



Dear Guest

## Welcome

Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are at Accor. I want to take a moment to reassure you that Accor has been prioritising the safety and wellbeing of our guests and team members every day for more than 50 years.

High standards of hygiene and cleanliness are already delivered across all our brands locally and globally. However, due to the Covid-19 pandemic and with a focus on guest care as hotels reopen, we have elevated these even further by launching our ALLSAFE Label which represents some of hospitality's most stringent cleaning standards.

### ALLSAFE LABEL

Accor's global cleanliness and operational standards have been developed with and vetted by Bureau Veritas, a world leader in testing, inspections and certification. The ALLSAFE label provides validation of:

#### ENHANCED CLEANING AND HYGIENE STANDARDS

Our newly reinforced cleaning program includes frequent disinfection of all high-touch areas across our property, such as elevators and public restrooms. Our enhanced in-room cleaning program uses TGA approved disinfectant and cleaning materials and is now standard across Accor hotels. Items in rooms have been minimised to enhance this process, however if you require specific items please contact reception.

#### ENHANCED TEAM MEMBER TRAINING

Training and education of our team members is a critical aspect of health and safety and we have launched a new safety and hygiene training program to help everyone develop the skills and education necessary to protect themselves and you, our guests.

#### NEW GUEST PHYSICAL DISTANCING MEASURES

With a focus on safety during your stay, we have new standards of physical distancing measures throughout the hotel and specifically in our public areas. These standards are well sign-posted and we request your support in adhering to these standards. In addition, individual masks, sanitisers and wipes are available for purchase from Reception should you need them.

#### ENHANCED FOOD SAFETY STANDARDS INCLUDING MINIBAR

We have always cared deeply about the safety, quality and environmental impact of our food. Across Accor we have now established new, even higher standards for our bars and restaurants which exceed government and local regulations. To this end, we are temporarily removing all in-room minibars as part of our enhanced hygiene process. If you wish to have your minibar stocked please contact Reception.

IF YOU FEEL UNWELL - Please contact our appointed ALLSAFE Officer via reception from your room and we'll provide you with assistance.

We are immensely proud of how our team members, guests, owners and partners are responding to this historic challenge and we thank you for your support and want to assure you of our deepest commitment to keeping you safe as you stay with us.

If you need anything during your stay, we are here for you.

*Stay safe.*

Richard McArthur

General Manager

Peppers Blue on Blue



Dear Valued Guest,

A very warm welcome to you!

We are delighted you have chosen Peppers Blue on Blue for your Magnetic Island getaway. The following information will hopefully assist as you relax and settle in.

Reception is only open from **7am to 10pm**. Outside of these hours; the hotel may be accessed through the car park using your room key or through the swimming pool gates.

If you will be checking out **before 7am**, we ask that you settle your account the evening before your departure. You will need to exit through the pool gate and leave your keys in the room.

#### **Boardwalk Restaurant & Bar**

The Boardwalk Restaurant is open 700am-3pm daily. Breakfast from 7am-11am, Lunch from 12pm-3pm. Bookings Essential.

#### **ACCOR LIVE LIMITLESS (ALL)**

Peppers is a part of the Accor group of hotels. Ask about the rewards program **ALL** for great reward and status points.

#### **Free Movies**

Movies are accessed through the Hotel Movie System (**VOD**) on your TV; you will need to change the INPUT/SOURCE on your television remote. Select AV and then you have VOD movies. Then use the VOD remote to navigate the system. Should you have problems contact reception.

**Free WiFi:** Our network is called "Peppers Guest" log in **ONLY** with the password provided on the top of your welcome envelope. Premium services are available at an extra charge.

#### **Eco Rate**

If you have booked a package on an Eco rate, housekeeping will not be visiting your room for daily housekeeping service. Please see the leaflet in your welcome pack for costs of an added service. **Bins are located in the basement car park in each block for your rubbish disposal and recycling.**

#### **Air Conditioning & Maintenance**

Please ensure all of your doors are closed. Please do not operate below 20 degrees or the system may freeze over. The recommended temperature is 25 degrees. Please contact reception **before 5pm** should you have any maintenance issues on any appliances in your room.

#### **Day Spa**

What better way to relax than to treat yourself to one of Endota Spas many luxurious treatments. Menus are available in the lobby. Bookings essential, **please call 07 4758 1232. Currently Endota is only operating Wednesday until Saturdays.**

#### **Smoking**

Peppers Blue on Blue Resort is a non-smoking resort. Smoking is NOT permitted in rooms, common areas or pool enclosures. You will be asked to stop, if smoking on the premises.

We wish you a fantastic stay with us and please do not hesitate to contact one of our team should you have any suggestions on how we can make your stay more enjoyable.

Richard McArthur | General Manager