



Our Cubana Group action plan and our commitment to you

As always, we take great care in maintaining the highest standards of cleanliness and hygiene throughout our hotels, resorts, restaurants and bars. However, in light of COVID-19, we've introduced a range of cleaning protocols, in addition to our already thorough processes, to ensure you enjoy a safe and stress-free stay with us.

Public Spaces:

We've increased frequency of cleaning and disinfecting in our public areas including lobbies, door handles, public bathrooms and room keys. You will find hand sanitiser dispensers for your use and we are practicing social distancing.

Guest Rooms:

On top of our already rigorous cleaning processes, additional disinfecting protocols have been implemented in our guest rooms, after guests depart and before the next guest arrives, with increased attention paid to hard and high-touch surfaces.

Behind the Scenes:

We've also made changes in in our back of house areas, increasing the frequency of cleaning and disinfecting with a focus on high-touch areas including entrances, locker rooms, linen rooms and offices and of course in our restaurants and bars, that are serving or preparing food and beverages.

Please note that travel restrictions vary by state. Please visit <https://www.health.gov.au/> (Australia) to get the latest advice