



To Our Valued Clients,

In these unprecedented times, I wanted to let you know about what we are doing here at Waipuna to support you and your events. As the situation around novel coronavirus (COVID-19) continues to evolve, we are doing everything we can to ensure the safety and security of our people and our guests.

We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures following the guidelines issued by the Ministry of Health. These include:

- We have a suitable process in place to manage any guests that may arrive at the hotel who have landed in NZ from overseas after March 16th. We expect very few, if any, guests to arrive at the hotel in this situation – inbound flights are unfortunately close to ceasing – however we are well prepared should this occur.
- You will see updated signage around the hotel advising any guests that if they have arrived in NZ on or after March 16<sup>th</sup>, they should be self-isolating for 14 days. It is important to realise that we are very unlikely to have guests in this situation, but we have a plan if we do.
- We have sanitiser and hygiene guidance in every one of our conference rooms as well as in public areas.
- To protect the hygiene and safety of guests and staff, we have closed our gym.
- We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant.
- Our hotel teams are receiving ongoing briefings and enhanced operating protocols
- We will continue to work with you, our valued clients, to offer the best food and beverage solution for your group.

The current operating environment is unlike anything experienced before in New Zealand. That said, we have every confidence that we can make your dinner, meeting or function a success in a way that keeps you feeling safe. However if you have an event booked with us that you are thinking about moving, please do not hesitate to get in touch as we will do everything we can to work with you in finding a date that works in the future.

If you have any questions or queries, please do not hesitate to contact your dedicated conference coordinator.

Finally, being part of the Waipuna family means “We’ve got this!” and we are here to help you through these challenging times. Please do not hesitate to reach out to us if we can be of any assistance.

Thanks,

Brent Robinson

Chief Executive Officer, Mt Wellington Licensing Trust