

To our valued clients

DIAMANTINA VILLAGE – COVID-19 MANAGEMENT STRATEGY

Diamantina Village is committed to ensuring the safety and wellbeing of our employees, guests and the community. To date, we have responded to the COVID-19 crisis by closely monitoring the situation and implementing all measures recommended by the Australian Government's Department of Health.

In the midst of this uncertainty, we are grateful for the ongoing support of our Clients and Guests by trusting us as your accommodation provider.

To ensure that we can continue to bring you quality accommodation services and remain your trusted partner, Diamantina Village are enforcing strict processes. Any guest, visitor or supplier to Diamantina Village will not be permitted to enter the premises if:

- They are currently experiencing fevers, flu like symptoms, a cough, sore throat or shortness of breath;
- They have had close contact within the last 14 days with any person with a suspected or confirmed case of COVID-19;
- They have previously been diagnosed with COVID-19 and have not yet received a subsequent negative test result or a medical clearance certificate;
- They have had close contact within the last 14 days with someone experiencing fever, flu-like symptoms or shortness of breath who has returned to Australia from any international travel; OR
- They have returned from overseas travel in the past 14 days.

All guests are now required to complete a self-declaration on arrival and check-in to Diamantina Village declaring that they comply with the above.

Any guest who develops symptoms of COVID-19 while staying in Diamantina are required to remain in their room and notify their supervisor immediately. Supervisors will then work closely with our camp staff and the appropriate medical professionals to arrange for immediate care and, where appropriate, transportation to their home base or medical facility.

Internal measures being taken

Diamantina Village have introduced proactive additional measures in our facility to hopefully reduce the risk and impact of COVID-19 on our community based on the advice from the Department of Health. We have:

- Introduced social distancing protocols in all common areas;
- Issued additional hand sanitisers and hand wash stations throughout the Village;
- Reviewed all cleaning and sanitizing products to ensure they meet the recommendations of the health authorities;
- Undertaken additional 'deep cleans' of high traffic public areas including the dining hall, bar area and gymnasium;
- Increased the frequency and extent of cleaning and disinfecting in public areas with an increased focus on 'high touch' areas like door handles, reception, hand rails, bathrooms and room keys;
- Increased our already high standard of cleaning in our guest rooms and introduced additional laundering of linens; and
- Introduced additional Personal Protective Equipment (PPE) for use by our employees in cleaning and interactions with guests where relevant.

As a valued client, Diamantina Village requires your Company and your guests to adhere to the advice of the Australian Government Department of Health regarding their personal hygiene, including increased thorough hand washing or use of alcohol based sanitizer, avoiding contact with high touch areas such as hand rails, coughing or sneezing into your elbow or a tissue and disposing of the tissue immediately, avoid close contact with others, and maintain appropriate social distancing.

Diamantina Village will continue to monitor the COVID-19 situation as it progresses and adhere to advice of the Department of Health and other relevant health authorities.

If you have any questions or concerns regarding the above, please contact the Diamantina Village team.