

Special Health Announcement **COVID-19**

Dear North Coast Hotel Group customers

As the situation around Coronavirus continues to develop, The North Coast Hotel group continues to monitor and assess new developments pertaining to COVID-19.

The health and safety of our local community is our top priority.

What can you do to help?

- We ask that all visitors evaluate their own health and of people that you have been in close contact with.
- All visitors that feel unwell are to stay at home if they begin to feel unwell, even with mild symptoms such as a runny nose, cough or headache.
- You must not visit our hotels if you have recently visited Mainland China, Italy, Iran, Republic of Korea or other updated countries in the past 14 days.
- You must not visit our hotels if you have been in close contact with a person who has COVID-19 or is displaying symptoms of COVID-19.
- You must not visit our hotels if you have been directed to self isolate.

We encourage all visitors to adhere to the following important safety measures that the World Health Organisation (WHO) have recommended to limit the spread of COVID-19:

- Regularly and thoroughly clean your hands with alcohol based hand rub or wash them with soap and water.
- Avoid touching your nose, eyes and mouth.
- Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. Immediately dispose of the used tissues.
- Maintain at least 1 metre distance between yourself and someone who is coughing or sneezing.
- Avoid physical contact when greeting someone. Safe greetings include a wave, nod or bow.

In addition to the above, we have already put in place the following important safety measures at all North Coast Hotel Group hotels:

- Enhances arrangements for workplace hygiene & cleaning protocols across the venues.
- Increased frequency of cleaning touchpoints across the hotels ie tables, chairs, playground, point of sales, button panels, ATMs, door handles, pokie machines and the like.
- Increasing the number of hand sanitiser stations throughout the venues.

Thank you for your cooperation and your ongoing support. We will get through this together!

DIRECTORS AND MANAGERS
THE NORTH COAST HOTEL GROUP

