



COVID SAFETY INFORMATION - Keeping you safe, so you can relax and enjoy your holiday

There has never been a better time to escape the crowds and our City by the Sea, is the perfect place to do just that. The health and safety of our guests is of paramount importance to us. Like all businesses, we have had to review all aspects of our operations and introduce a range of new processes from a Disinfecting & Cleaning Schedule to contactless check-in.

The new procedures implemented are derived from information provided by State Government authorities. We will continually evaluate the most up to date information and adapt as required.

Our Disinfecting & Cleaning Program has been developed in junction with information from the following:

[Department of Health & Human Services](#) (click this link for the latest updates)

Our regular cleaning procedures remove dirt and grime from surfaces using a detergent and water solution. Our disinfecting procedures require the use of specialised chemicals to kill germs (bacteria and viruses) on surfaces.

After the regular cleaning program has been completed, frequently touched surfaces, including all guest communal area's are disinfected These include, but are not limited to:

- Bench Tops
- Doors and handles
- Tables and Chairs
- Remote control devices
- Light Switches
- Electrical appliances
- BBQ's
- Bathrooms

We live onsite and are available during opening hours and for emergencies after hours. Opening hours remain 8 am to 7 pm daily. Some of our new procedures include but are not limited to:

- Contactless check-in (to be prearranged) & Contactless Checkout
- Hand sanitizer on the office door to be used before entry
- Office door, surfaces and EFTPOS machine disinfected four times a day
- All keys are disinfected after use

WHAT YOU CAN DO TO HELP STOP THE SPREAD OF COVID-19

Social distancing - help stop the spread of coronavirus by keeping your distance. Remember, don't shake hands or exchange physical greetings. Wherever possible stay 1.5 metres apart from other people.

Practice good hygiene - wash your hands with warm soapy water for 30 seconds regularly. Cough and sneeze into your arm and if you use a tissue only use it once then dispose of it. Then rewash your hands.

Know the signs – if you develop a sore throat, fever, cough, or shortness of breath, get tested!

If you have any queries, please do not hesitate to call our reception on **03 5562 5031**

We also recommend checking with your local State websites...

Information correct as at 20.10.2020