



## COVID -19 Rules and Requirements

The following rules and guidelines are working within our Covid Safe Plan for the property and for the safety of all Staff and Guests. Your understanding of these rules is crucial to the running of the business. Unfortunately some of these rules may change your plans or expectations however we have a Covid Safe Plan in place to ensure that everyone has a covid safe holiday.

- **All guests** details must be registered at the Office on check-in.
- There are **no Visitors permitted** at any time while Covid-19 is around.
- Please remember to **Social Distance 4 square meters** with everyone that is not from the same household. Accommodation building numbers are to be strictly enforced.
- Please **wash your hands regularly** using the provided hand wash or hand sanitiser provided in your rooms and BBQ areas.
- If you or any of your guests start to feel unwell or showing symptoms of Covid-19 such as temperature, sore throat and cough, please notify our office immediately. **The local testing Clinic is Tomaree Community Hospital.**
- All guests are to remain with the guests from their booking, We do not encourage mixing with other guests while Covid-19 is in circulation.
- **Guest facilities** will be disinfected twice a day by our staff at 10am & 3pm. This includes the Games room, swimming pool gates, BBQ areas, playground and guest laundry.
- There are disinfectant sprays, paper towels, hand sanitiser and disinfectant wipes available throughout the property to use before and after use of all facilities. Please dispose of all rubbish in the bins provided.



- **BBQ areas** are only to be used for cooking. We request all dining is to be at your accommodation building.
- **Swimming Pool** is open daily from 8.30am - 8.30pm. There is a **maximum of 10 guests in the pool** water at one time and **maximum 10 guests around the pool deck area**.
- **Please limit your pool time to 30 minutes** for the convenience of all guests.
- **Games room** is open daily from 8.30am - 8.30pm. There is a maximum of 20 guests allowed in this area while maintaining social distancing.
- **Pool tables** are able to be used only by registering at the office. We have all the balls and cues etc at the office. These are to be returned after use. There is a \$20 bond for these. All items must be returned before 8.30pm
- **Playground area** is a maximum of 10 children at a time. Please wipe over surfaces before and after use using the antibacterial wipes provided.
- Please keep all guests safe and be courteous to each other through these tough times. We want all guests to enjoy their holidays.
- Any guests or bookings seen to be breaching these rules will be asked to leave the property immediately.

**IF COVID SAFE RULES ARE NOT ADHERED TO IN  
SPECIFIC FACILITIES THEN THIS WILL RESULT IN  
THESE FACILITIES BEING CLOSED DOWN  
IMMEDIATELY**

We appreciate your understanding and patience

The Retreat Staff and Management