



## CATALINA RESORT COVID – 19

### Update on Queensland Travel

On **Monday 13<sup>th</sup> December 2021** Queensland's border restrictions were eased for people travelling to Queensland from a [hotspot](#), the [border zone](#) and [overseas](#).

#### Border zone update

From 1am AEST Monday 13 December 2021, the localities of Tullooona, Garah, Boomi, Mungindi, Toomelah and Boggabilla in the Moree Plains Shire Local Government Area in New South Wales are no longer part of the restricted border zone.

This means that from 13 December 2021, [non-restricted border zone requirements](#) apply to border zone residents in these localities and Queensland residents travelling to them. However, all other parts of Moree Plains continue to be considered a [restricted border zone area](#).

### Plan your travel carefully

When you enter Queensland, you must show an emergency officer:

- \* Your approved [Queensland entry pass](#) on request
- \* Proof of being vaccinated (if applicable)
- \* Proof of the purpose of your travel
- \* Proof of residency.

### While in Queensland

When you are granted entry to Queensland, you must:

- \* Keep your Queensland entry pass available to show on request
- \* Get a COVID-19 PCR test if you develop any COVID-19 symptoms after arriving in Queensland
- \* Monitor the list of [interstate exposure venues](#) daily (at least once every 24 hours) from the time you complete a declaration and for 14 days after arriving in Queensland.
- \* Comply with face mask requirements.

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## 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.

**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.

**14<sup>th</sup> December 2021**