- A printed version of the digital certificate or immunisation history statement issued by the vaccination provider, a medical practitioner or the Australian Immunisation Register may also be produced.
- A guest who is a dependent will be deemed to have complied with the vaccination health directions of Phase D of the Victorian Government roadmap if the other guests on behalf of the dependent complies with the vaccination entry obligations.
- Effective 6pm on 12 November guests can no longer use a medical certificate as evidence of a COVID-19 vaccination exemption. Medical exemptions must be recorded on the Australian Immunisation register by a doctor which can then be downloaded onto an individual COVID-19 digital certificate to display on arrival to the COVID Marshall

Our Associates

As a mandated industry all of our associates are double vaccinated.

In addition to this high levels of hygiene and daily temperature checks are required from all team members.

Masks

Masks will be worn by all associates when government health advice is mandated to do so. Masks are not required to be worn by guests in the hotel or events centre. We do however recommend wearing a mask in instances where you are unable to socially distance; if you have symptoms or are in the presence of people that are vulnerable to COVID-19.

Check In

All guests, clients and associates are required to check in via the available QR readers upon entry to the hotel lobby, the Gallery, the fitness centre and the Hyatt Place Events Centre. We recommend having the Services Victoria app on your phone with your vaccination status uploaded for an efficient check in process.

COVID Marshalls

Guests checking in, dining in the Gallery, using the fitness centre or attending an event at the Hyatt Place Events Centre over the age of 12 are required to be double vaccinated to be permitted entry. Exemptions must be recorded into the Australian Immunisation Register with the notice uploaded to your device. Vaccination status will be checked upon entry by a COVID Marshall and any guests that cannot produce their vaccine certificate or have only had one dose will be denied entry. We recommend advising all attendees of this to avoid disappointment on the day of your event.

The Gallery Kitchen and Bar

Guests dining in the Gallery Kitchen and Bar are required to be fully vaccinated. Vaccination requirements do not apply to take away.

Fitness Centre

You must be fully vaccinated to access the fitness centre. Our gallery hosts will provide our guests with a key to access after the vaccination status has been verified.

Social Distance

Social distance requirements are in place across Hyatt Place Melbourne, Essendon Fields and Hyatt Place Events Centre. All dining and venue spaces have the required distancing between tables.

Event and Gallery Servers

All event and gallery associates will be wearing gloves when plating dishes, serving to your table(s) or preparing your beverages. Condiments are served in disposable sachets or sanitised individual containers. Beverages will be served individually.

Shared Amenities and Equipment

All shared amenities and equipment are cleaned and sanitised with each use or provided in a single use option; in addition to all serving stations, tables, chairs and audio visual equipment.

Dedicated Entry and Exit Points

There will be designated entry and exit points assigned to your event at Hyatt Place Events Centre.

Our increased commitment to Hygiene

Hourly cleaning and sanitisation of high traffic areas is conducted by all of our associates. In addition hygiene stations are located across all accommodation floors and entry points to our public areas and events centre.

External Suppliers

All external suppliers are required to produce their double vaccination status, check in via our QR readers on each entry into the property; in addition to providing Hyatt Place Melbourne, Essendon Fields with their COVIDSafe plan.