

THE SLEEPING LADY RESPONSE TO COVID-19

While we consistently maintain high standards of hygiene in our chalet, we have implemented additional steps in response to the Coronavirus (COVID-19) to make sure everyone can stay healthy and safe.

In compliance with the WA Government and the Department of Health, there may be a few changes to our regular guest services and experience. We thank you for your patience whilst we implement, update and act on guidance as we feel appropriate.

WHAT WE ARE DOING:

- Staff have completed the Hospitality and Tourism COVID-19 hygiene training program
- COVID-19 Safety Plan to protect staff and customers
- Practice social distancing. We will give you a nod, rather than a handshake
- Increased cleaning and sanitation regime
- Special attention to sanitation of frequently touch surfaces (eg door knobs, cupboard handles, light switches, remote controls, keys) throughout the chalet
- maintaining good hygiene practices
- Supply of alcohol-based hand sanitiser for guest use
- Additional tissues supplied in the chalet.
- Housekeeping – towel and amenity drop every 3rd day (or by guest request) and by agreement with guest, delivered to chalet door
- Food delivery – breakfast baskets and cheese platters will be delivered to chalet door
- Preferred payment method via direct bank transfer or EFTPOS contactless cards
- Our linen is professionally washed at higher temperatures
- Maximum capacity of 6 people inside the chalet
- Maintain full guest records, for the purpose of contact tracing only

GUIDELINES FOR GUESTS:

Rest assured, we are committed to do everything possible to help stop the spread and stay healthy. Please consider the following advise on how to protect yourself and others from COVID-19:

- Practice good hand hygiene - wash hands properly (for at least 20 seconds) and regularly, and use hand sanitiser
- Remove shoes upon entering the chalet
- Please follow the simple steps to help stop the spread:
 - Cough or sneeze into your arm
 - Use a tissue
 - Bin the tissue
 - Wash your hands
- Follow social distancing guidelines by keeping 1.5 metres apart
- Report any symptoms to management as soon as possible
- Monitor your personal health so that you can identify any symptoms related to COVID-19. Early detection is extremely important to prevent transmission of the virus
- For more information about Coronavirus measures and restrictions and what they mean for you:
https://healthywa.wa.gov.au/Articles/A_E/Coronavirus
<https://www.wa.gov.au/government/covid-19-coronavirus>
- Download the COVIDSafe app on your phone

COVID-19 Public Hotline 24/7: 1800 020 080. If you suspect you may have COVID-19 symptoms, or may have had close contact with a person who has COVID-19 Coronavirus.

Dedicated Police Number: 131 444

Coronavirus Information helpline
13 COVID
(13 268 43)