Clayton Serviced Apartments is open for business as usual.. we are staying abreast of COVID-19 and here is our latest update:

On 11 March, the World Health Organization (WHO) declared the outbreak of coronavirus, known as COVID-19, to be a global pandemic. We are closely monitoring the Australian Government Health Advisory and World Health Organization's statements regarding the novel coronavirus (COVID-19) cases and following the applicable guidelines.

The wellbeing of our guests, staff and associates is of the highest priority.

Cancellations/Changes

In response to changing conditions we are committed to ensuring our customers experience flexibility during these challenging times.

For reservations made on or before 15 March 2020

For existing reservations with a check-in date of 10 April 2020, or earlier please contact our reservations department directly at bookings@claytonservicedapartments.com or via phone on 03 9545 5029 to understand your options for cancellation or amendment of your booking.

For existing reservations with a check-in date after 10 April 2020 will be covered by our standard cancellation policy advised at the time of booking if you booked direct or if booked via an agent, their applicable cancellation policy will apply.

Reservations made after 15 March 2020

For all reservations made after 14 March 2020 our standard cancellation policy will apply. Please remember to carefully review our cancellation policy at the time of booking.

Our Commitment to Cleanliness:

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and staff. On a daily basis, our business is working to ensure that we meet the latest guidance on hygiene and cleaning. Our businesses health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

Staff Health, Safety and Knowledge:

Our staff's knowledge of their own health and safety is essential to an effective cleaning program. Here are some ways we're supporting them:

- **Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. We have hand sanitiser available at reception as well as other areas in our workplace.
- **Ongoing Training:** We have updated our room and public area cleaning and hygiene protocols around COVID-19 and provided these to all staff.
- **Ongoing Updates:** Our management team are staying abreast of all available alerts and information related to COVID-19 and providing regular updates to our staff and implementing any relevant changes as required.

Cleaning Products and Protocols:

Our business uses cleaning products and protocols which are effective against viruses, including:

- **Guest Rooms:** We have implemented cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.
- **Public Spaces:** We have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, stair railings, door handles, public bathrooms and even room keys.
- **Back of House:** In the spaces where our staff work we have increased the frequency of cleaning and focusing on high-touch areas like entrances, storage rooms and offices.

For the most updated information, please refer to the Australian Government Health advisory website or your local health authority.