



BREATHE EXPERIENCE DISCOVER

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COVID SAFE GUIDE

FOR GUESTS

VERSION 1.4 – 4 JUNE 2021



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WELCOME

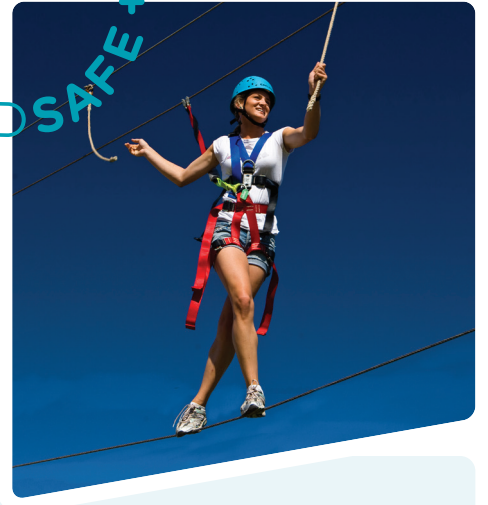
**FIRST THINGS FIRST,
HERE AT CYC WE ARE THRILLED
TO GIVE YOU A WARM WELCOME.**

OVERVIEW

CYC's highest priority is to safeguard the health and well-being of our workers and guests (our community) during the COVID-19 pandemic.

This document outlines our COVID Safe guidelines to help limit the spread of COVID-19. They are written in line with Federal and Victorian State Government guidance and will ensure that camps are a safe experience for everyone.

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PRINCIPLES

CYC IS FOLLOWING THE ADVICE PROVIDED BY THE VICTORIAN STATE GOVERNMENT WHO ARE ADMINISTERING THEIR GUIDELINES THROUGH THE DEPARTMENT OF HEALTH & HUMAN SERVICES AND SAFework AUSTRALIA.

INDUSTRY GOVERNANCE

As well as being guided by industry leaders such as:

- VTIC (Vic Tourism Industry Council)
- ACA (Australian Camps Association)
- CVA (Christian Venues Association)

CYC also fits under a number of different specific industry guidelines. We have taken all of the relevant guidelines into account and applied those rules to each area of the camping experience to ensure that we are operating accordingly.

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IN THE BACKGROUND

CYC HAS BEEN BUSIER THAN EVER WORKING TO ENSURE THAT WE ARE COMPLIANT WITH RELEVANT GUIDELINES AND RUNNING OUR SITES TO THE HIGHEST SAFETY STANDARD. WE ARE USING A VARIETY OF RECOMMENDED STRATEGIES TO REDUCE THE RISK OF TRANSMISSION AS OUTLINED IN THE GUIDE.

We have completed a thorough OHS Risk Assessment on all of the tasks that we do in order to host our guests. The results have been analysed, discussed, appropriate measures have been implemented and resources have been purchased to accommodate these changes as outlined in the following pages.

STAFF TRAINING

Our staff have undertaken specific COVID-19 training and are competent CovidSafe practises. The training covers all aspects of COVID-19 and our staff have also participated in department specific training unique to their area of expertise.

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BEFORE YOU ARRIVE,
**HERE'S WHAT
WE'LL DO...**

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CLEANING

At CYC, we have increased our cleaning regime to now include the following:

- Additional routine cleaning of all areas
- Additional disinfecting of 'high touch points' (door handles, light switches, buttons and more outlined below)
- Assurance from our suppliers that our cleaning products are suitable for COVID-19

HIGH TOUCH POINTS

Our high touch points are now being cleaned multiple times a day. These include:

- Light switches in all common areas
- Door handles in all common areas
- Toilet facilities in all common areas
- Elevator buttons
- Stair rails and handles

HAND HYGIENE PROVISIONS

Where soap and water are not available, we have provided hand sanitiser. We have also set up hand sanitising stations at all entry points to common areas throughout our sites.

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UPON YOUR ARRIVAL...

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WE'LL REQUIRE YOU TO:

- 1 Ensure that neither yourself nor your guests are experiencing any symptoms of COVID-19. Guests are unable to attend a CYC site if they are experiencing any symptoms.
- 2 Use the QR Code to sign in ALL guests. This includes all children.

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DURING, YOUR STAY

GENERAL COVID-19 PRACTISES

During your stay, please remember to maintain CovidSafe practises by:

- Regularly washing and/or sanitising your hands
- Following government regulations in relation to masks
- Practising physical distancing with other guests and staff
- Getting tested immediately and isolating whilst you arrange your immediate departure if you develop covid-19 symptoms during your stay

HAND SANITISER

We do have plenty of hand sanitising stations located around our sites but please ensure that you bring your own supply of hand sanitiser as well to use in your accommodation.

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DURING, YOUR STAY

OUTDOOR ACTIVITIES

If there's one thing we know you love about holidays, it's getting out in the fresh air and enjoying outdoor activities. At CYC we have implemented changes to how we look after our guests using our outdoor activities by:

- Sanitising and cleaning all helmets, harnesses, carts, ropes, grip handholds, and all of our other awesome activity gear more regularly
- Routinely cleaning and sanitising all equipment around our sites
- Washing hands before and after equipment use

At each site, we will promote fresh air flow indoors and maximise use of outdoor activities and environments with enhanced ventilation where practical (depending on weather conditions).

Our programs and activities across all five sites have been carefully reworked, risk assessed, and have COVID-safe protocols in place to protect everyone. For further information on specific activities, protocols, risk assessments, policies, or a particular site, please get in touch with us and we will gladly help you.

YOUR DINING EXPERIENCE

- We will serve up sensational dishes and ensure that we are following the hospitality guidelines.
- We will regulate dining and shared areas to ensure COVID safe practices can be achieved.

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BUT MOST IMPORTANTLY...



**FROM ALL OF US AT CYC WE CAN'T WAIT
TO WELCOME YOU!**

**WE'RE HERE TO SERVE YOU DURING YOUR STAY.
PLEASE FEEL FREE TO APPROACH ANY OF OUR STAFF
IF YOU HAVE ANY QUESTIONS OR CONCERNS.**

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