

HOTEL 115

— Premier Collection —
115 Grill & Brewhouse

COVID Safe Update as of Wednesday 28th October 2020

As of 11:59 on 27th October 2020, Metro-Melbourne restrictions have been updated. To comply with these regulations, we are only able to accommodate guests that can declare they meet one of the following criteria:

Essential travel:

- *Work* – only guests from ‘essential’ services can book and stay at hotels for work purposes: Medical, Transportation, Construction, Emergency services.
- *Medical* – guest that have medical appointments, treatments or care scheduled.

Re-Locations:

- Guests who are moving houses but need a temporary residence of 7 days or more.
- Emergency accommodation booked via an agency and/or crisis centre.
- Temporary emergency accommodation booked by an insurance company due to crisis at your place of residence, flood, fire etc.

At this time, we are focused on maintaining everyone’s health and safety, the wellbeing of our guests and team members is our top priority. As such, we have implemented Best Western Hotel Groups “We Care Clean” program, which is based on the current international best practice standards and has been adapted to comply with our state and federal government legislation.

As a result of implementing this program you may notice some changes around the property:

Changes in your room...

We have temporarily removed some items from your room, things like mini-bar, stationary, compendiums etc. will now be available on request, should you need them.

Changes to our services...

Regarding multi-night stays, to help minimise contact and maintain physical distancing, the program states that we cannot service your room during your stay; however, should you need your room serviced please contact our reception team to arrange, noting that you are unable to remain in the room whilst the service is being carried out.

We are no longer able to offer our valet parking service, parking is still available on a self-park basis (parking fee’s apply).

*Please see “Covid Safe Update – 115 Grill & Brewhouse” for changes to our F&B services.

Thank you all so much for your support and cooperation in respecting the physical distancing measures and changes to our operations during these challenging times. We hope these new measures will help stop the spread and safeguard the health and wellbeing of all.