



THE CONFERENCE EXPERIENCE

Information for meeting
and event planners



CROWNE PLAZA[®]

AN **IHG**[®] HOTEL

QUEENSTOWN

YOUR SAFETY IS OUR PRIORITY

To assist you, we've put together this handy guide to reflect changes to our Meeting & Event experience, based on the latest government regulations.

Updated: August 2020

We will deliver Meetings & Events and Food & Beverage service in accordance with current New Zealand Government regulations.

Potential measures may vary from our current offering and include:

EVENT SPACES

If required, we can limit the number of delegates being held in our Ballroom in line with any government regulations

GUEST AMENITIES

To reduce the number of high touchpoints, conference pads, pens and water will be provided on an amenity & sanitiser station located in each room. There will be no items placed on conference table sets.

AUDIO VISUAL

Enabling virtual, hybrid meetings or multi-room broadcasting. Our on-site AV supplier, Vidcom, have enhanced their disinfecting of high-touch items such as microphones, laptops, touch screens etc.

STAGGERED BREAKS

Scheduled morning, afternoon and lunch break times to ensure staggered movement of conference delegates around the hotel and also for increased time for cleaning and disinfecting of dining spaces between each group.



RESTAURANTS

Restaurants, bars and cafés are open to cater as per normal with enhanced cleanliness standards in place.

BRIEFING

The Hotel team will provide a compulsory morning safety briefing on Day 1 of every event to advise on measures in place throughout the hotel and to answer any delegate queries.

CATERING

Food will be prepared to the highest food safety and hygiene standards and all food service team members are trained in the use of personal protective equipment. Sanitiser stations are conveniently located in all food service areas.

PROPOSALS & CONTRACTING

MAKING IT EASIER

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

MINIMUM SPEND

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

RATES

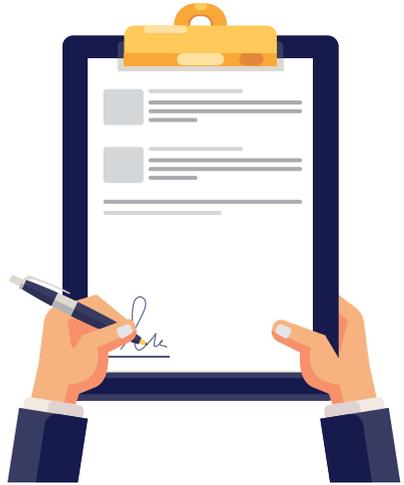
Competitive Guest Room & Day Delegate rates

DEPOSITS

Receive amended deposit terms and variable conditions

CANCELLATION & TERMS

Clear itemised force majeure provisions for the peace of mind you need



How we keep you safe



CONTACT POINTS

We will continue with minimising contact with our hotel team including in-room dining and servicing of rooms.



SPACE & FLEXIBILITY

Seating capacities and floor plans can be reviewed and adapted on an event-by-event basis.



HOTEL TRAINING

All employees have undergone COVID-19 Safe training to ensure increased vigilance around cleaning, hygiene and safe operational practices.

IHG® CLEAN PROMISE

As the world adjusts to new travel norms and expectations, we're enhancing the experience for you - and your event - by redefining cleanliness and supporting your well-being.

GUEST ROOM

Visible verification of sanitised items (e.g. glassware, remote control), reduction of in-room furnishings/high-touch items, new laundry protocols

FOOD & BEVERAGE

New standards and service approach to buffets, banquets, room-service and catering

RECEPTION

Reduced contact at check-in, touchless transactions, front desk screens, sanitiser stations, sanitised key-cards, paperless check-out

PUBLIC SPACES & FACILITIES

Additional deep cleaning of high touch surfaces, social distancing, 'last cleaned' charts, best practices for pools, fitness centres and lounges



IHG® CLEAN PROMISE

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 than we promise to make it right.

LET'S RECONNECT

FACE-TO-FACE | HYBRID | VIRTUAL MEETINGS



It's time again to create meaningful connections with IHG®

Bring your team together and broaden your reach using flexible solutions for your next event, including advanced audiovisual technologies to engage your audiences everywhere.

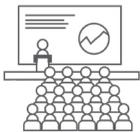
[CLICK TO LEARN MORE](#)

More flexibility, more confidence, more connections

Receive flexible deposit terms and variable conditions, with clear itemised force majeure provisions for the peace of mind you need. Broaden your reach with smart audio-visual conferencing solutions. Get generous savings on AV Packages for a limited-time only.

Our IHG® Clean Promise covers strengthened health & safety commitments designed to give your delegates confidence and protection.

HYBRID MEETINGS



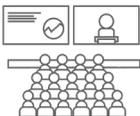
CENTRAL VIEWING

This mode anchors the event and sets the scene for the wider audience. An operating mix of camera feeds and content is streamed live to remote sites.



CLUSTER VIEWING

Attendees can gather in small cluster locations or in multiple IHG® sites around NZ. Perfect to foster a sense of community for those who cannot travel to the central location.



SATELLITE ENGAGEMENT

Attendees across separate venues follow the live feed of the central viewing. Perfect for remote presenters to contribute to the conference from multiple sites.



REMOTE VIEWING

Perfect for attendees who can't travel to the event, being able to follow the event from the comfort of their office or home via a dedicated link.



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QUEENSTOWN

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