

## CATALINA RESORT COVID – 19

### Update on Accommodation Restrictions and what it means for you:

#### Queensland Travel

On **Monday 18<sup>th</sup> October 2021** Queensland's COVID-19 Vaccine Plan to Unite Families – A Plan For [Queensland's COVID-19 Vaccine Plan To Unite Families - A Plan For Queensland's Borders](#) was released.

The requirements for travellers coming from interstate (including [declared COVID-19 hotspots](#)) and from overseas at each stage are outlined in the plan.

The opening of Queensland's borders will only be possible if Queenslanders protect themselves and others by getting vaccinated.

Catalina Resort recommends that you keep up to date with the recent information on restrictions, hot spots, vaccinations, exposure venues or testing sites <http://www.health.qld.gov.au/tracing>

#### Cancellation Policy

##### Reservations booked on or after July 1, 2020

All reservations booked on or after July 1, 2020, at the discretion of the Catalina Resort, may be changed or cancelled, **subject to the cancellation, deposit and/or refund policy stated at the time of reservation.**

Any amount paid by you to Catalina Resort for your booking (including deposits) shall be dealt with as stated in the conditions displayed at the time of booking and these Terms and Conditions stand.

**Please note:** This applies to reservations made directly through Catalina Resort. Guests who booked via online travel agents or other third parties are advised to contact their booking provider for information on their policies and for assistance.

**Cancellation Policy and COVID-19 Lock Downs** – At management discretion, a booking credit may be issued or booking dates may be amended, at no additional charge if your post code or Catalina Resorts postcode goes into a mandatory lock down due to COVID-19.

“Booking Credit” means any amount paid by you to Catalina Resort for your booking may be placed in a waitlist booking status to be used for a future booking and is valid for 12 months.

#### Face Masks

We are following the medical expert advice and guidance to help reduce the spread of COVID-19. Face masks or coverings may be required in the resort indoor public areas and when moving around in outdoor areas at the resort. (Unless exempt). Public areas may include elevators, games room and Reception.

**Queensland App** – Please note we follow the Queensland Government guidelines – it is mandatory for all guests to check in on the Queensland App



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

Catalina Resort continues to monitor the coronavirus (COVID-19) situation closely, keeping those who are affected in our thoughts.

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.
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- **Updated 26<sup>th</sup> October 2021**

