



CATALINA RESORT COVID – 19

Update on Accommodation Restrictions and what it means for Bookings

We would like to advise all our returning guests and those of you who are seeking accommodation here in Maroochydore, Queensland of the latest advice and what it means for you.

Catalina Resort – The Sunshine Coast – Reception hours have temporarily changed

Monday to Friday 9.00am to 1.00pm until further notice. For assistance out of office hours please email info@catalinaresort.com.au

Border Restrictions remain in place amidst the current COVID – 19 Pandemic

In response to the COVID-19 pandemic, entry into Queensland is temporarily prohibited unless the travel is exempt under the Chief Health Officer's Border Restrictions Direction. Entry into Queensland is only permitted to persons who are eligible for an exemption.

What does this mean for us during Stage 2?

The government has advised us that we are now permitted to allow intrastate bookings for holiday purposes from midday 1st of June, 2020.

What does this mean for you during Stage 2?

If you live in Queensland, we can now accept your booking to stay overnight for holiday purposes without any restrictions for how long you stay.

When can we accept your booking to stay overnight?

We **can** accept your booking from **Monday 1st of June**, however there are restrictions still in place.

From mid-day Monday the 1st June 2020, if you live in Queensland, we can accept your booking to stay overnight. We cannot accept your booking if you live outside the Queensland border.

We take the utmost care to ensure every stay with us is safe, clean and comfortable

We want to assure you that we care for our guests and employees by keeping informed. Our staff are briefed daily on the latest guidelines provided by the World Health Organisation, the Australian Government and Queensland Health.

Whilst we are already vigilant with the sanitisation of the Resort, we have stepped up precautionary measures as the safety of our guests and employees is paramount to us.

Our measures include:

- . Promoting safe distancing recommendations by the government and WHO.

- . Rigorous cleaning and sanitisation of guest rooms after departing and before the next guest's arrival, using products and protocols which are recommended as effective against viruses.
- . In common areas and public spaces – frequent sanitisation of high-contact points, such as elevator buttons, door handles, reception counters, keys, BBQ areas, games room area and bathrooms.
- . Reception and areas where staff frequent, protocols for hygiene; cleaning and sanitisation has also been increased in frequency.
- . Hand sanitiser dispensers have been placed at Reception, common area bathroom facilities and elevators.
- . Regular training of our employees, ensuring proper hand hygiene and awareness of COVID -19. This is vital to help combat the spread of viruses and the health of our employees and guests.
- . We conduct daily staff meetings to review any relevant issues or updates. Catalina Resort is in constant communication with the relevant health and travel authorities to keep our guests and employees updated to advise them on appropriate measures to observe.

We are so sorry that we cannot accept non Queensland resident holiday bookings at this time. We do however look forward to welcoming you back to Catalina Resort soon. Stay safe and keep well.

Look out for more updates as they come to hand - subject to Qld Gov updates and advice

Here is the link for the latest travel information for Queensland

<https://www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions>

Updated 1st June, 2020