



COVID-19 LATEST ANNOUNCEMENT

At Star Hotels, we are committed to ensuring the health and well-being of our customers and staff. As we continue to monitor the impact of COVID-19, one thing remains our highest priority, your safety. We want to provide you with an update on our procedures in response to COVID-19 at all Star Hotels venues. We understand that due to the increased news and social media coverage, some people may be feeling anxious regarding COVID-19. We urge everyone to remain calm and consider the information below.

LATEST ANNOUNCEMENT

The Prime Minister announced yesterday that non-essential indoor gatherings would be restricted to 100 people. The Government has defined an indoor gathering as a gathering within a single enclosed area; i.e. an area, room or premises that is or are substantially enclosed by a roof and walls. Therefore, this allows the pubs, clubs and restaurants to have up to 100 people in each section of their premises.

WHAT WE'RE DOING

While maintaining our exceptional service to you, there will be some changes to ensure we are even more proactive in protecting our customers and our staff.

Many of our hotels comprise a range of different rooms and spaces. Eg. public bar, gaming room, restaurant, sports bar, functions. We will be limiting the capacity of these areas to 100 people.

Our staff are playing a significant part in dealing with COVID-19 by exercising good personal hygiene, maintaining personal distance from others and staying home if they are not feeling well.

We take pride in our venues always being immaculately clean. To build on our high standard of cleaning and sanitation procedures, we will be increasing the frequency of work required to maintain these standards. This includes all high touch points, kids' facilities and high chairs, toilet areas, door handles, card readers and gaming machines.

DINING OPTIONS

We recommend all diners make a reservation. To comply with Government advice, we will limit the number of customers in our dining areas, so we recommend that you book in for lunch and dinner by calling the hotel directly.

Some Star Hotels locations are now offering takeaway meals. To find out more information, please call the hotel directly.

Due to advice we have received, we will cease offering buffet lunch and dinner from Thursday 19 February and these will be replaced with a la carte options.

Rather than cutlery on the tables, cutlery will be individually wrapped and given to you with your meal. Tables will also be further spaced out to allow for more distance between other customers and will be sanitised before seating for your convenience

KIDS' AREAS

Our kids' areas at this point will be closed.



BAR & GAMING

While self-serve water stations will be temporarily closed, the bar staff will be happy to assist if you require water.

In the gaming area, the self-serve tea and coffee machines will be temporarily removed for your health and safety. Barista coffee will be available for purchase from the bar. This will remain free for Platinum and Gold members.

EVENTS

As some events may change, we will provide updates via Facebook and on our website. If you have an upcoming event booked with us, we recommend speaking to the functions team directly should any changes or cancellations be required.

WHAT WE REQUEST YOU DO

We ask that where possible, you use PayWave / tap rather than cash. All visitors are expected to follow basic good hygiene practices, including:

- Regularly and thoroughly washing your hands with soap and water for 20 seconds, including before and after eating and after going to the toilet
- Maintain 'social distancing' of 1.5m
- Avoid physical contact when greeting. Safe greetings include a wave, a nod or a bow
- Avoid touching your eyes, nose and mouth
- Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. Immediately dispose of the used tissue into a bin
- We request that all customers evaluate their health and that of people they are in close contact

We request that you not visit the venue and consult your doctor if any of the following apply:

1. You are experiencing or show signs of flu-like symptoms including fever, cough, sore throat, tiredness and shortness of breath
2. You have travelled to another area and are showing symptoms of COVID-19
3. You have just returned from overseas
4. You have been in close contact with a person who has been diagnosed with COVID-19 or is displaying the symptoms of COVID-19

For further information, please go to www.health.gov.au

As this remains an ongoing and ever-changing situation, we will provide updates on our Facebook pages, websites and via additional emails should there be any changes that affect our venues or patrons' plans. We will continue to monitor advice from the Government and industry associations to maintain and exceed best practice.

In the meantime, we encourage you to take care of yourself and those around you as we continue to provide excellent services and facilities to all our valued customers.