



Our Response to COVID-19

Updated 25-March-2020

Being mindful of current concerns in relation to the COVID-19 we are doing all we can to keep our guests and team safe by following all State and Federal Government regulations and staying abreast of any new direction coming through from the Department of Health.

Our Mission & Values - As a team our mission is to **Create Inspiring Experiences** for our guests while keeping **Safety, Enjoyment and Learning** at the forefront. We create events that matter. We take the safety and well-being of our guests and team very seriously. During this time it is most important for us to support one another and take care of each other.

We are continuing with our Activities Programs with a limited offering and can host small groups for corporate team building events while adhering to current government regulations.

We've taken into consideration the risks associated along with current advice from the government. Our goal is to remain a source of stability to our community, guests and team while living through uncertain times.

What you need to know - Bookings Are Still Open!

- We are keeping up to date with government advice.
- We are communicating with our team to ensure they follow relevant protocols.
- Modifications are being made at our venues in accordance with advice from the Department of Health.
- We have absorbed most of the costs due to supply chain disruptions - those beyond our control may be passed on to our customers.
- For those events with group sizes exceeding the current government regulations, we are giving them the opportunity to either break into smaller groups or postpone the event to a later date - without any additional cost or fees.
- **Our venues are operating at the highest Food Safety and Sanitation Level (RED).** See following page for details.
- We have documented the implications of our Booking and Refund Policy specifically for COVID-19 (see below).

Refunds Due to COVID-19

- If an event needs to be cancelled due to government instruction, we will proceed in accordance with Consumer Act and evaluate them on a case by case basis.
- If you need further details you can contact our team via phone or email.

We are thankful for all the community support and trust that we will all get through this challenging time by working together and supporting one another.



Food Safety & Sanitation Level (RED)

Updated 25-March-2020

What does Level RED mean?

As of today we are implementing additional measures to ensure guests and team member safety during COVID-19 situation.

The new restrictions are as follows:

- **Group interaction** need to be in group of 10 or less, this applies to us on activity aspects only.
- **Open air activities** - to meet requirements of "spatial distancing 4sqmtr" that's relevant to our operations, with less than 10 people per group.
- **Indoor meetings and conferences** - to meet requirements of "spatial distancing 4sqmtr" that's relevant to our operations.
- **Accommodation operation** as usual, NO COMMUNAL COOKING FACILITIES - maintaining additional hygiene & cleaning protocols that we are operating under Sanitation Level RED that meets and exceeds the current government guidelines.
- **Food and dining options:** NO dining room or buffet service at this moment. this means we will provide contactless catering to individuals (takeaway single serves and room delivery to individuals). No buffet or self serve service.