



CATALINA RESORT COVID – 19

Stage 3 – To commence from Friday 3rd July 2020

Phase 3 of easing restrictions has been brought forward into effect from mid-day Friday July 3rd.

Update on Accommodation Restrictions and what it means for Bookings

Catalina Resort – The Sunshine Coast – Normal Reception hours have resumed

Monday to Friday 9.00am to 5.00pm Saturday 9.00am to 3.00pm and Sunday 9.00am to 12.00mid-day

For assistance out of office hours please email: info@catalinaresort.com.au and we will respond the next business day.

Border Restriction Changes from mid-day Friday July 3rd, 2020

Tougher measures will apply from this Friday July 3rd. Anyone who has travelled from Victoria, including returning Queenslanders, will be prevented from entering or will be directed to a hotel at their expense for a **Mandatory Quarantine period of 14 days.**

The Queensland Borders will re-open to all states except Victoria from mid-day Friday 10th July 2020

What does this mean for Interstate Travellers?

The Queensland Health Minister says from noon 10 July, visitors from states other than Victoria will be able to apply for a border pass and travel to Queensland.

Travellers from all states except Victoria, can enter the Queensland border after completing a 'Border Declaration'.

This border declaration states that you have not been in Victoria for the past 14 days.

Border controls will continue to apply, and strict penalties will apply for people who lie about any travel to Victoria.

What does this mean for Overseas Travellers?

We are so sorry that we are unable accept travellers from over-seas at this time. We do however look forward to welcoming you back to Catalina Resort soon.

NB: This is subject to review of any State at any time by The Chief Health Officer

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, BBQ areas 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.

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 30th June, 2020