



THE STAR

Media release

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THE DARLING, SYDNEY'S FIRST HOTEL TO ACHIEVE HEALTH SECURITY VERIFICATION

The Star Sydney is proud to announce that its all-luxury suite hotel, The Darling, has been confirmed as the first hotel in New South Wales, and one of the few globally, to become Sharecare Health Security VERIFIED® with Forbes Travel Guide.

Developed by Forbes Travel Guide, the global authority on genuine Five-Star service, and digital health industry leader Sharecare in response to COVID-19, the comprehensive verification covers more than 360 standards across health and hygiene protocols, cleaning products and procedures, ventilation, physical distancing, the guest experience, and health safety communication with guests and team members.

Selected hotels are required to verify their health protocols on an ongoing basis to ensure continued compliance with best-in-class global health standards.

This allows individual guests, travel planners and corporates to book with confidence at certified properties, knowing they have appropriate health safety procedures in place. The verification comes with an easily identifiable “seal of approval” – the Sharecare VERIFIED® with Forbes Travel Guide badge.

“We are delighted to have been recognised by Forbes Travel Guide for prioritising our health and hygiene standards,” said Christina Lambert, Director of Hotels at The Star Sydney.

“Being the first hotel in New South Wales, and among the first globally to receive the Sharecare verification reflects our commitment to ensuring the safety and wellbeing of our guests and team members as well as the world-class service for which The Darling is renowned.

“We are committed to further developing our procedures to meet ever changing health and safety expectations of local, domestic and, in time, international guests.”

The Darling Sydney has implemented a variety of measures as part of its COVID-19 response, and in line with health authority and government guidelines. These include:

- Signage and furniture placement to support physical distancing
- Comprehensive cleaning and frequent “high touch point” cleaning of common areas
- Contactless process developed for in-room services including luggage delivery, dining, laundry and dry cleaning
- Express check out box available to support contactless check out
- Digital versions of magazines and publications made available to guests
- Compulsory COVID-19 screening questions added to check-in registrations
- Developed an in-house COVID-19 training module that includes physical distancing and hygiene measures

In 2020, The Darling Sydney was also the only luxury hotel in New South Wales to receive the prestigious Forbes 5 Star Rating, an award the hotel has won for four consecutive years.

About Forbes Travel Guide

Forbes Travel Guide is the only independent, global rating system for luxury hotels, restaurants and spas. Started as Mobil Travel Guide in 1958, the company created the first Five-Star rating system in the United States. Today, Forbes Travel Guide’s incognito inspectors travel the world, evaluating properties based on up to 900 rigorous, objective standards. Forbes Travel Guide also supports the hospitality industry and other service-oriented businesses such as luxury residential, healthcare and private clubs with

bespoke training solutions, evaluation services and the creation of custom service standards. For more information, please visit partner.forbestravelguide.com.

About Sharecare

Sharecare is the leading digital health company that helps people – no matter where they are in their health journey – unify and manage all their health in one place. Our comprehensive and data-driven virtual health platform is designed to help people, providers, employers, health plans, government organizations, and communities optimize individual and population-wide well-being by driving positive behaviour change. Driven by our philosophy that we are all together better, at Sharecare, we are committed to supporting each individual through the lens of their personal health and making high-quality care more accessible and affordable for everyone. To learn more, visit www.sharecare.com.

About The Star Sydney

The Star Sydney is Australia's premier place to play. A sip of sparkling. A dozen freshly shucked oysters. Crisp white sheets and red carpet. Diamonds and spades. Gucci and gastronomy. The day begins with luxury – where it ends is up to you. At The Star, we have just one mission – to thrill. That's why we have all star chefs and restaurants, luxurious accommodation and high-end fashion, a sumptuous day spa, an amazing nightclub, and, of course, the world-class casino. It's all yours for the taking, so will you? Come and play at The Star. For more information or enquiries, visit www.star.com.au or call 1800 700 700.

For more information, contact:

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