



# **CEDAR PARK**

## **RAINFORREST RESORT**

250 Cedar Park Road, Koah, QLD, 4881

Phone: 0459554168

Web: [www.cedarparkresort.com.au](http://www.cedarparkresort.com.au)

## **Covid Safe Policy**

### **SUMMARY**

- Contactless check in and checkout - we charge your card about one week in advance the full amount for your booking. Your name will be on a board by the front door directing you to your suite. While we will offer to show you through your room and the facilities, this is optional and social distancing is maintained. Checking out is also available as contactless as described in your suite. Thus you may have zero contact with our staff should you choose.
- Extra cleaning of suites and all surfaces is standard procedure. You will find antibacterial spray and paper towels in your suite if you wish to sanitise any surfaces. Antibacterial soap is also supplied in your suite.
- Your suite has no air vents connecting to other rooms.
- Hand sanitiser is available in public areas.
- We practice social distancing and do not shake hands. This does take some getting used to but it is for everyone's benefit.

### **Policy Intention**

The Coronavirus (COVID-19) is of major importance to our business for the safety and welfare of;

- 1) Employees
- 2) All and any Site Visitors, including;
  - a. Residents and Guests
  - b. Suppliers
  - c. Contractors

### 3) Business Owners

- Our business will provide written or verbal communication as necessary to relay any changes to conditions or procedures currently in the place.

#### **SIGNAGE**

Signage at our Front Office, and throughout the facility are to promote safe practices are in place and include:

- Regular hand washing using soap and water, and or use of hand sanitizers before and after any activity
- Social distancing to be maintained throughout the complex
- Self isolating if staff or guests are experiencing any cold or flu like symptoms, with attendance to GP or contact with 13HEALTH strongly promoted
- No physical contact with other persons in the facility except amongst those who currently reside together

#### **HYGIENE**

- All staff, management and guests will be expected to practice recommended hand, respiratory and environmental hygiene practices
- Soap and water, and alcohol-based hand rubs are provided in the workplace
- Gloves are available for cleaning and food preparation to meet food safety and environmental cleaning guidelines
- Suitable cleaning agents are available for environmental cleaning

#### **Practices to be used**

- wash hands often with soap and water, including before and after eating and after going to the toilet
- cover coughs and sneezes with your elbow or a tissue
- put used tissues straight into the bin
- use alcohol-based hand sanitisers
- avoid touching your eyes, nose and mouth
- clean and disinfect frequently used surfaces such as benchtops, taps, toilets desks and doorknobs mobile phones, keys, wallets
- increase the amount of fresh air available by opening windows or adjusting air conditioning
- gloves must be changed and hand hygiene performed between activities and between each room when cleaning
- no cleaning items are to be shared between rooms – eg cleaning cloths

- Rooms will not be cleaned for 72 hours post a guest leaving who has been ill, as evidence from WHO indicates COVID 19 may remain active on hard surfaces for up to 72hrs, and rooms will not be cleaned while guests are present inside the room. (As our room guests consist only of essential workers, room cleaning is able to be attended during the day when workers are out)

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## **SOCIAL DISTANCING**

- We are not accepting guests if they have returned from interstate/overseas within 14 days, or likely to have had contact with someone with COVID 19
- Across the complex we have limited social gatherings to meet the legislated guidelines, this includes the bar not being open.
- **DO NOT** invite other visitors into the resort.
- Social distancing guidelines are to be practiced by all guests and staff utilizing the accommodation facilities
- To enable social distancing and to protect guests and staff, there will be no cash handling, therefore guests **MUST** have the ability to pay electronically.
- Guests are requested that to ring the door bell on the bar or call/message on the phone 0459554168 if requiring assistance from resort staff or management

## **SICKNESS**

- All staff, management, and guests are to self isolate if experiencing any cold or flu like symptoms,
- Staff will not be able to be within the work place until a clearance from a medical officer is supplied
- Guests will be strongly encouraged to attend their doctor or hospital
- Staff should avoid contact with guests who become unwell and seek appropriate medical advice if this occurs
- Guests who are essential workers need to advise their Supervisors or Managers immediately.
- Rooms will not be cleaned for 72 hours post a guest leaving who has been ill, as evidence from WHO indicates COVID 19 may remain active on hard surfaces for up to 72hrs
- Staff who require time off work to attend to a sick family member will also be required to provide a medical clearance prior to returning to work

## **GUESTS**

- All new guests will be given a Self-Assessment Declaration form that must be completed prior to their stay

## **KITCHEN AND FOOD SERVICES**

- Provision of food from regular menu will not be available during the COVID 19 pandemic
- Any provision of food will be takeaway only
- Guests will be required to eat in their rooms or at single outdoor table provided for individual use
- All grocery items coming into the Kitchen are managed according to Food Safety and Health Authority Guidelines

## **SUPPLIERS and CONTRACTORS**

Managing our Supply chain may involve the following and will be managed by resort managers with employees providing awareness on inventory levels as required.

- Suppliers and Contractors may only attend the site by prior arrangement
- Goods received are managed following Health Authority Guidelines

Our Policy and direction on COVID-19 may change, depending on direction from government and Health Authorities