

Coronavirus (COVID-19) Pre Check-In Requirements for «zName»

Dear Guest,

In the interest of protecting the health and well-being of our guests and staff we are required to ask you questions related to your travel and health activities prior to your arrival.

We ask that you are honest and take your share of responsibility when responding to the questions, so that we can all do our best to prevent the spread of COVID-19 in our community.

Please enter our guest portal to complete the pre check-in process along with the Covid-19 questionnaire. Click the following link to gain access «rGuest_Portal_Property_Short_URL»

How to stay safe during Covid-19

If you or someone you are with feels unwell

- Call 13 HEALTH (13 43 25 84)
- Please also let park management know.

IMPORTANT:

If you/they have severe difficulty breathing, call triple zero (000) immediately and tell the call handler and the paramedics on arrival about your/their recent travel history and any close contact with a person with confirmed or probable COVID-19.

COVIDSafe app

All guests are encouraged to have downloaded and activated the COVIDSafe app and keep Bluetooth switched on at all times during their stay.

Practice good hand hygiene

Handwashing with soap and water for 20 seconds or use hand sanitizer before and after any contact with surfaces that are used by more than one person.

Follow Health Department guidelines:

Hand rub with sanitizer

<https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

Hand wash

<https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

Use good respiratory Hygiene

Avoid touching your face and make sure you and the people around you follow good respiratory hygiene. This means covering your mouth and nose when you cough and/or sneeze with:

- A tissue that you put in the bin straight after use
- Your bent elbow

Respiratory hygiene is important because droplets spread the virus. By following good respiratory hygiene you “catch” any droplets that might be produced, and this protects people around you.

Cleaning and Disinfection during your stay

- You are responsible for maintaining good cleaning and disinfection practices in your accommodation, campsite or caravan during your stay – this includes:
- Clean frequently touched surfaces and objects daily (e.g.: tables, countertops, light switches, doorknobs, and cabinet handles) using regular household detergent and water.
- If surfaces are dirty, they should be cleaned using a detergent and water prior to disinfection. Always follow the manufacturer’s instructions for all cleaning and disinfection products.
- If possible, have those suspected of, or confirmed with COVID-19 stay in a specific room away from others in the caravan, and use a separate bathroom, where available.
- In situations where using separate rooms is not available, keep beds at least 2m apart, use temporary barriers between beds (such as curtains), and request that all residents sleep head-to-toe.
- Avoid sharing personal items such as towels, dishes, and bedding.

Adhere to State’s current social distancing rules

At all times guests are to adhere to the current state rules regarding social distancing and gathering size. All guests are required to note and comply with signage regarding the maximum number of people allowed in indoor locations. This signage is based on the State’s current guidance. Social distancing includes remaining at least 1.5 meters away from other persons, regular washing of hands, and avoiding handshaking.

Follow all instructions provided by staff

Guests are to follow all instructions and directions provided by staff relating to staying safe and reducing the potential spread of the virus.

This includes:

- Adhering to floor marking to assist with social distancing
- Not entering or using facilities that are closed or at their maximum capacity
- Using provided hand sanitizer and surface cleaners
- Responding to staff requests and guidance regarding adhering to current social distancing rules

PLEASE NOTE: Guests have the same duty of care as the staff - this is everyone’s responsibility