

## **Enhanced Health and Safety Measures have been introduced for Bairnsdale International:**

- Enhanced health and safety training measures have been put in place for all colleagues, including the correct procedures for social distancing awareness and case notification protocols
- Preventive measures have been distributed to all suppliers and contractors
- Significant increases in regular disinfection is conducted across all hotel areas
- Increased cleaning in place of air handling and fan coil units as well as regular maintenance and filter changes
- Increased cleaning in place of all hard surfaces throughout hotel public areas and in guest rooms – focusing on frequently used elements such as door handles and hand rails
- Increased anti-viral disinfection measures in place for all in room soft furnishings and surfaces e.g. telephones, bedside lamps and ornaments
- Guest room bedding and linens cleaned and changed daily and bagged in the guest room to reduce excess contact
- Laundry, bedding and linens washed at sufficiently high temperatures to ensure sterilization
- Table distancing measures in dining outlet to ensure alignment with State of Victoria requirements

### **• A message to all our guests**

- These are challenging times and now, more than ever, the comfort, health and safety of our guests and employees is our primary concern. Bairnsdale International's extremely high standards of health and hygiene are all firmly in place at our hotel in Bairnsdale, and we remain alert to advice, from health experts and government authorities, adapting our best practices accordingly.
- We also understand the need for flexibility when it comes to planning future travel, as we want you to feel confident when booking with us.
- As and when your thirst for adventure and new experiences returns, Bairnsdale International will be here to welcome you with warmth. When you next check-in with us, you will notice certain changes in our procedures to ensure your safety and comfort. Should you wish to discuss these or any specific concerns you have prior to your arrival, we will be happy to do so.
- In the meantime, we would like to thank you for supporting our Hotel and we look forward to welcoming you again soon.

**Tom and Madlen Trch with all Staff**

