

COVID-19 Health and Safety Management Updates

A new COVID Safe Health Management Plan has been implemented at Heron Island in line with the Queensland Government regulations. The changes associated with this management plan will be in place for the foreseeable future. The COVID Safe protocols will be constantly reviewed and may change without notice to keep in line with QLD Government and WHO regulations.

As recommended by the Australian Government Department of Health we suggest downloading the COVIDSafe App prior to travel.

We request that guests continue to observe government required social distancing, hygiene practises and travel restrictions. If you are feeling unwell, please do not travel to Heron Island and contact our reservations team to postpone your holiday.

Heron Island reserves the right to refuse travel to any guest who has recently been in a QLD Government declared hotspot or who in anyway indicates a risk of COVID-19 transmission.

COVID-19 HEALTH DECLARATION FORM:

Guests will also be required to complete the COVID-19 Health Declaration Form. This form is required to be completed during check in, either at the Gladstone Marina or at the Heron Island reception desk if arriving by flight transfer. If you prefer, you can pre-download from our website and complete the form to hand in at check in. However, it is essential that you complete the form as close to your travel date as possible and do NOT sign the document until you are with our staff at check in.

QLD APP:

The Queensland Government have now made check in using the QLD App mandatory. Guests will be required to download the app and check in prior to boarding the Heron Islander.

ONSITE NURSE:

Our onsite nurse will be overseeing the COVID Safe Health Management Plan to ensure our protocols are up to date with the government and health organisation requirements.

MARINA:

Thermal imaging and temperature checks will be conducted on arrival for check-in at the Gladstone marina. Guests presenting with flu like symptoms and a temperature in excess of 38.1°C may be denied boarding and asked to postpone their holiday. Additional hand sanitising stations will be accessible for guests and staff as well as common areas frequently cleaned and sanitised.

THE HERON ISLANDER:

Guest numbers will be restricted to meet guidelines with hand sanitiser available for guest use onboard. The Heron Islander is cleaned several times per day including before, after and during each voyage.

ACTIVITIES:

Complimentary tours and activities will be limited to a maximum number of 20 participants. The Information Centre will have a maximum capacity of 10 guests. Presentations will be held in the Wistari Room with a maximum capacity of 40 guests. To minimise risk reef shoes will no longer be available to borrow. To participate in the guided reef discovery walking tour we request guests to



please bring along their own reef walking shoes. Alternatively reef shoes are available for sale at the Heron Island Shop for \$20.

DIVING & SNORKELLING:

There will be participant number restrictions in place for guided tours. While we will do our best to accommodate each guests preferred diving or snorkelling tour we do recommend pre-booking your activity to avoid disappointment. Please be assured that we follow strict hygiene regulations to ensure our equipment is disinfected, clean and safe at all times.

AQUA SOUL SPA:

The Aqua Soul Spa will be open for guests to enjoy some pampering and relaxation. The spa will be open limited hours for appointments only. Please contact the Front Desk to make your booking.

SHEARWATER RESTAURANT:

All meals will be served as á la carte in the Shearwater Restaurant with tailored dining options. Staggered seating times will be in place to maintain social distancing. Limited operating hours will apply.

BAILLIE'S BAR:

Baillie's Bar will observe social distancing regulations and maximum number requirements. Limited operating hours will apply.

HERON ISLAND SHOP:

The Heron Island shop will be operating limited hours each day.

HOUSEKEEPING:

The housekeeping department on Heron Island takes the health and safety of our guests very seriously. Some highlights of their policies and procedures include:

- Laundry disinfecting is achieved through thermal and chemical processes.
- Products used for cleaning and personal hygiene are in line with the World Health Organisation standards and recommendations.
- Frequent disinfecting of common areas and high touch surfaces
- Mattress protectors, pillow protectors, blankets, curtains, bed runners and cushion covers are disinfected between each guest departure/arrival
- Cleaning records of public areas and accommodation rooms will be visible to guests

ADDITIONAL INFORMATION:

Hand sanitising stations will be available throughout the property. The COVID Safe Checklist has been completed with our onsite staff also completing government recognised COVID Safe training.

