

# BAIRNSDALE INTERNATIONAL

## OUR COMMITMENT TO SAFETY AND WELL-BEING

As the heart of the community, all of us at The Bairnsdale International are taking every step we can to ensure the safety and well-being of our country town, our guests, and our colleagues. As we continue to remain vigilant and implement stringent measures against the spread of the novel coronavirus (COVID-19), the health of all our guests and colleagues remains, as always, our top priority.

## VACCINATION REQUIREMENTS UPON ARRIVAL

In accordance with the Victorian Government regulations, all guests upon arrival must provide proof of COVID-19 vaccination. Only fully vaccinated guests or guests who have an official medical exemption (medical certificate or letter from a Chief Health Officer approved medical practitioner, with matching personal photo identification) will be permitted entry into the hotel. Children over 16 years old must be fully vaccinated whilst children under 16 years old do not need to be vaccinated if accompanied by fully vaccinated adults.

For further information please visit <https://www.coronavirus.vic.gov.au/>

## GUEST ARRIVAL

- During check-in, guests' preferences established regarding housekeeping services, minibar replenishment and Private Kitchen delivery
- Guest contact areas sanitized after each interaction (e.g. front desk)
- Social distancing promoted throughout the hotel
- High-touch areas throughout the hotel sanitized on a regular basis
- Guests encouraged to opt for Express Check-Out as a contactless check-out option

## GUEST ROOMS

- Decorative items removed (e.g. magazines, menus)
- Pillow protectors changed after each guest's stay
- Electrostatic disinfectant sprayer used between each guest stay
- Guests compendium digital on TV screen

## FOOD & BEVERAGE

- Contactless delivery of Private Kitchen (in room dining), if requested
- Restaurant floor plans arranged to meet local guidelines on social distancing
- All food and beverage colleagues wash their hands every 30 minutes

## OUR TEAM

- All colleagues to practice COVID-19 cleaning & sanitizing protocols and observe social distancing both at the front of the house and heart of the house
- Continuous training ensures protocols are adhered to 24/7
- All workstations and colleague shared areas, both front of the house and heart of the house, planned to maintain social distancing

Please contact us if you have questions or require additional information about our preventive measures and protocols. Bairnsdale International continues to be committed to the health, wellness and safety of all our colleagues, guests and travel partners. We are in this together and we wish for everyone to stay safe and healthy. Keep well and stay strong.

## CANCELLATION POLICIES

In consideration of the virus outbreak and in order to facilitate our hotel guests to change or cancel their reservations, Bairnsdale International will implement the following cancellation policies:

### DIRECT INDIVIDUAL BOOKINGS TO BAINSDALE INTERNATIONAL

We have updated our cancellation policies. From 1 October 2021, guests will need to refer to the terms and conditions regarding refunds and cancellation fees on their respective bookings.

### THIRD-PARTY INDIVIDUAL BOOKINGS TO BAIRNSDALE INTERNATIONAL

For bookings made by a travel agent or an online booking platform, guests will need to contact their agent/booking site and refer to their terms and conditions regarding refunds and cancellation fees

In our ongoing commitment to care for our guests and colleagues, we will continue to closely monitor the rapidly developing events and we wish for everyone to stay safe and healthy in the meantime. Your support is always deeply appreciated and we are very much looking forward to welcoming you back to Bairnsdale International soon.