

Keeping our Guests & Staff Safe



Stay at home

Please stay at home if you are unwell.



We Kindly Ask our Guests...

To practice good hand hygiene by washing your hands regularly and to let our team know if you are unwell.



Prior to Check In

To speed up the check in process please let the hotel know prior to arrival your telephone number, email and home address.



On Arrival

On arrival our friendly team will greet you from behind a perspex screen. The floor has also been marked to assist with social distancing of 2 metres.



We will ask that you use hand sanitiser on arrival, and if we already have your address details, all we need is contactless payment for your room.

The eftpos machine and reception desk will be sanitized between each guest so please be patient while our staff attend to this.

A Few Changes

For everyones safety we have made a couple of temporary changes to our services. We have removed our apple bowl from reception and have paused our welcome drink service. Hopefully these will be back again soon!



Our Promise to You

- We will continue the same high level of cleaning in Alert Level 2 as we did in levels 3 and 4.
- We will sanitize all high touch areas regularly throughout the day.
- Hand sanitizer is available for all guests to use in our public areas.
- All staff will wear masks and gloves when cleaning rooms.
- All staff will maintain physical distancing, high levels of personal hygiene measures and they will not be allowed to work if they are unwell.
- Room service breakfast is still available and will be delivered contactless to rooms.
- A contactless mini bar service to rooms is available and there is a limited room service dinner menu.
- We cannot accept any bookings, at any alert level, for guests who need to self isolate, quarantine or who are unwell.
- Due to additional cleaning protocols rooms may take longer than normal to be available for check in. Please be patient with us as we will do our utmost to have them ready as soon as possible.

Please ask

If you have any queries regarding the hotel or the current COVID-19 measures in place. Please reach out to our team on (07) 578 2668 or via email reservations@hotelondevonport.net.nz



Please be aware that during Alert Levels 3 & 4 we can only accept essential workers travelling on business.