

Dear Customers,

The safety and wellbeing of our customers is our priority. We are working closely with the state government and industry bodies to actively monitor the COVID-19 situation to ensure we always keep our staff and customers safe.

All customers attending our licensed premises shall:

- Provide their name and phone number/email on entry to the venue
- Be refused entry if they display any signs of illness
- Be requested to leave should they display signs of illness after entry
- Always remain seated, unless ordering from the bar or visiting the bathroom
- Be seated whilst consuming liquor
- Adhere to social distancing as required including at entry and exit points or where markings are in place
- Sanitize and wash hands regularly and demonstrate respiratory hygiene
- Comply with any request to relocate due to patron number restrictions in any area
- Comply with reasonable directions from staff
- Consider downloading the Covid-Safe App
- Adhere to a maximum number of people per table.

Helping keep our venues clean

Our venues General Managers are ensuring that each hotel is cleaned and sanitised according to government directives and regulations. Regular cleaning audits and measures on shift include wiping high traffic doorknobs, bathroom taps with disinfecting wipes, hand sanitizer pumps in venue are always filled and bathrooms have plenty of hand soap etc. All staff have been trained to operate in the most compliant and responsible manner to ensure utmost safety for all.

Advice to our employees and patrons

We are reminding all our employees and patrons to follow guidance from public health authorities. If you are sick, stay home and away from others. Anyone displaying symptoms should consult with their GP as soon as possible and if they are required to be tested for Coronavirus (COVID-19) they are to quarantine themselves until their results come back.

We thank everyone for doing their best to keep each other safe and for supporting one another during this time.



Shaun Chapman

Group People & Culture Manager
W. Short Hospitality