

Thank you for informing us you have received notification that you have been a close contact to a Covid positive case and or have tested positive for Covid. As a result having researched the NSW health website we must inform you there are very strict rules for self-isolating guests, and we will be working with you to ensure these rules are followed as per the NSW Government COVID-19 isolation regulations.

- Isolation means you and anyone sharing the room with you must stay in your room and not undertake normal social activities. You should not leave your room other than to depart the Resort to return to your place of residence should you decide to isolate at home. If you decide to isolate with us you will have to stay in your room for 6 days before having a second test and will be charged for the entire stay. Should you then return another positive test you will be required to isolate for a further 2 days before re-testing and this will continue until such time as you test negative to Covid symptoms.
- You cannot utilise recreation facilities, enter public areas, or go shopping. You may not have any visitors or interact with any staff or guests while you are in isolation.
- You may leave your room to go and get a Covid 19 PCR test but must advise management prior to doing so and again inform management when you return and you should wear a surgical mask when doing so.
- You may order food by dialling 1550. Food service can be ordered between 7.00am and 9.30am for breakfast, 11.30am and 1.30pm for lunch and 6.00 pm and 8.00 pm for dinner. To avoid interaction with our F&B staff, we will organise someone to deliver your food to your bedroom door in disposable takeaway containers for you to pick up. Please advise the F & B team of any dietary requirements when ordering. Place used containers in a garbage bag and leave them outside your bedroom door at 10am every morning
- You may phone reception to request fresh towels and sheets. We are not a designated Covid isolation hotel however we now have an obligation to allow you to isolate in our establishment until you test negative. As such we cannot afford to have staff interacting with you for fear of possibly exposing them to Covid and thereafter passing it on so we will not be servicing your room and ask that you place any used linen into plastic bags clearly marked with your room number outside your bedroom door daily at 10am. We will organise a new laundry bag to be dropped at your door daily.