



## WE CARE ABOUT YOU...

As COVID-19 continues to affect the world, we know that infection is a potential risk. The health and safety of our staff and guests is our key priority.

At Elements of Byron we are committed to creating experiences that are deserving of this unique part of the world that we call home. However, we've introduced a number of processes to keep us all safe while we do so.

We understand that COVID-19 can be spread by coming within 1 meter of an infected person, or by touching an object that is contaminated by a cough or sneeze and then touching your face.

We also understand that while symptoms may include fever, a cough, sore throat, tiredness and shortness of breath, someone may have it without their knowledge.

## So how are we keeping you safe?

We have increased vigilance in all cleaning and hygiene protocols, put in place measures to ensure social distancing and re-trained our team in all COVID-19 safe practices. In addition, our staff are not permitted to enter the work place if showing any cold or flu like symptoms.

This manifest summarises our new procedures, ensuring you have the information you need to relax and enjoy your holiday with peace of mind.

## If you feel unwell

If you're experiencing cold or flu-like symptoms prior to your stay, we ask that you please contact us to reschedule your stay.

If you're experiencing cold or flu-like symptoms while at the resort, we ask you to please notify us so we can assist you in seeking medical advice and put measures in place to contain potential spread.

Now that's said, we are so excited to welcome you to this truly special part of the world. We missed you! Stay safe and enjoy.



## KNOCK, KNOCK...HOUSEKEEPING

We're always passionate about ensuring our guests never have to worry about the cleanliness of the resort and villas.

Our new procedures are an extension of this, increasing our focus on sanitisation, deep cleaning and the frequency of services and inspections.

So, there's nothing left for you to do but enjoy.

Here are some of the specific activities that are part of our new normal:

- Staff are not permitted to enter the work place if showing any flu like symptoms
- Staff have completed Department of Health COVID-19 Infection Control Training
- An additional sanitisation step has been added to all checked out villas, including a thorough sanitisation of all single touch items such as television remotes, door handles, light switches, air-conditioner controls etc
- Antibacterial air and surface sanitiser is sprayed on all fabric surfaces including curtains and lounges
- Increased frequency of Public Areas cleaning
- We've included a hand sanitiser pump in each villa, and hand sanitising stations throughout the resort's communal spaces
- All items from the villas that cannot be effectively sanitised have been removed such as magazines and notepads
- Prior to re-opening, all resort mattresses have been professionally cleaned and sanitised
- Housekeeping staff have appropriate PPE equipment for use when required
- Staff may refuse to service the room if a person is present in the villa, and displays any COVID-19 symptoms

## DIVE IN...POOLS

The Central Lagoon takes coastal Byron cool to the next level. The Adults Exclusive pool is the 'shhhhhh' zone of cocktails and dreams.

- We've spaced out pool furniture and reduced seating capacity to ensure social distancing
- All pool filtration systems have been upgraded to ozone and UV filtration for improved water biology
- Sanitisation stations are positioned throughout both pool areas



## FOOD AND BEVERAGE

### THAT MOMENT WHEN YOU SAY, "MMMMM..."

Food nourishes life. At Elements of Byron, we think the entire food and beverage experience can also sustain the soul.

Here are some of the ways we're putting safety first:

- Staff are not permitted to enter the workplace if showing any flu like symptoms
- Staff have completed Department of Health COVID-19 Infection Control Training
- Increased staff hand sanitisation and hand washing throughout shifts
- Increased cleaning of all major touch points
- Full sanitisation of all cleaning apparatus
- Restricted seating in each outlet to ensure social distancing and compliance with capacity regulations
- Social distancing measures include furniture spacing and a reduction of seating capacity
- Antibacterial air and surface sanitiser on all fabric surfaces at the conclusion of service
- Strict sanitising regimes apply to all items handled by staff and guests including menus and tableware
- Electronic access to all resort menus via QR code available
- Replacement of buffet breakfast with a la carte and take away options
- Tableware is set upon guest arrival
- No external delivery vendors permitted into outlet back of house areas
- All of our food handlers have completed the food safety supervisor certification



## OSPREY SPA...RELAX AND INDULGE

What better time to completely let go? Stop. Breathe. Relax. Indulge. Our Osprey Spa team has undergone new training and are ready to lull you into a better place for you mind, body and soul.

Here's how we'll do it:

- Staff have completed Department of Health COVID-19 Infection Control Training
- Antibacterial surface cleaner is used on all surface and frequently touched areas between treatments
- Turnaround time between treatments has been increased from 15 minutes to 30 minutes to allow for thorough treatment room cleaning
- We've added a dedicated sanitisation station at the entry of the spa
- All equipment is sterilised and disinfected
- Limited number of people allowed in spa to maintain social distancing requirements
- Mandatory temperature checks for all staff and guests upon arrival, with entry declined for those showing signs of a fever (38 degrees or higher)
- All high touch items such as magazines have been removed from the spa
- All tester retail products have been removed from display
- Personal Protective Equipment will be used by the staff, during services, including disposable gloves and face masks for any treatment around the face
- Treatment staff movement has been modified throughout their shift to ensure minimal contact between staff occurs
- Electronic access to Spa Treatment Menu via QR code available

## YOGA

Yoga is not about touching your toes, it's about what you learn on the way down. There's never been a better time to breathe, stretch and re-balance.

Here are some of the ways we're putting safety first:

- Staff have completed Department of Health COVID-19 Infection Control Training
- Hand Sanitiser is to be used on arrival to yoga class
- Towels are available to use as an extra cover on the yoga mat
- Antibacterial surface cleaner is used on all yoga mats at completion on class
- Limited number of guests to attend yoga to maintain social distancing



## CONFERENCING AND EVENTS... SETTING THE STAGE

Conferences and events need to have a showmanship about them. If there's one thing we know for sure, it's how to put on a show.

Here's how we've put safety on center stage:

- The number of guests in each conference space is restricted to ensure social distancing and compliance with regulations
- Previous 'self-service' menu offerings such as shared dishes and buffets will now only be served by event staff
- Menus have been adjusted to reduce self-serve items
- Lobby capacity restrictions will apply to group check-ins and departures
- If any delegates or event organisers are experiencing cold or flu-like symptoms prior to or during their stay, we ask that they please do not attend the conference
- All external service providers/vendors required on site will be required to register their contact details and will need to present a COVID-19 safe plan of their own
- Sanitiser stations at entry and exit points for all guests
- Increased cleaning of all major touch points
- Increased staff hygiene and social distancing
- Full sanitisation of all cleaning equipment
- Increased distances between tables

## Thank you

Elements of Byron thanks you for your understanding during these times, and we look forward to welcoming you.

Kindest Regards,

Michael Skinner  
General Manager