



**Emerald sands management would like to acknowledge the challenging times that we are all facing in relation to the Coronavirus.**

The Emerald Sands team have been working very hard to ensure that we are well educated and informed in relation to this health event. We are focused on delivering the best possible health and safety practices to protect the well-being of everyone while staying with us at Emerald Sands.

**What you can do, to assist us, to continue to provide a clean and safe holiday destination for you and your family to enjoy:**

- Avoid contact with anyone who is unwell.
- Clean your hands regularly with soap and water or if you are unable to wash your hands use hand sanitiser.
- Wash your hands prior to leaving your apartment and as soon as you return.
- Use sanitising stations located at lift entrance in basement and on level 1 prior to using the lift.
- Cover your nose and mouth with a tissue or bent elbow when coughing or sneezing.
- Avoid touching your face, nose and mouth and avoid shaking hands.
- Practice social distancing by staying at least 1.5m from other people and avoid contact such as shaking hands.
- Download the Covidsafe app recommended by the Australian health department.

**Our commitment to you:**

- Hand sanitation stations have been installed by the lift on level 1 and in the basement for guest use.
- Hospital grade cleansers are being used wherever possible with air dry sanitisers in other areas
- All apartments sanitised prior to guest arrival.
- Increased frequency of cleaning of all common area surfaces.
- Our cleaning contractors are well informed and trained in line with Qld Health department advice.
- Regular checks of the cleaning practices and protocols we have in place to ensure they are being implemented and followed.
- A link on our website to Qld health for the latest virus information.
- The introduction of a staff wellness policy outlining isolation procedures should any staff member present with flu-like signs or symptoms.

We thank everyone for the great effort to date in combatting this Virus.

Tania and Darren