

## **COVID-19 Health and Safety Management Updates**

A 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.

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 in anyway indicates a risk of COVID-19 transmission.**

### **COVID-19 VACCINATION REQUIREMENTS:**

From 14 April 2022, guests will no longer be required to be fully vaccinated against COVID-19 to stay at Heron Island.

### **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.

### **THE HERON ISLANDER:**

Hand sanitiser will be available for guest use onboard. The Heron Islander is cleaned several times per day including before, after and during each voyage.

### **DIVING & SNORKELLING:**

Heron Island follows strict hygiene regulations to ensure our equipment is disinfected, clean and safe at all times. 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.

### **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 either buffet style or 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.

### **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.

### **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

### **COVID-19 POSITIVE GUESTS ON HERON ISLAND**

If an individual is found to be COVID-19 positive at either Heron Island Resort, Heron Island Research Station or the National Parks Station, given the unique remote nature of the island and the lack of resources the resort has, including the inability to deliver meals, they will be required to return back to the mainland for isolation in accommodation of their choosing, at their own cost.

Heron Island has implemented a COVID-19 Safe Plan for the transport of COVID-19 positive/close contact individuals on the Heron Islander Ferry which includes:

- Sign a COVID declaration form to adhere to the Heron Island COVID safe plan.
- Take anti-sea sickness tablets 30 minutes prior to departure.
- Board the ferry after all other passengers.
- Only sit outside in a designated area on a seat with a plastic cover for ease of cleaning.
- Use a designated bathroom.
- Wear a mask at all times.
- Leave the ferry after all other passengers have disembarked.

#### Handling of luggage

- The individual will handle their own luggage or if this is not possible staff will assist by wearing gloves to handle the luggage both on and off the ferry.

#### Transportation after arrival in Gladstone

- Diagnosed cases and close contacts need to use private transport (drive themselves) to travel directly to the accommodation or an endorsed transport provider (who needs to be made aware the passenger is a diagnosed case). *Please see the Clinic Nurse for details.*
- If planning on relocating home, diagnosed cases must comply with the QLD Health Directive as follows: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/stay-informed/i-have-covid/isolation/relocate-to-isolate#:~:text=If%20you%20live%20in%20Queensland%20but%20were%20told%20you%20have,you%20as%20a%20close%20contact>.

#### Accommodation

- According to QLD Health guidelines, COVID-19 positive individuals are able to stay in hotel accommodation to isolate as long as there is a separate entrance to other guests and are able to have contactless meals delivered to them. *Please see the Clinic Nurse for details.*
- Diagnosed cases and close contacts will be advised to comply with the Isolation for Diagnosed Cases of COVID-19 and Management of Close Contacts Direction (No. 6) or its successor - <https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/isolation-for-diagnosed-cases-and-management-of-close-contacts>