

Sunday 5<sup>th</sup> December, 2021



Dear valued patrons and accommodation guests,

I am sure you will have all seen and will be well aware of the latest update from the Queensland Government in relation to its “Roadmap to Recovery” which is directing us on how we will migrate to life after we reach the 80% vaccination rate, projected for 17th December 2021.

The Government has announced that all staff and patrons working in or visiting hospitality venues, pubs, clubs and other establishments, must be double vaccinated.

For our establishment this means, at a minimum, all licenced areas of the Stradbroke Island Beach Hotel - Waves Bar, Manta Ray Bistro and all adjacent areas to our facilities. This includes our onsite accommodation in both our hotel rooms accommodations and our Deluxe Waves Apartments and all other onsite on areas aside from the drive through **\*\*Cellabrations\*\*** located in the lower basement area of the premise.

Given that patrons and contractors move without restriction between all impacted areas the advice at this time is that the Government directive will apply to all staff, contractors and patrons entering our premise for any purpose.

The Acting Chief Health Officer will be presenting the directive over the next few days and, as you would expect, our premise will comply with all aspects of that directive where applicable.

The Stradbroke Island Beach Hotel, Accommodation and Waves Apartments do not intend to take a position on the decision one way or another, however we do acknowledge our responsibility to abide by it in the same way that we do in all aspects of the law and the regulations that govern our operations.

We are working to ensure that when you are on our premises from 17<sup>th</sup> December, you can be confident that all staff who do not hold a specific exemption under the directive will have been double-vaccinated. We understand the sensitive nature of this and please know that all dealings with our valued staff are being carried out in a supportive and positive manner.

The health directive will require that you, your guests, and all contractors show proof of double vaccination when you enter the grounds and/or premises of our venue.

Please understand that we have no choice other than to follow the directive as there are harsh penalties for non-compliance. It will be better for all concerned if we could rely on you our patrons and, your guests and our contractors to **“do the right thing”** so we seek your support and understanding during this transitional period.

We certainly want to avoid being in a position of having to enforce the law by excluding non-vaccinated persons but will have no choice in the matter, if required

to do so we will. Be aware that this is a situation **NOT** of our making, so all we ask is that you are all kind and thoughtful of the situation we are placed into.

Technology is being employed to manage the entire Covid proposal, we understand that some patrons may not have the ability or don't have the technology to use the Government's mobile phone check-in system QLD APP. Importantly, this will be the primary proof of patrons and contractor's vaccination status. We can assist in ensuring that even if the technology is not available to you, we have an alternative check-in using the business profile of the app, patrons will then need to provide evidence of vaccination status (Vaccination Certificate), provided they are willing to do so, or another method that will meet the compliance requirements of the Health Directive.

We will do whatever we can to ensure that fully vaccinated patrons and guests are not excluded from entering.

I appreciate that this may not be an ideal situation for some, but our venue doesn't have a choice in the matter.

The only exception to this rule is the off premise **\*\*Cellarbrations\*\*** at Dunwich and on premise **\*\*Cellarbrations\*\*** Bottleshop. Note that if you are **unvaccinated** and wish to use this essential service you **must ONLY use the drive through area you are not permitted to use the lifts or stairs located on premise or any other form of access through the venue footprint.**

All patrons whose bookings are on or after the 17th December 2021, **WILL BE REQUIRED** to supply their vaccination certificate on arrival. Stradbroke Island Beach Hotel reserves the right to cancel your booking where you cannot provide proof of the COVID vaccination status, all accommodation guests will be contacted individually prior to arrival.

I would like to ask that you be patient with our staff as we work to implement all that is required regarding systems and changes to comply with the Government Health Directive, as we are not responsible for this decision, but that which the Stradbroke Island Beach Hotel is fully obliged to abide by.

Whether or not you agree with the decision and the rules, we do ask that you follow them in the best interests of your venue and fellow patrons.

Thank you in advance for your understanding and compliance, if there are further changes to the directive, we will update you further.

Warm Regards,

Naomi Henny

General Manager

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