

COVID SAFE INFORMATION

For Meeting & Event Planners.



PROPOSALS AND CONTRACTING

Making it Easier

We understand that now, more than ever, conference organizers are looking for flexibility in our proposals and contract terms. We have empowered our Business development team to consult with you on providing more flexible terms that suit your particular event and situation.



Please Click [Here](#) to Read on our Covid-19 Risk Mitigation & Being Travel Ready Guide.

◆ MINIMUM SPEND

Flexible minimum spend requirements due to potential for lower number of delegate registrations.

◆ RATES

Flexible Guest Room and Day Delegates rates based on materialization of groups.

◆ CANCELLATION TERMS

More flexible attrition and cancellation policies. Updated Force Majeure terminology.

◆ DEPOSITS

Reduced and/or staggered deposit requirements.

How we keep you Safe

RESORT TRAINING

All Resort employees have undergone training to ensure increased vigilance around cleaning, hygiene operational practices.

GUIDELINES

We will continue to follow the Fiji Government regulations around how guests and delegates can meet within each venue.

NO CONTACT

We will continue with minimalizing contact with our Resort team including check-in and check-out services, dining options and servicing and cleanliness of rooms and suites.



THE CONFERENCE EXPERIENCE AND POTENTIAL CHANGES



We will deliver meetings and events including food and beverage service in accordance with current local food safety and the Fiji Government regulations. We will communicate with you ahead of time to ensure you are aware of everything that is and isn't included with your meeting and to ensure it fits your needs. Potential measures may vary from our current offering and include:

- ◆ **RESTAURANTS**
Distanced seating in restaurants according to local guidelines.
- ◆ **STATIONERY**
No conference pads, pens, mints in meeting spaces.
- ◆ **EVENT LIMITS**
A limit to number of events happening in our hotel concurrently.
- ◆ **BRIEFING**
You are given the option of the Resort providing a compulsory morning safety briefing on Day 1 of every event to advise measures in place throughout the hotel and to answer any delegate queries.
- ◆ **MINIMUM SPEND**
Non-contact catering options i.e chef serviced or individually packed 'grab and go' food and beverages.
- ◆ **SAFETY**
New safety measures on all food service where required by guidelines.
- ◆ **CAPACITIES**
Distanced seating in conference rooms.
- ◆ **STAGGERED BREAKS**
Scheduled morning, afternoon and lunch break times to ensure staggered movement of conference delegates around the hotel and also for increased times for cleaning and disinfecting of dining spaces between each group.

THE IHG® WAY OF CLEAN

As the world adjusts to new travel norms and expectations, we're enhancing the experience by redefining cleanliness. IHG® Way of Clean already includes deep cleaning with hospital-grade disinfectants, and going forward, guests can expect to see evolved procedures in every area of the hotel. The Housekeeping Team are excited about bringing a cleaner and safer experience to life when your guest next stays with us.



- ◆ **GUEST ROOM**
Visible verification of sanitized items (e.g. glassware, remote control), reduction of in-room furnishings/high-touch items, new laundry protocols, use of electrostatic technology.
- ◆ **FOOD AND BEVERAGE**
New standards and service approach to buffets, banquets, room-service and catering where relevant according to local guidelines.
- ◆ **RECEPTION**
Reduced contact at check-in, touchless transactions, front desk safety, sanitizer stations, sanitized key-cards, paperless check-out.
- ◆ **PUBLIC SPACES AND FACILITIES**
Additional deep cleaning of high touch surfaces, social distancing, 'last cleaned' charts, best practices for pools, fitness centres and lounges.



Good isn't good enough –we're committed to high levels of cleanliness. That means clean, well maintained, clutter free rooms that meet our standards. If this isn't what you find when you check-in then we promise to make it right, that is the IHG® Clean Promise.

Find out more -[ihg.com/CleanPromise](https://www.ihg.com/CleanPromise)

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MEETING ROOMS CAPACITY

	BOARDROOM	U-SHAPE	HOLLOW SQUARE	CLASSROOM	BANQUET	THEATRE	CABARET	SIZE (SQM)	L X W (M)	HEIGHT (M)
Boardroom	12	-	-	-	-	-	-	30.24	7.2 x 4.2	2.4
Natadola 1	44	50	44	84	130	190	72	200	20 x 10	3.5
Natadola 1 & 2	100	90	100	192	288	390	104	420	20 x 21	3.5
Natadola 2	44	50	44	84	130	190	72	210	20 x 10.5	3.5
Natadola 2 & 3	100	90	100	192	288	390	104	420	20 x 21	3.5
Natadola Ballroom	132	90	132	280	450	600	246	576	32 x 18	3.5
Watercourt 1	14	18	14	18	24	40	18	56	7 x 8	3

	BOARDROOM	U-SHAPE	HOLLOW SQUARE	CLASSROOM	BANQUET	THEATRE	CABARET	SIZE (SQM)	L X W (M)	HEIGHT (M)
Watercourt 2	14	18	14	18	24	40	18	56	7 x 8	3
Watercourt 3	22	24	22	24	32	50	30	72	9 x 8	3
Watercourt 5	22	24	22	24	32	50	30	72	9 x 8	3
Watercourt 1 & 2	32	42	32	40	34	96	48	120.96	16.8 x 7.2	3
Watercourt 3 & 4	36	52	36	66	80	110	60	151.2	16.8 x 9	3
Watercourt 5 & 6	35	52	36	66	80	110	60	151.2	16.8 x 9	3

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