**Stay Well Measures**

Hamilton Island has implemented the ‘Hamilton Island Stay Well Program’ across the Island which strictly adheres to the COVID Safe Directives of the Queensland Chief Health Officer. This program aims to ensure the safety of our guests, staff and community.

**Before you arrive**

* If you reside in, or have visited a declared COVID-19 hotspot during the past 14 days, including Victoria, you must not enter Queensland. If this is you, and you arrive at Hamilton Island you will not be granted entry
* If you have just been tested and are self-isolating when you are due to arrive, or if you have tested COVID positive within 14 days before arrival, please don’t travel to Hamilton Island (no change fees attached with a medical certificate)
* If you are displaying cold and flu symptoms you will be asked to self-isolate and to get checked by our Medical Centre team
* In the unlikely event of you testing positive for COVID-19 while you are on Hamilton Island, you will be required to quarantine on the island OR on the Whitsunday mainland, for 14 days, at your own expense
* We suggest getting travel insurance before you travel anywhere, just in case you have to change or cancel plans (our Hamilton Island Reservations Specialists can organise that for you)

**Protective measures**

* Our Stay Well Program strictly adheres to the COVID Safe Directives of the Queensland Chief Health Officer
* We conduct thermal scanning of all visitors upon entry to the airport and the ferry terminal
* There are hand sanitiser stations resort-wide indoors and outdoors
* Masks and gloves are available upon request at all front desks and outlets
* Compendium, stationery and magazines have been removed from rooms and communal guest areas, replaced with online or paper information packs

**Social distancing**

* Our areas are set as per recommended social distancing guidelines
* We practise the 1.5m social distance rule island-wide
* We practise all social distancing measures at all of our onshore and offshore activities

**Increased cleaning and sanitisation**

* We conduct frequent regular cleaning of public and high traffic areas
* We do increased and frequent cleaning of hotel rooms with special attention paid to high touch surfaces, bathrooms and floors
* Our linen laundering processes follow the global WHO Safety Guidelines
* We’ve implemented a ‘Clean As You Go’ Program - all team members clean the surfaces they pass frequently as they move about their day

**Health management**

* Guests displaying cold and flu symptoms will be asked to self-isolate and to get checked by our Medical Centre team
* COVID-19 testing kits are available at our Medical Centre to ensure any suspected cases can be confirmed swiftly
* Quick and comprehensive case management protocol including the facilitation of island based isolation, testing and quarantine if required
* We have specially trained cleaning staff on island available for post exposure cleaning if necessary
* Our first responder, medical, safety and security staff have completed the Australian Department of Health COVID-19 Infection Control Training

**Limited contact**

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| All restaurants and retail outlets are only accepting cashless payments during this time. |

* Maximum capacity requirements apply in shops and restaurants
* Hotel buffet breakfast and shared menus have been replaced with a la carte
* Increased takeaway and food delivery options are available
* Contactless registration and menus in all restaurants
* Our high contact area staff members have completed the mandatory TAFE QLD COVID Safe training courses