

Dear Valued Guest,

Welcome to the beautiful Sunshine Coast and thank you for choosing to stay with us.

Our priority is and always has been, the safety and wellbeing of our guests and team members.

We understand that you have placed yourself under self-isolation within our hotel. Given our priority around our guests and their wellbeing, our duty of care is to continue to closely monitor the COVID-19 (Coronavirus) outbreak and we are working hard to implement measures to minimise risk of transmission. Our focus is on keeping our hotel, employees, and guests in a safe and healthy environment at all times.

We ask that you follow the latest recommendations from the Australia Government Department of Health with regards to self-isolation in hotels:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-hotel-guests>

Whilst in self-isolation we ask that you do not leave your room. Please do not use the hotel facilities or walk through common areas (unless you are leaving for medical attention in which case please call from reception immediately to advise in advance). Please do not invite visitors to your room.

To ensure your comfort during your stay we will ensure to provide the following:

- Supply of towels for each guest, tissues, toilet paper, tea and coffee.....
- In-house protocols.....
- Personal protective equipment..... required to wear this when staff members are in your room or if you open your door to collect deliveries.
- Food deliveries

We ask that when a delivery of items is required to be removed from your room, you contact the relevant hotel department (eg, Food & Beverage or House Keeping) and they will inform you of the process to be followed.

At any time during your stay please do not hesitate to contact our Front Office team directly for further support or assistance.

We understand this is a challenging time and we are all here to make your stay as comfortable as possible.

Contact details xxxxx