



## MEDIA RELEASE

### **CROWN MELBOURNE WELCOMES BACK GUESTS TO ITS RESTAURANTS AND HOTELS**

**Melbourne, Sunday, 31 May 2020** – Crown Melbourne (Crown) will commence a staged re-opening of its restaurants and hotels in line with the Victorian government's easing of restrictions. Amongst those to open first on Friday 5 June will be some of Crown's most famous restaurants, including [Nobu](#), [Bistro Guillaume](#), [Conservatory](#), [Gradi](#) and [Merrywell Burger Bar](#).

The following measures will be in place when each of Crown's restaurants re-open, aimed at promoting the safety of our visitors and employees:

**Entry Screening:** Random temperature checks will be conducted at restaurants, and employees will have their temperature taken before every shift. Anyone with a temperature over 38 degrees will be refused entry. In addition, Crown will request contact details of every guest visiting a restaurant to assist in rapid contact tracing.

**Physical Distancing:** Guests and employees will be required to comply with physical distancing measures while on property, all of which will be in accordance with government mandated requirements, which include venue capacity limits (including density limits) and spacing between tables. Restaurant group bookings will be limited to a maximum of six people at any one table.

**Cleaning Protocols:** High frequency cleaning will be implemented across all areas of the entertainment complex with an emphasis on high contact surfaces and frequently used areas. This will include comprehensive cleaning of all tables and chairs between each seating.

**Hand Hygiene:** It will be compulsory for guests to use hand sanitiser upon entry to restaurants. Employees will be required to wash their hands or use hand sanitiser at frequent intervals.

**Additional restaurant measures include:**

- Additional hand sanitisation units will be placed across the resort for guests.



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- Self-serve buffet style food service will be suspended in all venues and replaced by à la carte menus.
- Single-use food menus will be utilised in restaurants.

### **Additional hotel measures will include:**

- Compulsory use of hand sanitiser by guests when approaching hotel reception counters.
- COVID-19 screening questions will be included on the registration card for all guests to answer upon check-in.
- Enhanced deep cleaning and sanitisation protocols will be implemented for guest rooms.
- Bell desk luggage delivery, in-room dining, laundry and dry-cleaning services will be available using contactless pick-up and delivery.
- No more than four guests will be permitted per standard elevator, or one larger family, plus one staff member. Smaller lifts will have capacity adjusted accordingly.
- Magazines and publications will be removed from guest rooms.

A COVID-19 Response Manager has been appointed by Crown Melbourne who will oversee the implementation of these measures across the complex, supported by a COVID-19 Operations Team. Training for all staff will be increased, with all employees required to complete a COVID-19 specific Victorian government training module and Crown specific training prior to recommencing work.

Crown Resorts Chief Executive Officer, Ken Barton, said: “COVID-19 has been undeniably difficult – not only for businesses but for the entire community and collectively we have had to adapt the way we entertain and socialise. We want to thank visitors to Crown in advance for their cooperation with these new measures. Our team is looking forward to doing what they do best in this new environment - creating many more memorable experiences for the people of Melbourne as they have done for the last 25 years.”

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[crownmelbourne.com.au](http://crownmelbourne.com.au)



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### **CROWN MELBOURNE RESTAURANTS OPEN FROM 5 JUNE 2020**

#### **Nobu**

Friday - Sunday  
Midday - 11pm  
Lunch and dinner service  
Reduced menu  
Bookings essential

#### **Bistro Guillaume**

Friday - Sunday  
Midday - 10pm  
Lunch and dinner service  
Reduced menu  
Bookings essential

#### **Gradi**

Friday - Sunday  
Midday - 10pm  
Lunch and dinner service  
Reduced menu  
Bookings essential

#### **Conservatory**

7 days a week  
7am - Midday  
À la carte breakfast service and takeaway coffee

#### **Merrywell Burger Bar**

Friday - Sunday  
Midday - 9pm  
In-venue dining service and takeaway

**- ENDS -**

#### **About Crown Melbourne**

Crown Melbourne is one of Victoria's most important tourism assets, attracting thousands of local, interstate and international visitors and contributing up to \$3.2 billion to the Victorian economy every year. Its reputation for award-winning luxury experiences and exceptional hotel, conference, retail, gaming and entertainment facilities attracts over 22 million visits to the resort every year.

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